

## Supporting Ethnically diverse Night Time Economy (NTE) Staff

### Hate Crime Awareness

Citizens Advice BCP have been leading a Dorset Office of the Police Crime Commissioner (OPCC) - funded project to support ethnically diverse employees in the night-time economy in Bournemouth in terms of raising awareness about the support systems for tackling Prejudice and Hate Crime. The period of the project was for six months.

The main objective of the project is to determine the level of awareness around incidents, whether people know how to access the right support, resilience levels and to offer training on how to report incidents.

### Headlines

- 138 ethnic businesses were engaged with in Bournemouth. 117 of these premises have received and displayed either an anti-racism 'deterrent' leaflet or sticker to display on their windows.
- Premises have ranged from ethnic restaurants, takeaways, off licences and car washes. Generally, the NTE staff in the restaurants and takeaways welcomed the project and the collateral being distributed, however there was also an initial pervading level of apathy and ambivalence by the majority with some saying that 'it comes with the territory' to be racially abused by customers, that the police will not take their concerns seriously.
- Business owners in particular have developed a high sense of resilience through 'laughing off' some of the incidents and or 'bantering back', whilst the majority of staff who were engaged in conversation did not know about how to quickly and simply report and said that their places of employment haven't got the right support systems to deal with hate incidents.
- There was also engagement with an area manager of a local security company who has been the main liaison person with their NTE security staff. Our leaflets and stickers have been distributed to their workers and this area manager was instrumental in setting up the whatsapp group 'tackling racist incidents' which has 63 members at present of largely ethnically diverse security staff, taxi drivers and community champions from the Nigerian, Zimbabwean and Syrian community respectively. The group has been useful for sharing information about support systems.
- The Project also made contact with two local taxi firms The directors of Streamline taxis for instance issued the link to the online reporting form to all of their taxi drivers to have on their phones and PDA devices.
- On an individual level, the project worker distributed the information leaflets, stickers and contact cards to 220 drivers at the various taxi ranks within the Bournemouth conurbation (primarily Bournemouth train station, Westover road and at Horseshoe Common. Some of the taxi drivers have started to display the 'think racism' stickers on the back of their seats as a deterrent to passengers. Five taxi drivers have agreed to continue to be a liaison contact between taxi drivers and citizens advice BCP.
- An interactive prezi-style training presentation has been developed and has been disseminated to the NTE business owners. The presentation covers the basics of what a hate crime is and how to report and fill out the online form. The training material comes with a voiceover that takes the participant through each slide in a simple and informative matter.

## Outcomes

- The project has been successful in raising the level of awareness about local support systems amongst businesses and employees, who were previously, were of the opinion that no one cares about their experiences. Initial awareness about what hate crime covers has been significantly raised due to the publicity materials that has been displayed at the various venues and provided to individuals. These materials provided education to the community about what is covered according to the law as well as signpost people to support systems.
- The visibility of the publicity materials, the project worker and our collaborations with town watch plus the press and social media coverage, created an active profile and maintained the agenda within the public domain of the ethnically diverse communities and also gave the NTE workers a sense that 'someone' is out there for them.
- Initially the majority of those surveyed, said that they've been a victim of hate crime in the last 18 months, most felt that they did not know how to report incidents and had confidence in the police in terms of action.
- A subsequent survey nearer the end of the project showed that 76% said that they now felt more informed about what hate crime covers, 78% felt more informed about who to report an incident to, 68% (28) felt more informed about how to report an incident and 48% felt more confident more in the Police taking incidents seriously with 36% feeling otherwise. The majority of the respondents were taxi drivers, followed by people who worked in nightclubs.
- *"I have been in Bournemouth for 42 years and this is the first time, someone has contacted me to support us" Egyptian Taxi Driver.*
- Another important impact has been in providing an outlet for the NTE employees and business owners to have express themselves to an outside organisation about their general experiences of hate crime. They appreciated the proactive nature of the visits as well as the focussed opportunities of the survey, whether it was positive, negative or aspirational.