

PARINS

Partnership Approach to Racial Incidents in North Staffordshire

ANNUAL REPORT 2007-08

'UNITED STRENGTH IS STRONGER'
KEEPING NORTH STAFFORDSHIRE FREE FROM RACIAL HATRED

DECLARATION

Stoke-on-Trent, Newcastle-Under-Lyme and Staffordshire Moorlands are places where the diversity of peoples from different backgrounds is appreciated and valued and where there are positive relationships between people from different backgrounds in the workplace, schools and the community. All have a right to live in a just society where racial, religious or cultural differences exist in an atmosphere of mutual respect and where every individual is treated equally and fairly regardless of race, colour of skin or religion, and live together in peace and fellowship based upon a common understanding of security and justice.

There can be no place for those who seek to incite or encourage, blatantly or covertly, racial hatred, prejudice, stereotyping and discrimination between others.

As members of the human family we should show each other respect in our dealings with people of other races, faiths and beliefs. This means:

- Respecting differences of race and culture and remembering that these differences between peoples do not indicate their worth;
- Respecting other people's freedom within the law to express their beliefs and convictions;
- Respecting the rights of others to disagree with us;
- Working to prevent disagreement from leading to conflict;
- Learning to understand what others believe and value;
- Recognising that all of us at times fall short of the ideals of our own traditions, and never comparing our own ideals with other people's practices.

Living and working together is not always easy. Racial, religious and cultural differences harness deep emotions which can sometimes take destructive forms. When this happens we must draw upon our strengths to bring about reconciliation and understanding. We have a great deal to learn from each other which can enrich us without undermining our own identities. Together, listening and responding with openness and respect, we can move forward in ways that acknowledge genuine differences but build on shared hopes and values.

PARINS
Partnership Approach to Racial Incidents in North Staffordshire

Please return your signed declaration to: PARINS, FREEPOST, MID19857, Stoke-on-Trent, ST1 6BR (No Stamp Needed)

✂.....

Signed:

Name:

Address (optional):

Date:

By signing the declaration you are:

- Helping to make PARINS more widely known
- Supporting victims who need no longer suffer in silence
- Demonstrating your solidarity with those who suffer racism
- Helping PARINS create a groundswell of public opinion which affirms the right of every individual to be treated equally and fairly

A racist incident is any incident which is perceived to be racist by the victim or any other person

Stephen Lawrence Inquiry Report 1999

A religious hate crime is any incident which is perceived to be motivated by hostility based on a person's religious belief or lack of religious belief, by the victim or any other person

Staffordshire Police

KEY TO OUR SUCCESS

Partners working together to:

- make reporting racist incidents easier for victims
- assist victims by offering appropriate advice and when requested casework support
- increase the reporting of racist incidents by making it worthwhile for a victim to do so
- assist partner agencies to respond effectively
- increase the venues where reporting forms are available

OUR PARTNERS

PARINS works across North Staffordshire covering the City of Stoke-on-Trent, Newcastle Borough and Staffordshire Moorlands District councils. Partners share in the delivery of PARINS actions plans and play a crucial role in establishing the way PARINS' objectives are achieved.

PARINS has a service level agreement with the North Staffordshire Racial Equality Council and Stoke-on-Trent Citizen's Advice Bureau to employ a project and training officer, a case worker and an administrator.

THANK YOU

PARINS vice chair, Jude Hawes, equalities team manager of Stoke CAB, who keeps the show on the road by paying meticulous attention to the delivery of PARINS' action plans and the pursuit of funding

Vince Simpson, acting director of the NSREC, whose long experience of working with victims of racism and with the communities which underpins our work

Theresa Kirkham, Jan Hunt, Tas Hussain supported in turn by Linda Proud, Mel Underwood and on occasion Sue Garside, who strive always to give of their best

Our partners and especially Staffordshire Police without whom PARINS would not now be looking forward to its 10th anniversary in March 2009.

Angela Glendenning, Chair

"North Staffordshire has a reputation for being a warm and friendly community which is welcoming to newcomers. The work which PARINS does is extremely important in helping to ensure that this community remains free of racism. The Sentinel is very proud to be an active supporter of PARINS."

Mike Sassi, Editor-in-Chief, Staffordshire Sentinel News and Media

Case study: The only Afghan family living in their street reported that they were experiencing daily abuse from youngsters. Their windows were being smashed, their door kicked and a visitor's car scratched. They did not know if the police had recorded the incidents as racially motivated. When he visited the case worker found the kitchen and living room windows broken, the back door did not open, cello tape was keeping some panes of glass in place, the house was damp and liquid was seeping up through the floor boards. The couple were worried about their safety and their daughter's health; there was a baby on the way. When the state of the house was reported to the landlord his comment was "if you not happy then get lost. You are only Afghans and you should be grateful for what you've got."

The case worker contacted the police to find out if the incidents had been logged as racially motivated and to obtain information to support the couple's request for alternative accommodation. A member of the CAB's housing team contacted the council and the couple were moved on the grounds of racial harassment. They did not want to take action against their landlord. In their words: "We just want to move and get out of this nightmare. We don't want any trouble." They are now living in temporary accommodation until suitable permanent accommodation is available.

THE PAST YEAR

Reporting centres

The majority of people reporting racist incidents do so through Stoke CAB and the NSREC. Last year we reported that of the 236 reporting centres only a small proportion could still be considered 'live'. Requests for more forms are promptly addressed and newly trained staff take reporting forms back to the agency they represent. Posters and self reporting forms have been distributed to libraries, local centres, voluntary organisations and various other venues.

Analysis of reporting

Stoke-on-Trent

Two hundred and fifty seven against 283 reports last year were received from 105 clients against 92 clients last year; 80 clients were referred for casework support. The busiest months were April, July, September and March against May, July, October and November last year.

The largest groups reporting racial harassment identified themselves as Pakistani, closely followed by Black African. This indicates little change from last year. The ethnicity of 42 reporters was not known and ethnicity was not, of course, applicable to reports of racist graffiti. Overall 24 different ethnicities were represented.

The largest proportion of people reporting racist incidents were aged 25 – 34 and there was a noticeable reduction of people aged 16 or 16 - 24 compared with last year.

Fifty two incidents occurred in Hanley and 21 each in Shelton and Sneyd Green, 19 in Burslem, 15 in Tunstall and a scatter of incident in other parts of the city.

"PARINS were very helpful and very thorough. Tell them all thank you." Mrs B

Newcastle-under-Lyme

One hundred and twelve reports were received from 21 clients and 14 were referred for casework support. Two victims reported a very large number of repeat incidents which had an impact on the overall figure for the number of incidents. The busiest months were April, July and March.

The largest groups reporting racial harassment identified themselves as Pakistani and Chinese although reports were received from 10 different ethnicities.

Reports were received from the town centre, Knutton, Silverdale, Keele, Madeley, Bradwell, Kidsgrove, Crackley, Cross Heath, Chesterton and Clayton.

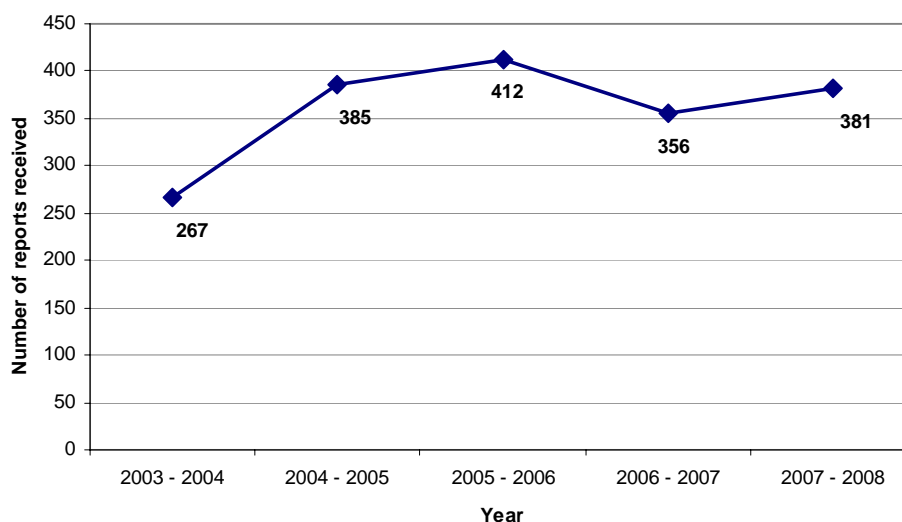
Staffordshire Moorlands

12 were received from 6 clients and 3 were referred for casework support.

Half of the incidents occurred in Leek.

Year total of reports received

Since April 2003 PARINS has received a steadily growing number of reports. The fluctuations can partly be explained by the availability of resources to publicise the service. During 2007/08 PARINS experienced some staff turnover and this stretched PARINS ability to maintain a continuing growth of awareness of how to report by frontline staff and their understanding of the benefit of doing this.



Types of Incidents

In all three areas the types of incidents recorded included arson, assault, disputes, nuisance, theft, threat, verbal abuse, damage to property, malicious phone calls, hate mail, harassment and graffiti.

Project officer Theresa Kirkham can provide a full report on request.

"I think this is a good service and it's working to reduce racial harassment overall. I hope this service helps others like it helped me." Miss A

CASEWORK

Eighty nine out of 106 (83%) said that the harassment they had been experiencing had stopped; this may have been a result of the perpetrators being forced to move or the victims being re-housed to a safer location.

Following PARINS intervention 81 people (76%) felt safer at home and 82 (77%) felt safer outside.

Eighty three percent of people (100 out of 120) said they felt stressed and anxious at the time their case was referred. At case closure 83% (88 out of 106) said they felt less stressed and less anxious. This shows the outcome of casework insofar that PARINS not only addresses the effects of the harassment but also looks at the specific effect this has on an enquirer and their family in relation to *how they are feeling*.

Ninety people (85%) said that they felt supported and were safe and happy and pleased that there was an organisation that was specifically tasked with addressing the racial harassment they experienced.

Fourteen people (13%) failed to access casework support following initial referral. Some may not have attended appointments, others proved difficult to contact after the initial referral or some simply explained "It's ok, I don't need any further assistance"

One hundred and six cases were closed.

TRAINING

Training in how to respond to a report of a racist incident is essential for managers as well as for front-line staff. This was demonstrated when PARINS conducted a 'mystery shopping' exercise. It sometimes seems that PARINS remains an *add-on* to fulfil an audit requirement rather than an integral part of agency commitment to its customers or users.

PARINS training has been delivered to part-time and full-time youth workers; Combined Healthcare NHS Trust; police recruits; Staffordshire education welfare officers; teaching and non-teaching staff at two schools as part of the 'Game On' programme; Brighter Futures; and Newcastle Borough Council who offered some places to staff from other organisations

Training officer Jan Hunt can provide a fuller report and a summary of course evaluations.

Community Involvement project

This year's community consultation was carried out by workers already working or in contact with BME individuals or groups. Interviews were conducted with young people, over 25s, refugees and people seeking asylum and staff in local businesses. One hundred and three forms were returned although not all were fully completed and some gave more than one response to each question. Fifty interviewees were female and 45 were male and the gender of the remaining eight was not disclosed. The questionnaire was in English and not all the interviewees had English as their first language so some questions and answers may have been lost in translation.

Overall the feedback demonstrated how it remains difficult to report a racist incident. Victims wish to be listened to, taken seriously and advised what the next step might be and kept informed about further investigations. The need for more cross cultural education and opportunities for people from different backgrounds to get to know one another is invariably emphasized. Refugees and people seeking asylum wanted the wider community to understand how nervous and frightened they felt and how much they wanted to feel safe.

A mother commented: *“My daughter no longer wears a headscarf and she is accepted at college because people think she is from southern Europe. She would like to wear a headscarf but she is scared to do so. I think it would help if local people knew at least some people in their own neighbourhoods but English people don’t mix with one another.”*

The Community Involvement Report is available on request

COMMUNITY LANGUAGES

With support from the Britannia Building Society Foundation and in response to requests from participants involved in the 2005 Community Involvement project, PARINS translated the *See, Hear, Speak Out* leaflet into 13 community languages: Arabic, Bengali, Czech, Dari, Farsi, French, Gujerati, Kurdish, Polish, Punjabi, Russian, Tigrinyan and Urdu. Some 3466 have been distributed mainly through the Stoke CAB and the NSREC.

STOKE- ON-TRENT CITY COUNCIL



Building Bridges

Civic leaders from Stoke-on-Trent have put their names to a growing campaign aimed at bringing the city’s ethnic communities together.

From left to right, Council Manager Steve Robinson, Lord Mayor Bagh Ali, Chair of PARINS Angela Glendenning, Elected Mayor Mark Meredith, and equalities portfolio holder Mohammed Pervez.

The Sentinel 2nd November 2007

Mayor Meredith commented: “I’m absolutely delighted to lead from the front on this issue. I support the aims of the declaration and would urge city council officers and members to study it in detail and sign if they are able.”

“Partnership working to deliver a joint aim is very important within the City Council and no more so than when working with PARINS. The support provided to our residents when they are going through a difficult time and the guidance provided to our staff on dealing with racial incidents is very good and ensures that as a City we demonstrate that ‘Stoke won’t stand for it.’

Jenny Graham, Community Engagement Manager

“I have been a member of PARINS since 1999. Now, as a Neighbourhood Manager and the portfolio holder for Crime and Disorder Reduction I can truly say that the work of PARINS is crucial to us. PARINS assists our staff to ensure that we deal with cases of racism or harassment quickly, efficiently and effectively. PARINS’ expertise, knowledge and supportive approach makes a

real and positive difference to the residents of the City and to the work of the City Council as a whole. I am proud of their work and I will continue to do all I can to support the principles and practise of this valuable resource.”

Linda Boy, Neighbourhood Manager

PARINS was pleased when 16 resident associations attending a meeting took the opportunity to read and sign the declaration.

NEWCASTLE BOROUGH COUNCIL

COMMITMENT: A campaign fighting to stamp out racism in North Staffordshire is set to add another new supporter to its list. Newcastle Borough Council has agreed to support the work of PARINS. Simon Tagg, the borough council leader, said “This is a commitment on behalf of the borough council to support the work of PARINS. We want to make a clear commitment to the community about the values we hold.”

The Sentinel 7th March 2008



Community Safety Officer, Robert Avann commented: “Besides bringing partners together to look at and respond to all areas of racism in a joined up way, PARINS offers expert input into decision making, expert attendance at partnership events, improved reports in terms of availability of good reporting tools, feedback from the project officer, training opportunities and mystery shopping to test the effectiveness of reporting centres.”

“I was happy with the service and it’s nice to know that there are people out there that understand what you’re going through.” Mrs D

STOKE-ON-TRENT POLICE DIVISION

COMMUNITY UNITES TO FIGHT RACISM

The call by the Partnership Approach to Racial Incidents in North Staffordshire to unite against racism comes a week after anti-terrorism officers raided homes in Newcastle after arresting a Muslim doctor and his wife, the pair are still being questioned about their suspected involvement in the failed car bomb attacks in London and Glasgow.

From left to right, Vince Simpson, acting director of the NSREC, Simon Harris, chief executive of Stoke CAB, Angela Glendenning, Chair of PARINS, Mike Sassi, editor of The Sentinel and Staffordshire Police chief superintendent Jane Sawyers.

The Sentinel 9th July, 2007



For Staffordshire Police and in particular Stoke-on-Trent division, PARINS continues to be one of our most important partnerships and one we are proud to be associated with. Its’ unique standing within our BME communities and hard to reach groups, developed through determined partnership working is unequalled. PARINS has an important role to play in our commitment to increasing the trust and confidence of the diverse communities we serve to be

able to respond effectively and drive down incidents and crimes of racism. There is overwhelming confidence held by the Police that the challenges facing the City in respect of the cohesion of its citizens will continue to be well served by the excellent contributions of PARINS.

During the last 12 months the police in Stoke-on-Trent have embraced issues affecting the cohesion within the City in particular through the focus applied to neighbourhood policing. Reported incidents of racism against members of our community reduced from 720 in 2006/07 to 586 in the last 12 months, a reduction of 19%. Against a 40% detection rate target, in 2006/07 26% of all reported cases that were crimes were detected and this compares to a 22% detection rate for the last 12 months. We will continue to set an achievable 40% Detection rate again for this forthcoming year in anticipation that continued partnership working with PARINS and other partners will continue to build confidence within our communities to report racial incidents and in turn inspire others to support successful prosecutions in court.

John Horrocks, Chief Inspector, Public Protection

Case study: X and Y came to PARINS to seek assistance after being victims of an unprovoked assault. As they got out of their car they had been abused, threatened and intimidated by three youths. The incident was plainly racially motivated because of the language used. X and Y said they had only come to visit a friend and didn't want any trouble. The youths responded "Oh, we have a Paki lover in this street do we? Guess what, you're going to get trouble." At this point the assaults took place and their car was damaged. The injuries sustained by X and Y included damage to the lower back, bruises to face and neck, cuts to various parts of the body and severe tendon damage to one hand.

The case worker was able to obtain an update on the case's progress from the police and assist X and Y to make an application to the Criminal Injuries Compensation Authority. Arrests were made and four people were prosecuted. Over £4,500 was awarded to the two victims. One commented "I always thought the police did nothing but perhaps I was wrong thinking that."

NORTH STAFFORDSHIRE POLICE DIVISION

PARINS continues to be an important and instrumental link to those who are affected by hate crime. Throughout the North Staffs division there has been a great deal of work done by PARINS case workers to complement police activity. It is the input of the case workers which has ensured that those affected have been able to have a vital feel of information and reassurance while their issues were being tackled. At least two cases within the borough in the last year have been tackled which, without the intervention of PARINS workers would have taken longer to resolve.

Over in the Moorlands reports remain extremely low but information from PARINS has highlighted situations and persons who would otherwise not have come to the attention of the police. This enabled police to become involved to the extent wished for by the victims of incidents and give them the required reassurance and assistance. This has served to increase the trust and confidence of those affected in knowing that their issues will be addressed.

Samuel Pointon, North Staffs Public Protection Unit

CROWN PROSECUTION SERVICE

The CPS has been working in close partnership with PARINS for some time. The relationships that have been forged are proving very productive in ensuring successful partnerships are developed to tackle Hate Crime.

PARINS has helped us understand the needs of the local community enabling us to build links in the community and voluntary sector, raising our profile and understanding of how we approach the prosecution of Hate Crime.

Last year in North Staffordshire we prosecuted 71 defendants of a criminal offence related to or involving a racial or religious incident. 60 were successfully prosecuted and 11 were unsuccessful for a number of different reasons including witness withdrawal from the prosecution.

Harry Ireland, Chief Crown Prosecutor

ASPIRE HOUSING

We value PARINS as a key partner in raising awareness of and helping address issues of racial harassment. We are pleased to be a partner and to have placed our relationship on a longer term footing through out agreement with respect to three years funding.

As a provider of affordable housing we recognise the issues associated with the development of truly sustainable communities requires a culture where there is mutual understanding between communities and no tolerance of abuse or intimidation. This requires a strategy based upon education, support to under represented groups and where necessary enforcement with a victim centred approach. PARINS provides a range of services through training, advice and networking and case work which is helping us to advance our approach to supporting communities.

Tim Edwards, Head of Operational Support Services

MOORLANDS HOUSING

Being a member of the partnership enables our customers to access specialist support if they experience a racial incident. PARINS also offers an alternative and independent route for people to report racial harassment. I am sure that this encourages more people who experience racially motivated incidents to come forward.

Nick Grubb, Regional Regeneration Manager

STOKE-ON-TRENT YOUTH OFFENDING SERVICES

We welcome the opportunity to thank PARINS for all the work it carries out. We are pleased to support PARINS and to work in partnership to prevent racial harassment. It is a bonus for the Stoke Youth Offending Services to have information at PARINS partnership meetings, to network with other agencies and to be able to take advantage of training opportunities for our staff.

John Tate, Director

"I do appreciate all the help from PARINS and the police." Mrs E

THE VOLUNTARY SECTOR

'Voluntary sector leaders add their names to PARINS anti-racism campaign'



City groups unite in war on racism

'Leaders from voluntary organisations across Stoke-on-Trent have added their names to a growing campaign aimed at curbing racism in the city. Sixteen members of the Voluntary Sector Chief Officers' Group signed the declaration and pledged to strive to promote racial tolerance and harmony.'

The Sentinel 20th September 2007

VICTIM SUPPORT STAFFORDSHIRE

Volunteer caseworkers have offered support to 341 victims of racially aggravated crimes and have co-worked with PARINS to support a number of these. As a result these victims have felt believed, supported and empowered to rebuild their lives. The PARINS project officer and case worker attended a volunteer caseworker meeting which has led to a better understanding of the support provided by each agency and how Victim Support and PARINS can work together to further support victims of racially motivated crime.

Kate Dempsey, Community Development Manager

DELIVERY OF PARINS ACTION PLANS

PARINS made good progress during the year and our achievements include:

- **Distributing translated publicity material to *hard to reach* groups to enable them to access PARINS services more easily.** The leaflets were translated following requests from people involved in the Community Involvement project. Many people had little knowledge of PARINS and explained it was largely because all of the publicity material was in English.
- **Continuing to work alongside our partner agencies to develop and establish an Anti-Social Behaviour policy for First Bus.** This offers information on how to respond to racism or to a racist incident. Participants in the Community Involvement project told us how vulnerable they felt travelling on public transport. Publicity on buses and training for First Bus staff has begun and the policy will be launched in July.
- **Alongside Staffordshire Police publicising PARINS and the importance of reporting racist incidents to a number of BME businesses in Staffordshire Moorlands.**
- **Working with partners to deliver an event for schools in North Staffordshire on the importance of reporting racist incidents and the importance of reporting racist incidents and discriminatory behaviour.**

- **Continuing to take Stoke Citizen's Advice Bureau 'One World' project into Stoke and Newcastle schools.** The project aims to raise awareness about the reasons why people seek asylum and why some people obtain refugee status while others are refused.
- **Preparing a Communication and media strategy.** One of our most successful pieces of work this year was establishing PARINS communication & media strategy. We are indebted to Katy Halls, Crown Prosecution Service and David Bailey, Staffordshire Police, for their contribution to the strategy. The Sentinel and its editor, Mike Sassy, have consistently supported PARINS through promoting the anti-racism declaration and affirming their support on other occasions. PARINS has been less successful in engaging other media and there have been insufficient resources to pursue this vigorously.

FINANCE REPORT 2007 – 2008

Income: £108,716.61. Expenditure: £105,620.75

PARINS would like to take this opportunity to record our thanks to our funders for their support.

- Stoke Local Strategic Partnership
- Stoke and North Staffordshire Crime and Disorder Partnerships
 - Newcastle-under-Lyme Borough Council
 - Staffordshire County Council
 - Aspire Housing, Moorlands Housing
 - Beth Johnson Housing, Staffordshire Housing
 - Stoke Youth Offending Team
 - Britannia Building Society Foundation
 - Joseph Rowntree Foundation

A statement of accounts available on request

Case study: When the case worker visited the family Mr X told him that incidents had been occurring sporadically for several months. The police had arrested some youths and the incidents stopped before starting up again. The same thing happened when the council installed a CCTV camera. Mr X had been struck on the head by a stone, his milk crate had been stolen, bricks and stones had been thrown into the yard, his front gate roped up and youths on derelict land at the back of the property had threatened his young sons. Mr X now kept his sons indoors and commented "My children feel like prisoners." Mrs X was suffering from depression and anxiety and the stress of coping with two upset and frustrated children. Mr and Mrs X wanted the harassment to stop or for the council to move them to a new area although they had lived here for 27 years. Mr X commented "We cannot go on like this. We have had enough. We are being made to feel like second class citizens and made to feel like prisoners in our own home."

Following enquiries the case worker called a multi-agency meeting. A CCTV camera was re-installed, the police spoke to the young people and their parents, the schools attended by the youngsters causing and Mr X sons, were alerted to the situation and a police presence was made more visible. These steps served to dramatically reduce the harassment and several months later Mr X commented "It is now the best it's ever been."

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