July 2020

Waltham Forest Citizens Assembly

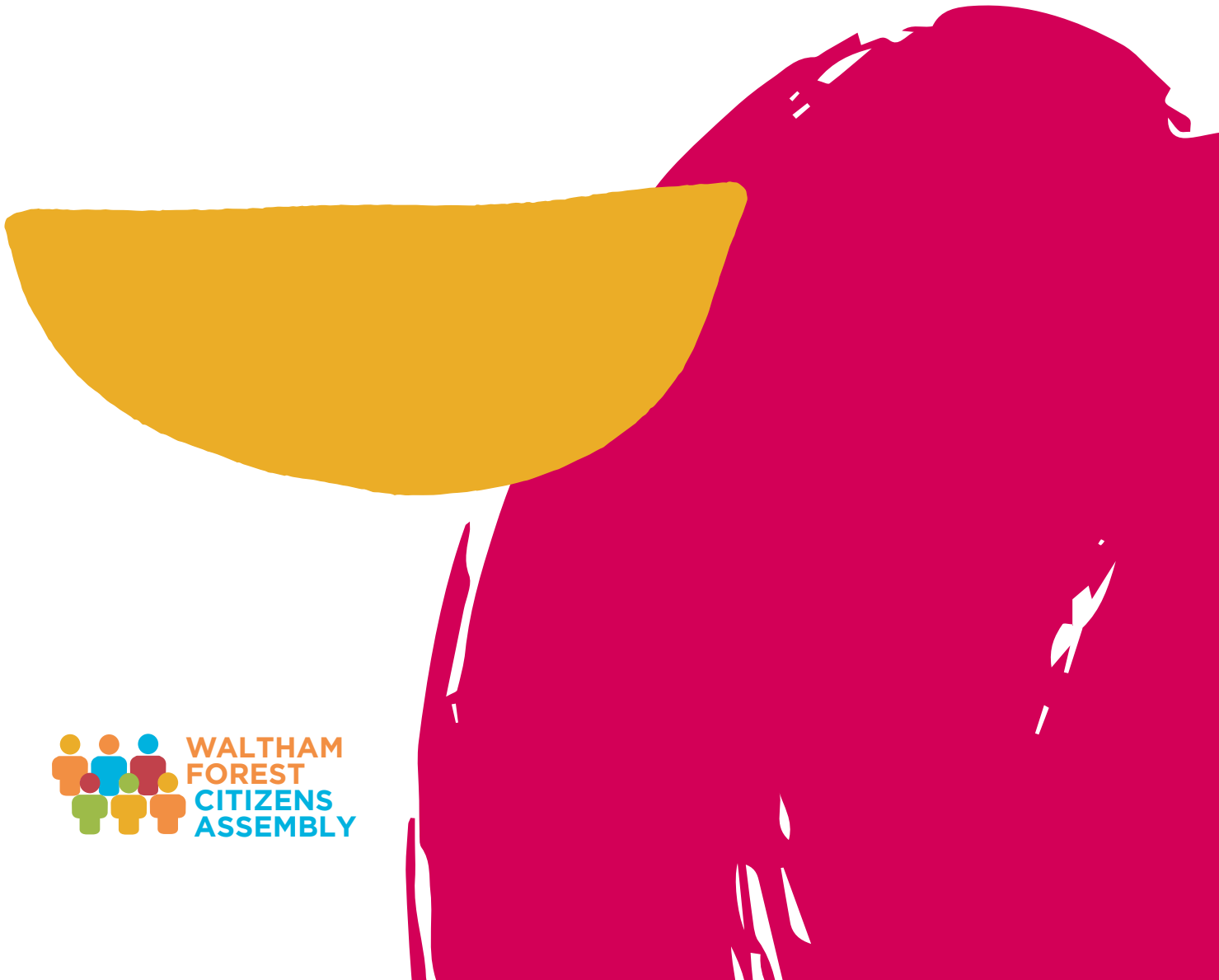
Recommendations Report

democratic society

involve

Waltham Forest

Waltham Forest is a diverse and vibrant borough, however hate incidents are on the rise across London. How can we work together to stop hate and ensure everyone can feel equally welcome and safe in our borough?



WALTHAM FOREST CITIZENS ASSEMBLY

Who are the Waltham Forest Citizens Assembly?

The Waltham Forest Citizens Assembly are a group of 34 individuals who make up the diversity of the London Borough of Waltham Forest. They came together over three weekends to consider how to stop hate crime and make the borough equally welcoming and safe.

The Waltham Forest Citizens Assembly members are:

- Abdul-Hasee
- Abi
- Amina
- Ben
- Bobbet
- Bobslyn
- Dipikabahen
- Erdogan
- Farah
- Fathia
- Graham
- Hamed
- Hayriye
- Henrietta
- Jessica
- John
- Kehinde
- Ken
- Keyne
- Marius
- Matt
- Maximilian
- Mudassar
- Nana
- Pat
- Richard
- Richard
- Samantha
- Stefan
- Stephen
- Tabasam
- Valentina
- Yasmin

Who was involved?

The Democratic Society[1] (Demsoc) works for more and better democracy, where people and institutions have the desire, opportunity and confidence to participate together. They work to create opportunities for people to become involved in the decisions that affect their lives and for them to have the skills to do this effectively. Supporting governments, parliaments and any organisation that wants to involve citizens in decision making to be transparent, open and welcoming of participation. The Democratic Society ran the citizens assembly in a leading partnership with Involve - facilitating and designing the process by which the assembly members learn, consider and come to recommendations about the topic.

The Involve Foundation[2] is a UK-wide public participation charity. They work towards creating a more vibrant democracy, with people at the heart of decision-making. Involve has a mission to develop, support and campaign for new ways of involving people in the decisions that affect their lives. Involve ran the citizens assembly in partnership with The Democratic Society with a joint-lead role in facilitating and designing the process by which the assembly members learn, consider and come to recommendations about the topic. Together, Involve and The Democratic Society compiled this report.

The Sortition Foundation[3] promotes the use of sortition (random selection) in decision making. They were responsible for recruiting people to take part in the citizens assembly. Their aim was to ensure the citizens assembly was broadly representative of the diversity of the London Borough of Waltham Forest.

[1]www.demsoc.org
[2]www.involve.org.uk
[3]www.sortitionfoundation.org
[4]https://www.walthamforest.gov.uk/

Waltham Forest

London Borough of Waltham Forest Council
The Council wants residents to have more say over decisions that affect them and to learn more from their experiences, views and ideas to make Waltham Forest an even better place to live and work.
The citizens assembly brought together a sample of people who represent the diversity of our community to look at the issue of hate incidents in the borough. The aim was to try and find ideas for ending hate incidents and crime, so everyone feels equally welcome and safe.
Waltham Forest has a proud history of welcoming people to live in the borough, with 86% of residents agreeing that it is a place where people from different backgrounds get on well together. But there's been an unprecedented rise in hate incidents across the UK.

Diversity is one of the borough's strengths and it is the council's responsibility to champion the diverse voices in the borough to stop hate and build a community where everyone is equally welcome and safe. The citizens assembly played a vital part in the ability to do that.

The recommendations developed by the citizens assembly, detailed in this report, will be presented to the council as soon as possible[5]. The council will then use these recommendations to help find ways to address the problem of hate incidents locally. The members of the assembly will be involved and updated throughout these next steps.

Acknowledgements

Thank you to everyone involved in making the Waltham Forest Citizens Assembly happen. Collectively, assembly members have been able to agree a way forward to stop hate and make sure everyone feels equally welcome and safe in the borough. Our sincere thanks go out to all of the citizens assembly members, expert leads, guest speakers, facilitators, support team staff, the advisory group and of course, to the London Borough of Waltham Forest Council for providing the necessary funds and imagination to make it happen.

[5]The original timeline for presenting the recommendations to the council was June 2020, however the council's need to provide an immediate community response to the global Coronavirus pandemic will likely cause a delay. The council aims to find ways to address the problem of hate incidents as soon as is practically possible.

Contents

Foreword 8

Executive Summary 9

01 Introduction 12

1.1 Assembly members 12

1.2 Table of assembly member demographics 13

1.3 Advisory Group 14

1.4 Stakeholder and wider engagement 14

1.5 Recording and sharing evidence 15

1.6 Extra details - a high-quality experience 15

02 The work of the citizens assembly 16

2.1 The assembly process in detail 17

03 Recommendations made by the citizens assembly 24

3.1 The impact of hate 24

3.2 A vision for Waltham Forest 25

3.3 Assembly's recommendations and results of the ballot vote 27

04 Conclusion 40

4.1 Next steps 40

05 Member's views on the Waltham Forest Citizens Assembly 41

5.1 Evaluation data 41

5.3 A final word from assembly members 44

06 Appendices 46

Appendix One: Conversation Guidelines 46

Appendix Two: 'The Forest' questions and answers 47

Appendix Three: Ideas longlist with 10 themes 49

Appendix Four: Who needs to work together longlist 55

Appendix Five: Ballot paper 56

Appendix Six: Reasons why the recommendations are important - direct comments from members 57

Foreword

It seems a long time ago now, but before the coronavirus crisis took hold, we held a hugely important citizens assembly on the complex issue of how to stop hate and to make people feel equally safe and welcome in our Borough. The first ever assembly on the subject.

Throughout February and March, a group of residents, representing the diverse nature of Waltham Forest, came together to find community sourced solutions to this divisive issue. Waltham Forest is one of the most ethnically diverse boroughs in London. Around half of our residents are from minority ethnic backgrounds. We have a proud history of welcoming people to live here and 86% of residents agree that this is a place where people from different backgrounds get on well together.

Yet, incidents of hate are on the rise in London and across the UK. Figures from the Mayor of London's office show that over the last six years racist hate crimes have risen by 56% and homophobic and Islamophobic hate crimes have doubled. Meanwhile, cases of anti-Semitism and transgender hate have also risen.

Worryingly, there is also evidence that hate incidents against South East and East Asian communities in London have increased since the coronavirus crisis began. And we are also witnessing growing focus on fairness and racial equality with the rise of the Black Lives Matter movement.

Whilst Waltham Forest's problems with the issue of hate are no greater than average, our residents have told us this is an area of concern for them. Though a challenging topic to confront, we were determined to tackle it head-on as the benefits will be huge for all of us. Indeed, challenge is what brings out the best in Waltham Forest. That has been clear from the fantastic local response to the coronavirus crisis.

That sense of community unity and a collective determination to succeed was crucial to the assembly's success and it was inspiring to witness everyone's excellent work. We are extremely grateful to everyone who played a part in this ground-breaking initiative, especially the residents who made up the assembly.

The recommendations within this report are testament to the hard work and commitment shown by everyone involved. We are delighted the report will now go before the council's Cabinet and we are determined to continue the work to stop hate in our borough. Ultimately, the power of this assembly will be the knowledge that the solution came from the community we serve. Waltham Forest will be stronger for it.

Cllr Clare Coghill
Leader of Waltham Forest Council

Cllr Ahsan Khan
Waltham Forest Cabinet
Member for Community Safety

Executive Summary

The Waltham Forest citizens assembly brought together 45 individuals[6] living in the London Borough of Waltham Forest during February and March 2020 to develop recommendations on how to stop hate in the borough and ensure everyone feels equally welcome and safe. Members of the Citizens Assembly were randomly selected using a civic lottery, ensuring the assembly represented the diversity of the borough's population.

Over the course of three weekends, the citizens assembly heard from a range of subject-matter and lived experience experts (alongside insights gathered through community surveys) who provided evidence on the current situation in the borough on the problem of hate, its impact on people and communities, and what kind of solutions might help create a welcoming and safe place to live.

After an opportunity to learn, deliberate and work together, assembly members were able to:

- Agree a **high-level statement on the impact of hate** in the borough;
- Agree a statement about what their **vision was for a borough without hate** which is equally welcoming and safe; and,
- Develop a set of **six recommendations** for the council, community organisations and wider stakeholders to consider.

The assembly's statement of the impact of hate and its vision for the borough

The impact of hate is far reaching. Individual's wellbeing is adversely affected. They can become fearful, disempowered, isolated and angry. Not only does the victim suffer, but this creates marginalisation and division in the community. It makes people feel unwelcome and unsafe and leads to pressure and distrust in public services. Without action, hate breeds more hate.

The assembly's vision for a borough without hate

Waltham Forest should be a place of pride, where we celebrate and protect our diversity. One where we work to educate and understand each other in order to build a safer, stronger community. Institutions should raise awareness, promote mutual respect and reliably provide support and protection. It should be a place where people and communities are empowered to stand in solidarity and take action to combat hate.

[6]45 individuals took part in day one of the assembly. Drop-out was unusually high due to the impact of the developing Coronavirus pandemic - the assembly finished with 34 members on day five

The six recommendations developed by the assembly all received high-levels of support through a final ballot vote on day five. The results of the ballot vote in terms of overall support received is underneath each recommendation.

Recommendation 1

We recommend a large scale multi-media information & awareness raising campaign.

Ballot paper[7]: Information sharing and raising awareness **(100% overall support)**

Recommendation 2

Community solidarity and preventing hate crime through effective bystander intervention.

Ballot paper: Community and bystander intervention **(94.1% overall support)**

Recommendation 3

Given the rise of hate crimes and incidents in London and our borough, we need to provide support services for victims and rehabilitation services for offenders.

Ballot paper: Victim support, rehabilitation and restorativejustice **(94.1% overall support)**

Recommendation 4

We the people of Waltham Forest believe that effective reporting of hate crime has benefits for the whole community in providing a safe and secure environment. Reporting of hate crime must be made easier. The data needs to enable the effective allocation of resources, identify hot spots and inform the location of safe zones.

Ballot paper: Reporting, hot spots and safezones **(91.2% overall support)**

Recommendation 5

In order to support and deliver all the recommendations from the citizens assembly, institutions must: provide adequate and sustainable resourcing; give clear leadership direction; review policies and processes which impact on hate crime and incidents and, work with a broad nuanced definition to ensure action is taken against all discrumination and prejudicial behaviour including that which may not constitute a hate crime or hate incident.

Ballot paper: Institutions **(88.3% overall support)**

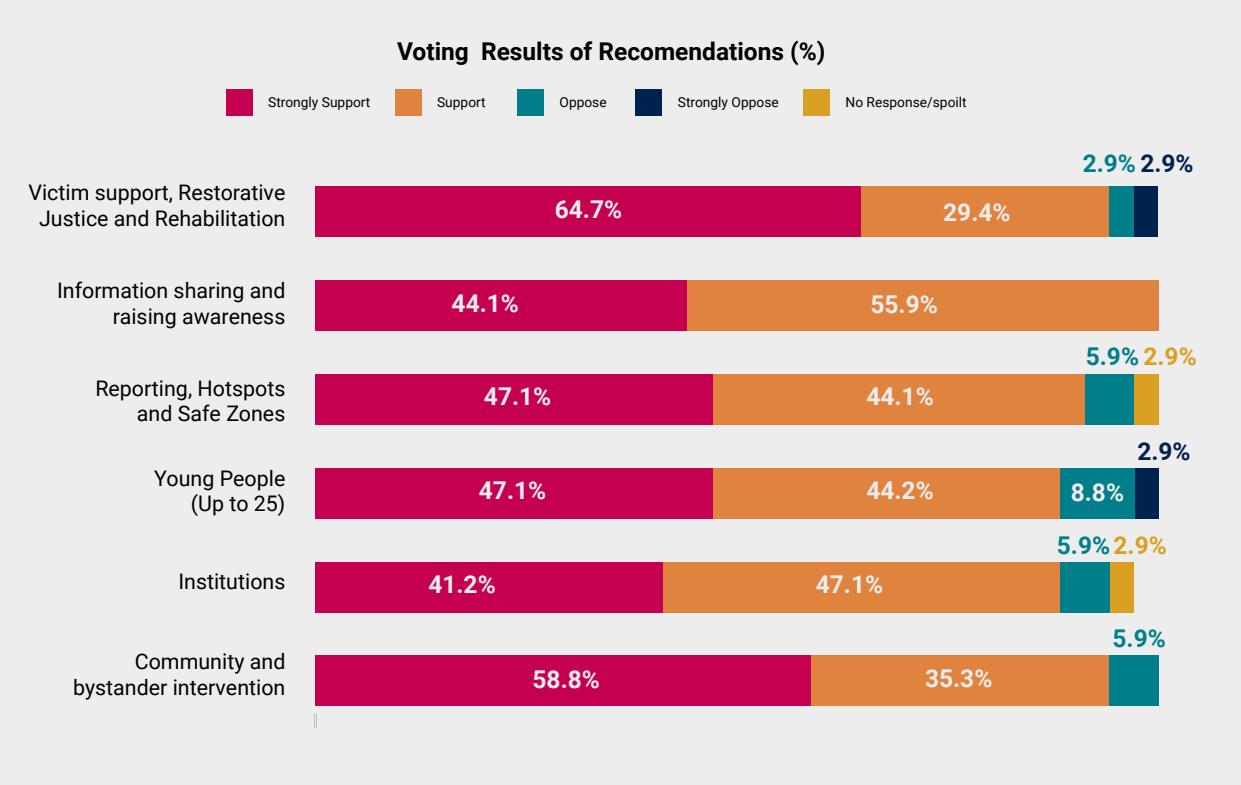
Recommendation 6

We educate and empower young people in the community to recognise hate, with appropriate tools to reduce hate, to ensure a better future for all.

Ballot paper: Young people (up to 25) **(88.3% overall support)**

[7]Shorthand title of the recommendation used for the ballot vote

‘Information sharing and raising awareness’ was the most strongly supported recommendation, receiving 100% strongly support and support votes.



The contents of these recommendations and the reasons why assembly members felt they were important are explored in more detail in section three of this report.

01 Introduction

The Waltham Forest Citizens Assembly brought together 45 individuals living in the London Borough of Waltham Forest during February and March 2020 to develop recommendations on how to stop hate in the borough and ensure everyone feels equally welcome and safe.

1.1 Assembly members

The members of the citizens assembly were recruited by the Sortition Foundation through a civic lottery with invites sent to 10,000 households in Waltham Forest. Individuals within households which received the invitation were able to register their interest in participating. Over 440 individuals registered their interest to take part in the citizens assembly.

The Sortition Foundation then randomly selected individuals from this pool to be diverse and broadly representative of the Waltham Forest population in terms of gender, age, ethnicity, geography, housing tenure, sexual orientation and disability. Some changes were made to the target percentages for gender, housing tenure and ethnicity to ensure a broad and diverse group of assembly members.

Assembly members were given a £375 Thank You Gift (in cash or vouchers) to recognise the commitment and time they gave. They were also paid travel expenses with additional costs to eradicate barriers to participation also covered, such as childcare.

The Sortition Foundation recruited 45 assembly members in total and 34 assembly members[8] aged from 21 to 83 years old completed the five days over three weekends. The table below compares the demographics of the citizens assembly to the target percentages for the key stratification criteria.

[8]45 individuals took part in day one of the assembly and attendance throughout was strong. However, the final day fell just prior to the coronavirus lockdown coming into force, meaning only 34 could attend the last session.

1.2 Table of assembly member demographics

Stratification Criteria		Population Targets	Assembly Members (34)	Comparison
Gender	Female	49%	47.1%	-1.9%
	Male	49%	50%	+1%
	Other	2%	2.9%	+0.9%
Age	18-29	23%	23.5%	+0.5%
	30-44	34%	35.3%	+1.3%
	45-64	29%	29.4%	+0.4
	65+	14%	11.8%	-2.2%
Ethnicity	White British and Irish	20%	23.5%	+3.5%
	White (Other)	20%	17.6%	-2.4%
	Asian/Asian British	20%	14.7%	-5.3%
	Black/Black British	20%	20.6%	+0.6%
	Mixed & Other	20%	23.5%	+3.5%
Geography	North	26%	26.5%	+0.5%
	Central	32%	32.4%	+0.4%
	South East	22%	17.6%	-4.4%
	South West	20%	23.5%	+3.5%
Sexual Orientation	Hetrosexual	80%	76.5%	-3.5%
	Other	20%	23.5%	+3.5%
Tenure	Owner occupier	48.9%	41.2%	-7.7%
	Private rented	22.2%	26.5%	+4.3%
	Social rented	20%	23.5%	+3.5%
	Other	8.9%	8.8%	-0.1%
Disability	Yes	17%	17.6%	+0.6%
	No	83%	82.4%	-0.6%

1.3 Advisory Group

The citizens assembly was overseen by an independent advisory group, which was tasked with providing advice and oversight to ensure the citizens assembly's plans, evidence and materials were accurate, balanced and unbiased.

The members of the advisory group were:

Professor Liz Kelly - Professor of Sexualised Violence at London Metropolitan University[9]

Dr Aaron Winter - Senior Lecturer in Criminology and Criminal Justice at the University of East London[10]

Emily Cherry – Internet Watch Foundation[11]

Professor Graham Smith - Professor of Politics at the University of Westminster[12]

Superintendent Waheed Khan - Metropolitan Police Lead Responsible Officer for Hate Crime.[13]

Professor Neil Chakraborti - Professor in Criminology at the University of Leicester[15]

They were invited to be part of the group because they are experts either on hate crime, intolerance, online discrimination or on the subject of participatory democracy in general.

The advisory group met on three occasions, with the addition of remote work which involved the support to identify suitable expert speakers and the content of the five days.

1.4 Stakeholder and wider engagement

A detailed mapping exercise was completed at the start of the process to identify the key groups and organisations at local, regional and national level that the Council would look to engage with as part of the citizens assembly.

While it was only possible to have 45 members take part in the assembly, Waltham Forest Council asked residents to complete a survey about their experiences and views on hate. The survey was promoted widely in the borough and closed ahead of the assembly's first weekend. Waltham Forest Council sought to keep the community and stakeholders updated throughout the process using the citizens assembly website, social media channels and in their resident newsletter 'Waltham Forest News'. To make sure the evidence was balanced and represented Waltham Forest's demographic accurately, Waltham Forest Council met with and gathered evidence from local organisations and community groups. This was submitted to the independent Advisory Group who considered what the citizens assembly was presented with.

A full report which includes the activity delivered and insights gathered through the wider engagement process is available on the citizens assembly website[15].

[9]https://www.londonmet.ac.uk/
[10]https://www.uel.ac.uk/
[11]https://www.iwf.org.uk/
[12]https://www.westminster.ac.uk/
[13]https://www.met.police.uk/
[14]https://le.ac.uk/
[15]https://www.walthamforest.gov.uk/sites/default/files/Waltham%20Forest%20-%20wider%20research%20and%20engagement%20ahead%20of%20the%20Citizens%E2%80%99%20Assembly.pdf

1.5 Recording and sharing evidence

All of the evidence given to assembly members throughout the assembly process was recorded by an independent media team[16]. The recordings are available on the citizens assembly website[17] and on Waltham Forest Council's YouTube Channel[18].

Copies of all the presentations and other materials were available immediately for assembly members to access between weekends to refresh knowledge, or to refer back to in their own time. These were available electronically in a shared Dropbox folder. Paper copies of all presentations were also provided during the citizens assembly.

Observers were present throughout all assembly sessions and were able to hear speakers giving evidence. They were not allowed to listen in to table discussions or approach assembly members in order to prevent interruption or undue influence. Observers were both individuals and from organisations with an interest in the topic and/or the process of hosting a citizens assembly. People could apply to be observers of the assembly on the council's website.

1.6 Extra details - a high-quality experience

As with any citizens assembly, a lot of careful planning and consideration goes into every fine detail. However, given the topic of this citizens assembly, it was so important to ensure assembly members were able to participate in the learning, deliberation and decision-making phases in an inclusive way. Therefore, Waltham Forest Council, Involve and The Democratic Society worked as 'one team' to provide:

- A prayer room - accessible anytime;
- A quiet room for anyone who needed some time out - with support on hand, activities and beanbags for relaxing, aromatherapy scents and a livestream from the main room so no one missed out on any presentations by using the space;
- Specialist advocates who were available each day of the assembly. The advocates provided 1:1 emotional support, advocacy, third party reporting and signposting to other services as needed.
- Locally-sourced food and drink - supporting local and community-run catering businesses;
- Long lunches and regular breaks with time for everyone to unwind and connect with each other over good food - with a special 'thank you' celebratory cake for everyone to enjoy on the final day;
- Facilitator and support team briefings which were vital to ensure awareness and understanding of the local context - ensuring the best support was provided for all assembly members;
- The right venue - ensuring a welcoming, accessible and comfortable space for all.

[16]https://www.youtube.com/user/CouncilWalthamForest/videos
[17]https://www.walthamforest.gov.uk/content/waltham-forest-citizens-assembly
[18]https://www.youtube.com/user/CouncilWalthamForest/videos

02 The work of the citizens assembly

The assembly met over three weekends in February and March 2020:

22nd and 23rd February;
7th and 8th March; and, 14th March.

Assembly members took part in around 30 hours of learning, deliberation and decision-making. The process was designed by The Democratic Society and Involve, with support and input from Waltham Forest Council officers, elected members and the Advisory Group. Each session was led by experienced lead facilitators, Mel Stevens from The Democratic Society and Tim Hughes from Involve.

Small group discussions were facilitated by experienced table facilitators - there was one facilitator for each of the six tables made up of six to nine assembly members. Assembly members sat according to a seating plan which was changed for the first three days over weekends one and two, but assembly members remained on the same tables for the final two days as they completed their final recommendations to the council.

Across the five days, the members of the assembly heard and discussed a range of evidence from experts, residents, community groups, local and national subject-matter experts and the council, before developing their recommendations for stopping hate and ensuring the borough was equally welcoming and safe.

2.1 The assembly process in detail

Weekend one
day one - getting an understanding of the topic

The first day of the citizens assembly sought to give assembly members the opportunity to meet one another for the first time, understand why the assembly had been called and how the outputs from the assembly would feed into the wider Council decision-making process. The first weekend sought to give assembly members an understanding of the history of hate and its connection with communities as well as the current state of play, what is already happening and what are the current plans to deal with hate in Waltham Forest.

In the morning, after a first round of introductions including an icebreaker exercise, assembly members were asked to draft a set of Conversation Guidelines for the assembly as a whole (see Appendix One) .

The first session of the assembly was a welcome by **Councillor Ahsan Khan**, cabinet member for Community Safety and Voluntary Sector who explained why the assembly is important and how it will feed into decision making. **Martin Esom**, Chief Executive of Waltham Forest Council was also present and both Martin and Ahsan answered questions from assembly members about what they heard.

Assembly members then heard from the first panel of speakers about what is hate.

They heard from:

Nick Lowles, Hope Not Hate[19]

Jabeer Butt, Race Equality Foundation[20]

Laura Butterworth, Community Safety, Waltham Forest Council

Assembly members were then able to ask questions to the speakers about what they had heard.

The second Panel of speakers in the afternoon talked about hate and the different groups it impacts.

Assembly members heard from and asked questions to:

Dr Monish Bhatia, Birkbeck University[21]

Dr Naaz Rashid, University of Sussex[22]

Dr Hannah Jones, University of Warwick

Ruth Bashall, Stay Safe East[23]

Dr Aaron Winter, University of East London[24].

Assembly members then heard from **Laura Butterworth,** Waltham Forest Council's Hate Crime Lead, about the hate crime data locally and nationally including trends and predictions. Assembly members finally heard from and asked questions to a Panel led by **five local young people** who talked about the findings from the Council's 'big youth conversation'[25] survey, and fed back insights gathered from some young people's focus groups - these also spent some time discussing the citizens assembly question to provide additional evidence as part of the assembly's wider engagement.

The final activity for the first day was for assembly members to discuss how they feel hate impacts the Waltham Forest community. Each table then produced a statement beginning "The impact of Hate in Waltham Forest is..." This resulted in six statements on the impact of hate (see section three).

[19]https://www.hopenothate.org.uk/
[20]https://raceequalityfoundation.org.uk/
[21]http://www.bbk.ac.uk/
[22]https://www.sussex.ac.uk/
[23]http://staysafe-east.org.uk/
[24]https://www.uel.ac.uk/
[25]https://thehub-beta.walthamforest.gov.uk/blog/big-youth-conversation-2019

Weekend one
day two - hearing about the impact of hate crime on communities and individuals

On the second day, the assembly members heard from Lorena Arrospide and **Diksha Patel** from Breaking Blue[26], about what they had found from their research and engagement on hate incidents in Waltham Forest. They then joined ten 'lived experience experts'[27] in a table carousel activity.

Before lunch, the tables discussed what they heard and in plenary they shared the different aspects that stood out most to them.

Over lunch, short clips from various people with lived experience of hate in Waltham Forest were available for assembly members to view.

In the afternoon, assembly members heard from and asked questions on a panel of speakers on the impact of hate and what makes a difference for making people feel equally safe and welcome. The panel members were:

Kusminder Chahal, Birmingham City University[28]

Billie Boyd, Galop[29]

Danny Stone MBE, Antisemitism Policy Trust[30]

Lorena Arrospide and Diksha Patel, Breaking Blue.

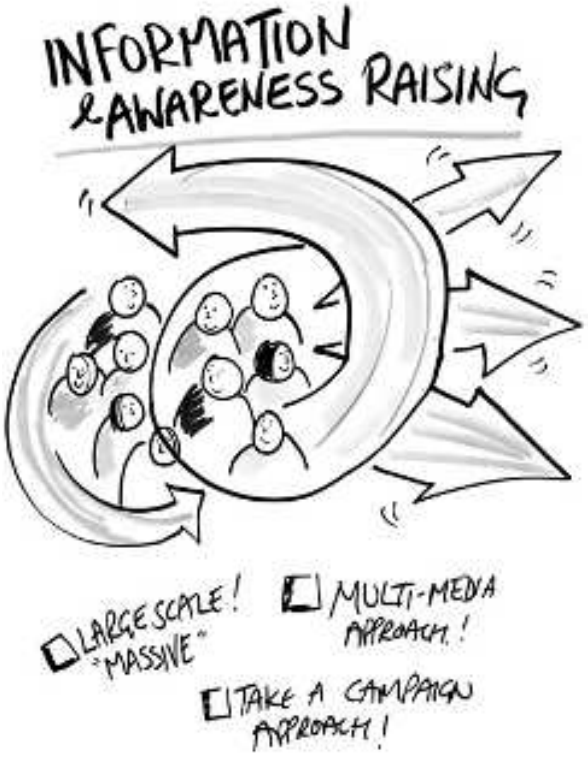
In the next session, assembly members were asked to think about what the future should look like in Waltham Forest. They discussed how to make Waltham Forest somewhere we all want to live and how that place feels for everyone. During these discussions, the assembly members were able to ask further questions from the day's speakers, and draw upon the six impacts identified on day one. Each table created a vision statement which they fed back to each other, starting with "Waltham Forest should be a place where …". (see section three)

[26]https://breakingblueresearch.com/
[27]Someone who had personal experience of, or who has been a victim of, hate (either a hate incident or hate crime)
[28]https://www.bcu.ac.uk/
[29]http://www.galop.org.uk/
[30]https://antisemitism.org.uk/

Between weekend one and two

Assembly members were able to make comments or pose questions to the council which were not directly related to the content of learning or deliberations in the citizens assembly. We called the area where assembly members could put these extra points 'The Forest'.

Between Weekend One and Two, the council captured what was gathered in The Forest and answered all of the questions. These were collated into a document which was made available to assembly members and table facilitators at the start of Weekend Three.



Weekend two - day three - our vision for Waltham Forest

In the morning, the assembly worked in two halves to each create final statements - the impact of hate and their vision for Waltham Forest.

The development of the impact and vision statements started with half of the assembly asked to review the statements on the impact of hate captured during weekend one and agree one or two phrases that stood out to them. The lead facilitator then led a process using flipchart, enabling the large group to work together to shape the various statements into one final paragraph.

In parallel, the other half of the assembly carried out the same exercise with another lead facilitator, instead looking at the statements on a vision for Waltham Forest, also captured during weekend one. The assembly came back together to present their statements with assembly members then voting to adopt the statements using a show of hands. The final adopted statements detailed in section three. Afterwards, assembly members heard from and asked questions of Laura Butterworth about what is currently happening in the borough to tackle hate, and a Panel on what more can be done to tackle hate in Waltham Forest. The Panel speakers were:

Menara Ahmed, Senior VAWG and Hate Crime Manager, Tower Hamlets Council[31]

Lucy Jaffé, Why Me?[32]

Dr Sandy Schumann, University College London[33]

Dr Paul Iganski, Lancaster University[34]

Phil Champain, Faith & Belief Forum[35]

Superintendent Waheed Khan, Metropolitan Police.

For the final session of the day, assembly members were asked to develop ideas (solutions) which might achieve their vision. All the ideas were recorded and then overnight the facilitation team synthesised and grouped these into 10 different themes.

[31]https://www.towerhamlets.gov.uk/News_events/2019/October_2019/Tower_Hamlets_is_no_place_for_hate.aspx
[32]https://why-me.org/
[33]https://www.ucl.ac.uk/
[34]https://www.lancaster.ac.uk/
[35]https://faithbeliefforum.org/

Weekend two
day four - translating the vision into action

The fourth day of the assembly started with assembly members working to move from the 10 broad themes into six recommendations. Assembly members worked in small groups initially and then shared their thoughts and suggestions in plenary. Through a collective process of adapting the wording of each (either accepted or rejected by a show of hands vote in the room), the whole assembly agreed upon six overarching themes for the recommendations. The themes agreed were;

- Community and Bystander Intervention;
- Information Sharing and Raising Awareness; Institutions;
- Reporting, Hotspots and Safe Zones;
- Victim Support, Rehabilitation and Restorative Justice; and,
- People (up to 25 years old).

The six themes were then randomly allocated to tables. At each table, assembly members were asked to develop the theme allocated to them into a recommendation. They were asked to address the questions: What actions need to happen? Who needs to be involved? And, What might stop it from happening?

Each table then presented their ideas and work so far to the assembly in plenary so that all assembly members understood the contents of the six recommendations being worked up.

In the afternoon, assembly members spent time looking at all the different recommendations giving feedback on what had been produced so far. The six table groups rotated around the recommendations whilst table facilitators remaining at their tables to help explain the contents of each recommendation. Assembly members were asked to think about whether they 'love', 'like', 'dislike' or 'detest' each recommendation, and provided comments and feedback to help develop the recommendation into something all assembly members could support. In the next session, assembly members returned to the recommendation they had been working on to review the comments and make changes.

At the end of the fourth day, the recommendations were presented to the whole assembly in plenary so that all assembly members knew how each of the six recommendations were developing after everyone's comments as feedback.

Weekend three
day five - refining and making recommendations

On the final day, assembly members spent the morning finalising their recommendations.

Before lunch, assembly members received information about the voting process and their ballot papers. They were then asked to walk around and read all of the recommendations that were now completed and vote. Again, table facilitators remained with each recommendation to explain in more detail or answer questions of assembly members as they moved around.

The ballot asked for each assembly member to indicate on a four point scale to what extent they **supported** or **opposed** each recommendation[36] (see Appendix Five).

After lunch, the results of the vote were presented to the assembly members by the lead facilitator.

Assembly members were then asked to explain why they thought the various recommendations were important to them as individuals. Assembly members walked around the room and stuck post-its on the various recommendations to detail why they were important to them.

In the afternoon, assembly members took the various reasons and explanations, and developed a consolidated and coherent explanation as to why each recommendation was important.

In the final session, assembly members presented their recommendations to the council. Present to hear and respond to the assembly's recommendations were:

Cllr Ahsan Khan - Cabinet Member for Community Safety, Waltham Forest Council

Martin Esom - Chief Executive, Waltham Forest Council

Rhona Cadenhead - Strategic Director for Corporate Development, Waltham Forest Council.

Cllr Khan, Martin and Rhona gave initial responses and feedback on the recommendations and on the work that assembly members had undertaken over the five days. They also spoke briefly about what would happen next and how the council will use their recommendations. Below is a short extract from each of their closing remarks.

[36]The ballot paper scale options were 'strongly support, support, oppose, strongly oppose'.

Rhona
"It's been a real privilege to spend these five days with you and to watch. I work for the council and I've worked for the council for quite a long time, but I have also lived here for a long time and I personally think it's the best borough in London and lots of you have told me that. I think that you are the definition of the best of London - and how you've all worked with each other, how you've listened to each other, how you've cared for each other throughout this whole process has been a real privilege to watch and I just thank you for it."

Martin
"A lot of my job is listening to lots of information and then trying to turn it into something that we can do something with. So I wasn't sure if you brought forty-odd residents into a room - what would be the product of that. Just to say that I'm genuinely massively impressed with the stuff that's come out. … I see a very strong confident voice actually … talking truth to Ahsan, myself and Rhona."

Cllr Ahsan Khan
"It's the first time we've done something like this, we made the decision to run a citizens assembly and there's been lots of prep work done over months … and now we've just finished the five days of the assembly which have just been fascinating. I've been popping in and out and just hearing the discussions and the ideas coming through - it's just been amazing. And now we end up with recommendations that have come from yourself - it's an example of the collective wisdom of this borough coming forward with ideas around what is a very complex issue. These recommendations will go away, we'll look at all of them, we'll be sure there's feedback, real transparency, and where there's decisions to be made at a local level we'll go ahead and make those decisions."

03 Recommendations made by the citizens assembly

A wide range of outputs were captured over the duration of the citizens assembly's five days of learning and deliberation. Each one was a crucial part of the process in creating and producing a set of final recommendations to Waltham Forest. (These outputs are available in the Appendices).

3.1 The impact of hate

Set out below is the longlist of statements developed by each of the six tables during weekend one. Assembly members worked with facilitators to refine and condense these into one statement from the citizens assembly.

The final statement describes the impact of hate crime in Waltham Forest.

Longlist - The impact of hate is…

- Far reaching. It affects individuals, communities, society. Creates fear, affects wellbeing, erodes trust, puts up walls, marginalises. The solution, while complex, requires communication, empathy, listening, education and actions.
- Individuals become more isolated, paranoid, fearful, feel less worthy, and breed counter hate. It can also lead to list opportunities, investment going elsewhere, social injustice and local resources like policing, mental health services, the NHS being overstretched.
- More hate, marginalisation of communities + degradation of cohesion + wellbeing.
- Internalised stigma resulting in deterioration of mental health and fear of leaving your home or interacting with public services/school/workplace, causing division and disempowering those affected.
- Negative impact on the individual, resulting in negative impact on the community, creating hostility and violence.
- The continuation of divisiveness in communities, it has adverse outcomes for individuals and it leads to a widespread problem.

3.2 A vision for Waltham Forest

Set out below is the longlist of visions developed by each of the six tables during weekend one. Assembly members worked with facilitators to refine and condense these six visions into one.

The final statement sets out the citizens assembly's vision for Waltham Forest.

Longlist - Waltham Forest should be a place where…

- We enjoy the benefits of this diverse and vibrant community. Where people live in safety with mutual respect for each other.
- We all feel a sense of security, acceptance, and belonging.
- All individuals feel safe, accepted and included, they should feel proud of where they live and know that their neighbours are kind, open and protective, just like themselves.
- We embrace and celebrate our diversity, and strengthen our relationships within our community, whilst allowing everybody is welcome to have a sense of belonging, safety and tolerance towards each other.
- Its citizens feel safe, diversity is celebrated, we stick up for each other and take pride in our area and its history.
- A diverse community where we celebrate difference. Where different subcultures, educate, communicate and understand each other. Where the institutions are a force for good instead of oppressors. A place we feel safe and included.

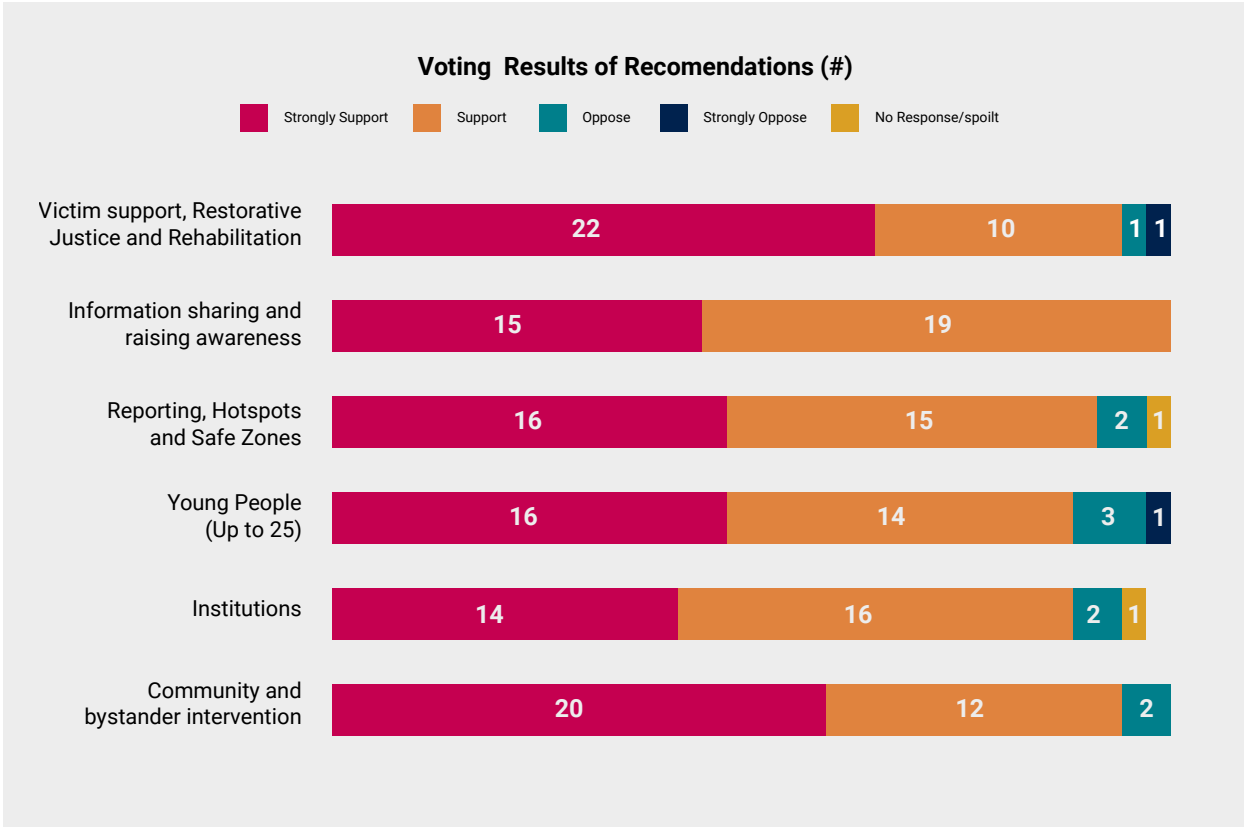
Final Statement

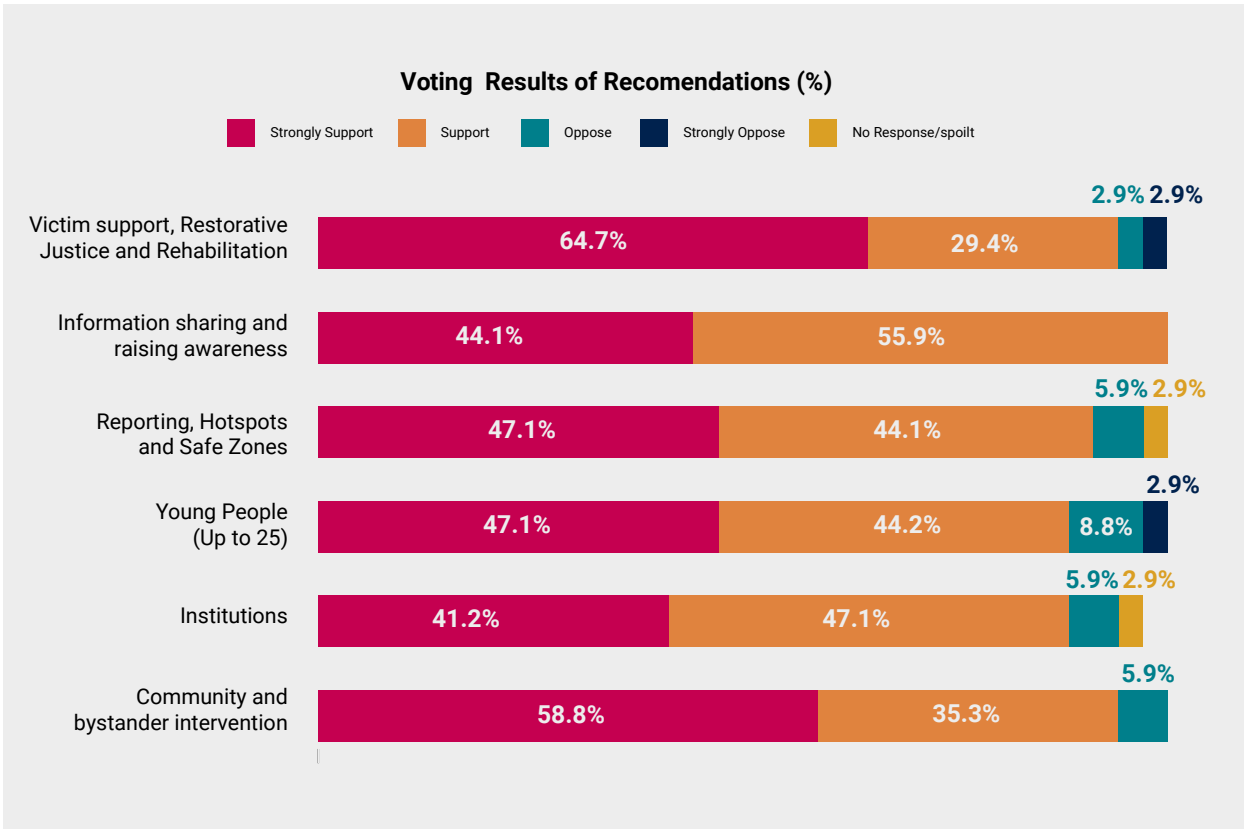
Impact

The impact of hate is far reaching. Individual's wellbeing is adversely affected. They can become fearful, disempowered, isolated and angry. Not only does the victim suffer, but this creates marginalisation and division in the community. It makes people feel unwelcome and unsafe and leads to pressure and distrust in public services. Without action, hate breeds more hate.

Vision

Waltham Forest should be a place of pride, where we celebrate and protect our diversity. One where we work to educate and understand each other in order to build a safer, stronger community. Institutions should raise awareness, promote mutual respect and reliably provide support and protection.
It should be a place where people and communities are empowered to stand in solidarity and take action to combat hate.


Voting Results of Recomendations (#)
Strongly Support
Support
Oppose
Strongly Oppose
No Response/spoilt
Victim support, Restorative Justice and Rehabilitation
22
10
1
1
Information sharing and raising awareness
15
19
Reporting, Hotspots and Safe Zones
16
15
2
1
Young People (Up to 25)
16
14
3
1
Institutions
14
16
2
1
Community and bystander intervention
20
12
2


Voting Results of Recomendations (%)
Strongly Support
Support
Oppose
Strongly Oppose
No Response/spoilt
Victim support, Restorative Justice and Rehabilitation
64.7%
29.4%
2.9%
2.9%
Information sharing and raising awareness
44.1%
55.9%
Reporting, Hotspots and Safe Zones
47.1%
44.1%
5.9%
2.9%
Young People (Up to 25)
47.1%
44.2%
8.8%
2.9%
Institutions
41.2%
47.1%
5.9%
2.9%
Community and bystander intervention
58.8%
35.3%
5.9%

3.3 Assembly's recommendations and results of the ballot vote

The posters below show the detail of each recommendation as it was created by assembly members. Members were asked to consider all of the content within each poster to inform their voting decision.

Assembly members took part in a ballot vote on day five of the citizens assembly. This allowed them to vote as an individual as to how much they supported or opposed each recommendation. Ballot papers were counted and then re-counted for accuracy by members of the support team.

All six of the assembly's recommendations received strong support. 'Information sharing and raising awareness' received no 'oppose' votes by any assembly member. All other recommendations received some opposition, with 'Young people (up to 25)' receiving the most (11.7%). There were two spoiled/no response ballot papers - one for 'Reporting, hotspots and safezones' and one for 'Institutions'. The results of the ballot vote are displayed underneath each recommendation.

The 'Why is it important?' sections of each recommendation were completed after the vote had taken place, to ensure that only those that received 80% support or over were considered for a statement of importance.

Information sharing and raising awareness

Recommendation

We recommend a large scale multi-media information & awareness raising campaign

Why is it important?

Knowledge is power! We believe community awareness enables collective support within the borough to protect ourselves & others. This solidarity may also deter perpetrators.

What actions need to happen?

- Working group: a diverse set of leaders and influencers to work on borough-wide strategy & local campaigns.
- Campaign: public campaign to engage the public in our vision. #NoHateInTheForest.
- Resource hub: resource hub/directory that centralises all local resources available around hate crime.
- National best practice: councils to liaise by leveraging technology & sharing already delivered initiatives regarding hate crime - what works, what doesn't (no point re-inventing the wheel)

Who needs to be involved?

- Police
- Residents
- Community champions/ influencers
- Mediators
- Council
- TFL
- Local leaders
- Faith groups
- Schools/colleges
- Local radio/TV/media
- NHS
- Youth organisations
- Community groups
- Libraries
- Local businesses

Who will benefit?

- Victims
- Individuals
- Groups/communities
- Society
- Perpetrators
- NHS/public services
- Local authorities
- Young people
- Police
- Faith groups
- Schools/teachers
- Families

UMAN IMPACT
POINTS, THEMES
22/2 TWS
1235

Community and bystander intervention

Recommendation

Community solidarity and preventing hate crime through effective bystander intervention

Why is it important?

It will create a safer community if we all help each other. Bystanders can make a massive difference in stopping or reducing the severity of a hate crime if they see one. It enables us all to take a stand. Furthermore, creating community events can break down barriers and have a positive impact.
Solidarity = success!

What actions need to happen?

- The introduction of community ambassadors (volunteers), fully trained to deal with hate issues/incidents and deliver bystanders training to those who want it. They could be used to reach out to the community to gain trust, encourage action and facilitate conversation. They must be a liaison between the council and community and could monitor/evaluate efficacy of other programmes.
- Encourage interaction between all groups in the community regardless of race, religion, age, gender, disability, sexuality and nationality to reduce fear and bring people together. For example, through cheap and accessible community events, street parties, inter-faith celebrations and trips. If the community is more cohesive people may be more likely to defend others.
- Widespread marketing campaigns e.g. posters, leaflets, short promotional videos, that could be played in public spaces. These campaigns could include educating about safe bystander intervention, promoting community solidarity and raising awareness as to what

Who needs to be involved?

Action	Who?
Community ambassadors	Council and local residents
Community events	Residents, police, faith groups, youth workers, local businesses and local media
Marketing campaign	Local businesses, community leaders, experts and designers

Who will benefit?

Community

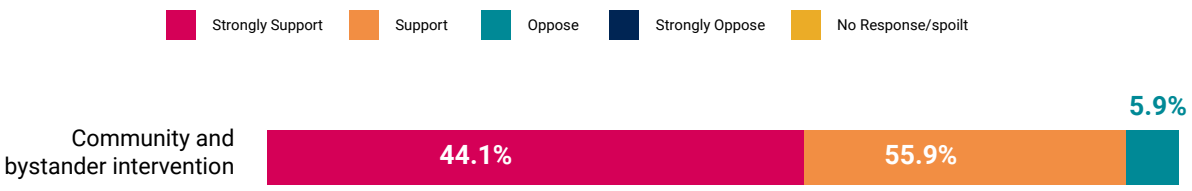
The community plays a key part in finding a solution to dealing with hate. Encouraging participation from the whole community will enable us to achieve our shared goal of making the community a safer, more unified place.

Individuals

Raising awareness of bystander techniques will help people make those "should I" or "shouldn't I" decisions. This can have a real impact on possible victims or the outcome of a possible situation. Victims can feel like they have someone in their corner.

Public services

If a hate crime can be diffused by a bystander before it becomes a problem that requires the police or NHS our public services will be less pressured so they can focus on other things. Better data from the community can improve understanding of the problem and a better response.



Victim support, rehabilitation and restorative

Recommendation

Given the rise of hate crimes and incidents in London and our borough, we need to provide support services for victims and rehabilitation services for offenders. We ask the council to be ambitious in engaging key partners identified and working cohesively to achieve the following actions.

Why is it important?

Two thirds of residents are affected by hate crime either directly or indirectly in our borough. It is crucial that residents see the council and its partners taking practical steps to tackle the issue and affect change. H.C. has a significant emotional impact on people and this needs to be addressed so that residents feel safe and supported by services. The positive impact of this recommendation also makes our borough more economically attractive and open to investment and opportunities.

What actions need to happen?

- Information on hate crime/incidents for Waltham Forest residents needs to be accessible on the local council website and relevant publications in diverse formats and languages and available locally. This information should outline clear expectations and next steps, utilising specialist services, GPs (general practitioners), libraries, schools, leisure centres, transport hubs and local community and faith groups to disseminate information.
- The council needs to designate a lead for hate crime who must work in conjunction with experts to develop and implement a training programme that enables public services to implement approaches such as rehabilitation and restorative justice.
- All victims of hate crime/incidents should receive a CATCH and 'Waltham Forest Support Service Information Pack' as a statutory police response.
- The council should facilitate community-led development of a website or phone app that provides a supportive platform for those affected by hate crime/incidents.
- The council needs to commit to a 4-year budget plan that incorporates a community grant programme for local initiatives in support of victims of hate.
- The council should develop a monthly multi-agency working group to scrutinise and evaluate progress and impact of the recommendations, with an initial focus on the referral process.

Who needs to be involved?

Local ambassadors - MPs (members of parliament)

Local public sector (school, council, library, NHS [National Health Service])

Leisure services - Better Gym

Hate crime experts
- street-based harassment
- GALOP
- Stay Safe East

YOT (youth offending team)

Local media groups

Community-based organisations and businesses

TFL (Transport for London) and MET (Metropolitan Police)

Intervention services
- victim support
- Why Me?

Who will benefit?

Those affected by hate crime

More vulnerable, disadvantaged and less visible groups and individuals

Offenders

Communities

Council

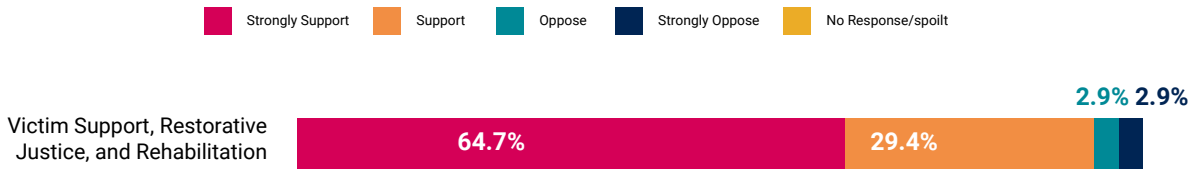
Police and legal systems

Hospitals/GPs

Young people

New and existing residents

Local-led initiatives



Reporting, hotspots and safezones justice

Recommendation

We the people of Waltham Forest believe that effective reporting of hate crime has benefits for the whole community in providing a safe and secure environment. Reporting of hate crime must be made easier. The data needs to enable the effective allocation of resources, identify hot spots and inform the location of safe zones.

Why is it important?

A broader definition of hate crime alongside easy and accessible reporting will lead to effective interventions and a safe borough known for its solidarity. Safe zones are a symbol of solidarity. They are there for EVERYONE, not just victims of hate. This recommendation is important for the secure future of our children and the community as a whole, leading to a safer and happy place to live in. You can't improve what you can't measure, and you can't measure what you don't define well.

What actions need to happen?

- **Reporting:** shift from the legal definition to what people feel. Broaden the definition of hate crime and hate incident to include any person who might be harassed or attacked because of who they are or how they are perceived.
- **Campaigns & publicity:** to ensure awareness about reporting and encourage reporting: continuing, ongoing publicity, importance of reporting & how to report, friendly & not overly formal, social media ambassadors, link reporting to outcomes.
- **Make reporting easy & accessible:** different languages, technology (text/apps/internet/social media), one number phone line, friendlier, approachable, less formal tone and language.
- **Use data to inform action & policy:** identify hot spots, allocating resources, share good practice
- **Create safe zones:** make sure they are well resourced, better definition of what a safe zone is (clarity), draw on evidence from elsewhere e.g. Leighton Buzzards, logos & publicity, training that's ongoing (not one off), chaperones in certain areas for a sense of security.
- **Hot spots:** audit hot spots drawing on learning & best practice elsewhere, including how architecture of a place provides opportunities for discouraging hate crime. Bring in architecture & social psychology expertise to design/use green spaces, privacy lighting etc.

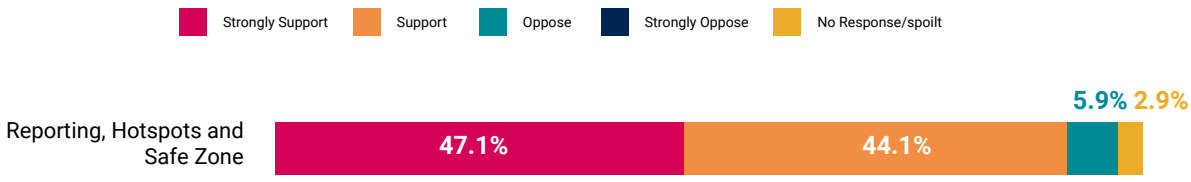
Who needs to be involved?

In creating the definition: MPs (change in law), Waltham Forest (own definition), Mayor of London (ideally London-wide approach), local councillors & council staff etc., residents.

For the whole recommendation: All the above plus… TFL, police, business owners including bars, nightclubs, shops, cafes and restaurants, education sector (schools, youth clubs etc.), religious/faith organisations/places of worship, media/press.

Who will benefit?

- As a community we ALL want to feel safe and secure.
- This will benefit people who have experienced hate, people who are at risk of experiencing it or feel at risk and also the whole community & general public.
- Public services, institutions and agencies will benefit as there will be less pressure on them and on services.
- Business will benefit, especially those that host safe zones (businesses suffer when there's a bad atmosphere surrounding them or lots of hate crime/incidents within the area).
- Potential bystanders will benefit as they will not encounter as many situations where they may feel the need to intervene.



Institutions

Recommendation

In order to support and deliver all the recommendations from the citizens assembly, institutions must: provide adequate and sustainable resourcing; give clear leadership direction; review policies and processes which impact on hate crime and incidents and, work with a broad nuanced definition to ensure action is taken against all discrumination and prejudicial behaviour including that which may not constitute a hate crime or hate incident.

Why is it important?

This is important to us because individuals can only go so far. Institutions shape our environment and thus our lives. They have power over us either to help or penalise, determine whether victims are supported and shape the socio-economic factors or roots of hate crime. No strategy to reduce hate crime can ignore the institutional landscape. They have a duty to provide us with a safe and secure society. In the main they are funded by us and therefore accountable to us.

What actions need to happen?

- Establish funding pot to support programmes from voluntary orgs., grassroots and activists to tackle hate crime and street harassment or support victims.
- Create a regular citizen panel to: continue public engagement through implementation and evaluation of a hate strategy; hold the council to account on its approach; and increase transparency of the institutions involved.
- Create a built environment which facilitates community cohesion and interaction, preventing deprivation. Prioritise funding of public spaces and community resources to build resilience and capacity. Incorporate social impact evaluation into urban planning policy and use in development decisions.
- Develop granular action plans for each hate crime strand and non-crime incidents such as misogynistic street harassment. This should take into account the specific patterns present in the borough, understanding the intersecting identities and communities.
- Challenge the police to better record and address intersectional hate crime, take action to improve the experience of marginalised people reporting hate crime, and increase the presence of police community support officers.
- Lobby central government to review suitability of existing legal definitions of hate crime to ensure that issues such as ageism, sexism and misogynistic street harassment can be adequately addressed.

Who needs to be involved?

All council departments

Media

Police

Health/NHS

TFL

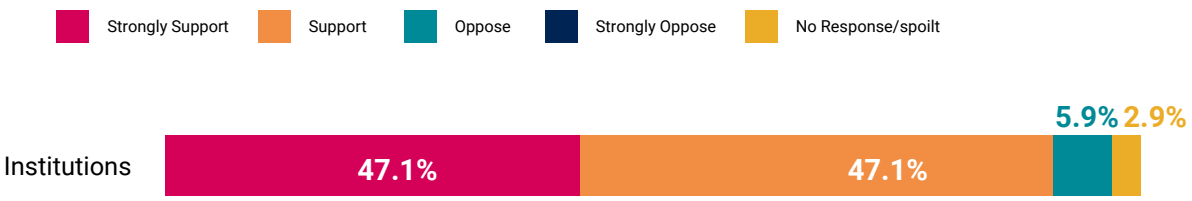
Government

Local elected leaders

Who will benefit?

Citizens of the borough, visitors, local businesses...

Everyone!



Young people (up to 25)

Recommendation

We educate and empower young people in the community to recognise hate, with appropriate tools to reduce hate, to ensure a better future for all.

Why is it important?

Because by creating a positive focus on our young people and teaching them not to hate through education, we can break down barriers, boost self-confidence and a sense of belonging. This enables them to make changes and plan the future they desire for themselves and others. .

What actions need to happen?

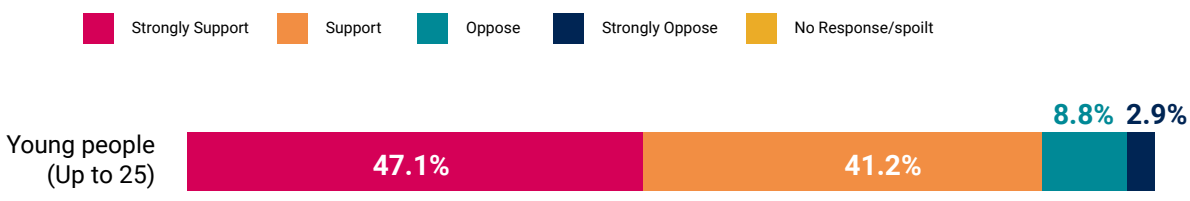
- Institutions give young people access to decision and policy making with ownership of matters relating to them and their future.
- Young people should be given the opportunities to challenge stereotypes and recognise and respect similarities and differences in the community, in the media and social media .
- Waltham Forest creates and invests in services for young people, within existing and new facilities where they can actively participate and receive training on hate crimes e.g. bystander intervention.
- Teaching not to hate, by raising awareness and tolerance throughout institutions and the wider community to tackle the root causes of hate.
- Decision makers support and encourage young people to run their own events and celebrate diversity in Waltham Forest.
- Waltham Forest to provide workshops and training for young people, parents, groups and professionals on the impact of hate crime in a safe and supportive environment.

Who needs to be involved?

Everyone!!!

Who will benefit?

The whole community!!!



COULD THAT BE LINKED TO OTHERS?
I THINK YOUNG PEOPLE IS DEFINATELY A PRIORITY THEME

04 Conclusion

The Waltham Forest Citizens Assembly on stopping hate and creating an equally welcoming and safe borough was the first of its kind in the UK.

Assembly members, a randomly selected but representative group of Waltham Forest residents, were able to skillfully navigate the issue of hate crime, which is deeply personal for many. There was a huge level of respect, understanding and compassion from assembly members which made this citizens assembly truly special. It has demonstrated that when given the opportunity to learn with balanced information and discuss issues together in a safe manner, members of the public are able to find solutions to some of society's most pressing challenges with detailed recommendations about a way forward. The recommendations should therefore be carefully considered by policy-makers and anyone interested in the topic of reducing hate and creating welcoming and safe communities.

4.1 Next steps

The recommendations will now be presented[37] to Waltham Forest Council later in 2020 (Coronavirus restrictions-permitting). The council will carefully consider how the assembly's recommendations can be used to inform decision-making about tackling this issue in the borough. A response to the recommendations will be made public soon after.

[37]Assembly members will be invited to do this, supported by The Democratic Society and Involve

05 Member's views on the Waltham Forest Citizens Assembly

5.1 Evaluation data

At the start and end of the citizens assembly, Waltham Forest Council completed an evaluation with assembly members. One interview with a member of the advisory group was also completed.

45 participants recruited to take part in the citizens assembly

40 people completed the pre- citizens assembly evaluation

34 people completed the Post- citizens assembly evaluation

Overall

100%
rated the event as good/ excellent

97%
rate the lead facilitators as good/excellent

97%
rate the table facilitators as good/excellent

Views on the citizens assembly

95%
thought the citizens assembly was a good idea

65%
thought this citizens assembly would lead to positive change in Waltham Forest

60%
thought this Waltham Forest Council would act on what comes out of this citizens assembly

100%

79%

68%

Views of the Citizens Assembly all rose in the post survey results.

The impact of the citizens assembly

94%
I have had plenty of opportunities to express my views

85%
The information I received has been fair and balanced

97%
I have enough information to participate effectively

Impact of the citizens assembly

91%
met people I normally would not have

94%
felt included

100%
said they were happy that they took part

88%
felt inspired

77%
felt challenged

97%
felt respected

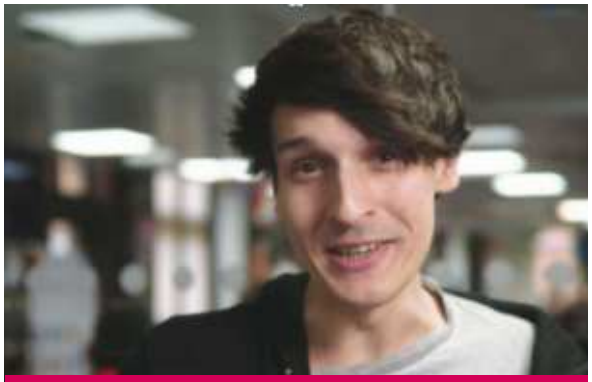
What did the participants gain from the citizens assembly

18 people said they had gained **knowledge/awareness** of hate crime or **learnt something new** from attending the citizens assembly.

5 people suggested they had gained the **chance to socialise, meet new people** and **engage with others**.

9 people suggested they had learned about how this could **impact on hate crime**, the **importance of democracy** and were **encouraged to get involved** within their own communities.

5.3 A final word from assembly members



Matt
Waltham Forest Resident

"I was super nervous before I came actually, I am like a really anxious person and I hadn't left the house for quite a long time. Since I've got here everyone's been super friendly and I've met tonnes of different people that I wouldn't usually interact with."

Evelyn
Waltham Forest Resident

"I didn't expect to love it this much. I actually found myself excited to wake up and come here. I like the fact that we're in different groups all the time so I'm working with different people. The value is the fact that they're asking us, ourselves, it's the actual community giving their opinions. It's us that it's going to impact so it needs to be us who are coming up with the solutions."

Farah
Waltham Forest Resident

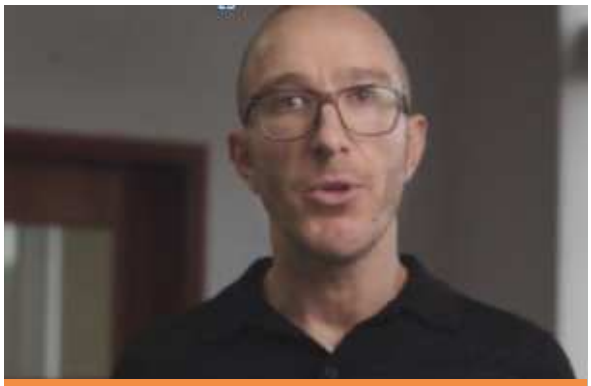
"I think it's exceeded my expectations. The level of organisation that's been put into this I think it's done really really smoothly. And then the information has been incredible. It's a nice mix of information, activity, involvement, listening. It's really well done actually."

Michelle
Waltham Forest Resident

"We are the residents and we are who it's impacting at the end of the day. So I think we are in a good place to make those kinds of decisions about what you should do."

Tabasam
Waltham Forest Resident

"I've always wondered if there is a way I could give something back. Coming here, attending this assembly, meeting different people, different thoughts, different beliefs, different cultures. Experts, normal people like me, I've learnt from them so much."



Richard
Waltham Forest Resident

"When you listen to the community, allow people to have their voice heard as opposed to imposing ideas upon them with little or no buy-in. I mean it's a much more powerful approach."

Keyne
Waltham Forest Resident

"Citizens Assemblies are a way for politicians to gauge what is actually useful and acceptable and what would be trusted by the publics that they are serving. And you don't get that through most of our current forms of democracy."

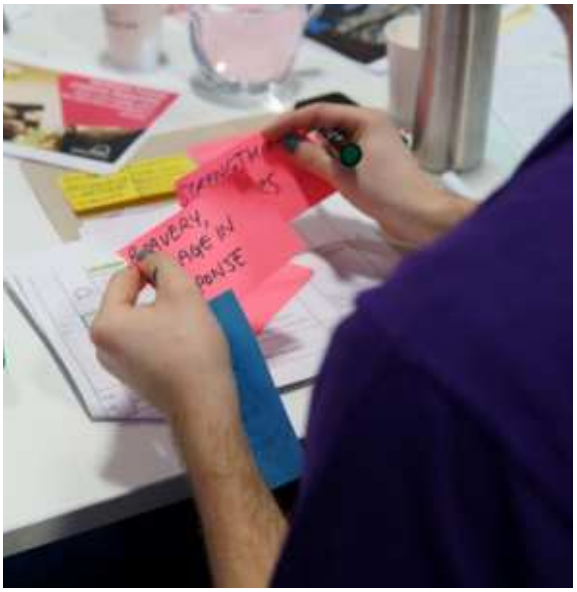
06 Appendices

These appendices contain further outputs and information created by the citizens assembly in the **order in which they were created**:

- Conversation guidelines;
- The Forest;
- Ideas longlist and 10 themes;
- Who needs to work together longlist;
- Ballot paper;
- Reasons why recommendations are important - direct comments from members.

Appendix One: Conversation Guidelines

- Step forward, step back
- No question is a bad question
- Agree to disagree, & address the point, not the person
- Be open to change and don't make assumptions
- Be respectful of people's different experiences
- Give each other space
- Be clear and loud when you speak, and be willing to explain further
- Be kind and listen to each other
- This is a safe space
- Co-operate, use teamwork and encourage each other
- Be positive, open and honest
- Enjoy yourself!



Appendix Two:
'The Forest' questions and answers

Future speakers request – local MPs, community leaders and education

Local MPs, community groups, and schools were engaged prior to the assembly. The results from this work fed into the pre-engagement report produced by Breaking Blue, which was presented at Weekend One of the Assembly.

Given the broad range of active community groups within Waltham Forest, a decision was taken not to invite them to speak or present at the Assembly as it would not have been possible to involve all of them. Community groups were heavily engaged in the pre-engagement work leading up to the Assembly. Instead, key stakeholder groups were invited to attend the Assembly as observers and regular updates will be provided to them on the progress of the Assembly.

Can we have a speaker from the local or national "stand up to racism" group, or a grassroots organisation?

On Weekend One we heard from two national organisations, Hope Not Hate and the Race Equality Foundation, that focus on this area at a national level.

On Weekend Two we will hear from a range of speakers about different approaches and types of intervention, some of which will provide examples of grassroots activities. In addition, we have prepared flashcards with further examples of projects and initiatives that have worked well in other places in the country.

What is the "No place for hate?" Tower Hamlets campaign?

Menara Ahmed from Tower Hamlets Council will present to the Assembly on the Saturday of Weekend Two about their "No Place for Hate" campaign. Unfortunately, Menara is not able to join us for a Q&A, but we can send through any specific questions afterwards.

Request for further information on CATCH (Community Alliance to Combat Hate)

On Weekend One we heard from two organisations that are part of catch (Galop and Stay Safe East). We will hear more from this later today from Superintendent Waheed Khan (Metropolitan Police lead on Hate Crime).

What input/information can be obtained from reformed racists/hate crime perpetrators?

On the Saturday of Weekend Two, we will hear about different work that has been done with ex- offenders and potential offenders focusing on rehabilitation. After the first weekend we contacted Small Steps (An organisation made up of former members of far-right organisations who have rejected violence and far-right narratives, and work to expose and eradicate far-right extremism in the UK) but they were unable to attend due to prior commitments.

Appendix Two:
'The Forest' questions and answers

For future sessions, can the police be involved and speak at the Assembly?

On the Saturday of Weekend Two, we will be joined by the Metropolitan Police's Hate Crime lead, Superintendent Waheed Khan, who will tell us more about the work the Police and their partners are doing to combat hate across London.

Request for information on Mediation and restorative justice

We will hear from a leading charity working on restorative justice (Why Me?) as part of our afternoon panel on the Saturday of Weekend Two.

Can we have a speaker on psychology of hate? Can Teachers and representatives from public transport attend and present?

Based on feedback from the first weekend, we have reduced the number of speakers to ensure there is sufficient time in the day for presentations, discussions and questions. As such, it is not possible to have speakers covering all the different areas the assembly participants requested to hear more about. We have developed a range of flashcards to help bring in more information about different types of interventions and projects taking place in other places.

What measures are already in place?

This will be covered on Day Three of the Assembly by Laura Butterworth from the Community Safety Team at Waltham Forest Borough Council.

Why now? Why is this CA taking place now?

We have been hearing from our communities that hate incidents are an issue of growing concern. Through our Connecting Communities programme we have received funding from the Ministry of Housing, Communities and Local Government (MHCLG) to test new approaches around community integration this year. Citizens Assemblies are increasingly popular, and we thought this would be a good way to engage with residents and develop community-based solutions.

Suggestion of a young persons' assembly; their voices are equally important on this subject.

This is the first citizens assembly the council has held, and will be the first ever assembly to be held on this topic. We are in the process of developing a new involvement strategy, and will look to hold a dedicated assembly for young people in the future on another issue.

Appendix Three: Ideas longlist with 10 themes

Reporting

- Council needs to act on reports and show victims something is being done. Reports can be used to generate Hate Crime hotspots and try to tackle them
- Hate crime incidents app to report crimes
- System in place on council website people can report hate crime anonymously or not. Council has representatives to help people going to police as some might not know English or the process, or the confidence.
- 3rd party reporting - in order to gain more accurate data on hate crime statistics, community leaders and advocacy groups could be given the power to report on behalf of victims, even if there is no desire for prosecution.
- Hate crime and hate incidents to be codified in definition and response.
- Robust reporting system for reporting hate crime.
- How to hold the police more accountable around reporting and dealing with hate crime.
- Reporting H.C. is important! Statistics matter!
- Tip of the iceberg.
- **Reporting:**
  - standard form
  - Police and support org etc. gallop etc.
  - Information collated and coordinated.
- **Simplify process:**
  - Online services
  - Local libraries
- Call Centre to report. Victim support.
- Clear info of different agencies to provide support.
- One complaint / helpline
- Should be special phone number for hate crime
- Helpful to have one phone no. to contact in any hate crime situation rather than go via various channels.
- Easy places to report hate crime (e.g. mosques, temples, etc.)
- Borough wide app
- Means to report crime (hate) Also provide information on what to do - follow-up
- Funding to do more to research and collect data on hate crime
- The community, police, council and the local MPs to work together to achieve better understanding recording hate crimes

Information / awareness raising

- Give awareness to everyone about hate, everyone have rights and responsibilities to fulfil in order to maintain peace and prosperity in borough.
- Bringing together communities to raise awareness/ educate and learn from each others' experiences and build resilience and solidarity
- Council information handouts. Increase awareness/
- Council sending newsletters with info on programmes and resources
- Create a social media account. Use this account to show hate crime incidents and also to show what actions have been taken. This would restore public trust in police and raise awareness
- More sharing information on spikes – alert systems for bystander interventions
- Marketing campaign (posters/leaflets) - bystander approach
- Page on WF App/website to report hate incidents - market for awareness
- Information via leaflets, online, etc. for bystander i.e. how to approach a perpetrator and help the victim
- 'Hate is a crime' poster campaign
- Resources hub - can find and contact advocacy / restorative justice etc. - online resources
- LBC radio station - leading Britain's conversation - spokesperson - publication of assembly outcome
- Awareness - hate and responsibility
- Charters
- Publications
- "No Hate" campaign (inc. on social media and in bystander training)
- Better education and RJ
- How to create an effective campaign to stamp out hate crime in WF
- Campaigns by the local authority, London Transport, faith groups, large businesses and other voluntary bodies to raise awareness of the unjustness and pernicious harm done by race hate/behaviour. In this respect short pertinent quotations on our common humanity from poetry and literature might be helpful e.g. Dalai Lama, Maya Angelou, Shakespeare, Robert Burns, Desmond Tutu.
- Flyers
- Publicity by various means e.g. social media, local press, etc. to raise issues
- Posters with helpful information: Similar to advertisement; Could include helpline.
- Campaigns
- Lobby of public to influence parliaments
- Quarterly [unreadable] assembly meeting to monitor hate crime and solutions
- Visual campaigns on hate crime
- Create an interactive mobile game that teaches about hate crime and bystander tactics
- Communication needs to be accessible i.e. incl. Disabled people and different languages
- Local info. website updated regularly about crime and events
- Short videos on hate crime and how to respond and bystander info and can be on YouTube and council website
- Billboard campaign around sticking up for each other and celebrating difference
- Digital platform display message
- Billboard campaign against hate in WF - promoting aims of CA

Information / awareness raising

- Campaign to raise awareness
- Posters/messages at train stations, bus stops, public places
- Sharing good stories about kindness, solidarity
- Use of social media
- Spreading positivity and support through social media etc.
- Prevention - the cause: crackdown on organised hate, organise against media spreading hate, digital media literacy, education on what, how, who
- Bringing communities together to talk and find common ground
- Keep the conversation going within the community, schools, etc.
- Should give more and more knowledge about role models from the past. 1. Jesus; 2. Moses; 3. David; 4. Muhammad (PBUH)
- Events where residents can talk directly to public bodies e.g. police and councils. Opinions on what is happening in the borough
- Hate crime is ordinary - awareness campaign

Community

- Citizens' Charter
- Partnership with all faith groups and all kinds of groups (like Phil's work in Walsall)
- Online community forums to share experiences, gain and give support
- Increased social interaction with all faiths / people
- Host more community events so neighbours can interact with each other
- Let's all do more by joining local community groups (i.e. even Facebook groups) to be aware, participate, aid cause against hate
- Celebrate difference day in Waltham Forest is great idea period. Maybe promoted by these 4 fine youngsters
- Cultural festival celebrates diversity in Waltham Forest – embracing all groups
- Community / police meetings (formal & informal)
- Role of community – messaging
- Local community groups app should be set up
- Diversity champions
- Language provisions for community languages in Waltham Forest
- More community involvement (neighbourhood watch etc.)
- Awards system for diversity / inclusion projects by groups and businesses in the community
- Develop long-term, sustainable, engagement with affected communities and public (like this assembly) to shape implementation and education
- Strengthen a universal approach to educate and bring communities together, support people that may be vulnerable even if they haven't been a victim, treat victims and perpetrators, curtail - deal with the crime - jail, fines etc.
- Events celebrating our differences (festivals etc)

Bystander intervention

- Bystander intervention
- Council should raise awareness so that there are more active bystanders with training and support around it
- How to empower more individuals to use their bystander power
- Leafletting. Promotion of bystander approach. What it is. Who to approach.
- Bystander training.
- Training on bystander approach
- Bystander training in all schools across the borough
- Bystander intervention training available in schools and workplaces
- Combatting at the point: active bystander, public services, schools, targeted campaign, empower community groups to e.g. develop safe places, improving public services who respond to hate crime

Young People

- Counsellors for youth to discuss concerns in school
- There's a place for modern and contemporary youth centres. Not just ping pong and drafts.
- Move involvement with youth
- Sport and young people
- Increased youth club provision for disaffected youth
- Promote and support services that are already engaging youth through sports such as WF Flames
- More work in schools to raise awareness
- Have youth clubs and community centres
- More education in schools about hate crime
- Schools to introduce teaching hate crime in the education system!! To kids and adults.
- Education sessions (free) for adults on a regular basis.
- Poss recommendations: teach social media safety.
- Formally include education / tolerance modules into the school curriculum.
- Four major books should be taught in institutions in order to clear the misunderstanding about hate against religion effectively: 1. Torah; 2. Zabur; 3. Injil; 4. Quran
- Solidarity young P. EDUCATION
- Most effective ways of educating people on different groups
- Educating from school level with parents and kids in such events
- School integration and understanding

Victim support

- Increase awareness of support available by all different agency that can help
- Make these services more accessible for people. I.e. support services for people who experience hate
- Improve access to services (police, community centres, mental health services, etc.)
- Support for victims
- Resource re-offenders
- Supporting victims affected and communities: community groups fund to provide support, restorative justice options

Hot spots / deterrence

- Increased CCTV and police presence
- More police patrolling the streets uniformed and plain clothes! They do act as a deterrent.
- Identify and work on hotspots
- Hot spots – public spaces. Buses – CCTV but no audio. Tube – hot spots.
- Trained volunteers at hotspots
- Have more police presence in hotspots; shopping malls. Market etc
- Have police boxes in hotspots - police officer stationed and easy access to police
- Data officer and hotspot analysis
- Potential hotspots are identified (Hoe Street)
- Issuing on the spot fines for hate incidences as they don't constitute an actual crime
- More community officers (voluntary)
- Experienced help, quick response, dedicated units who listen
- Consequences

Safe zones

- Safe zones/spots for victims to go to get away from incident/crime
- Safe zones / spots for victims to go to get away from incident / crime
- Safety hub
- Safe spaces – identified shops / hubs

Rehabilitation / restorative justice

- Working with perpetrators to change behaviour
- Rehab / diversity training for first time offenders
- More resources to be spent on restorative justice
- Rehabilitation programmes for offenders
- Full-time restorative justice in the borough
- Restorative justice programme launched borough-wide

Institutions

- Services and organisations supporting communities need better publicity
- Community task force
- Institutional coordination (police, schools, borough, council, churches etc.)
- Lack of power in authorities to tackle hate
- Help establish anti-hate social enterprises
- Everyone here to be part of a Global Historic Point. This whole room Attendees/purple shirts/orange shirts create a “LPU” - self sustaining philanthropic fashion brand that promotes “Anti-hate” “pro-love” - profits back in, globally promoned on news, youth training, community cohesion training. Catwalks, online, community yoga, selling and promotion
- MPs to be more involved in fighting hate
- Borough for hate crime - setting goals and holding regular meetings to monitor how they are meeting the goals
- Institutional racism
- Create a working party/focus group to keep momentum
- Service champions within institutions
- Defined/named accountability
- Understanding conspiracies / elite groups (Illuminati) - they’re effects (been none to talk)
- Establishing a Waltham Forest local model to tackle hate. Leadership - data - process - people
- Strategy plan - safety plan - team plan
- Hate crime delivery plan
- Accessibility audit - make sure public buildings can be accessed by all abilities
- Embed social impact evaluation into urban planning policy and all space development decisions
- Police say they are trained but some say they are not. Needs to be mandatory training for policy re hate crime.
- Joint training with different agencies
- Large amounts of funding required or nothing can happen
- Sustainability focus group/working group to support financial based programmes combatting hate
- Transparency on spend on anti social behaviour team - effectiveness

Appendix Four:
Who needs to work together longlist

Who needs to work together?

Local businesses and residents

Social Enterprises/ Business leaders

Business community

Fashion companies

We all need to be involved, each and everyone of us because it impacts the whole community

Community

Schools, administrators, teachers, counselor

Education providers

Local care home owners

Health and wellbeing industry - including pharma

Libraries

Founder (i.e Truth, Corporate-nike tesco, coop)

E17

Positive role models

Places of worship

Faith groups/leaders

Superintendent of MET

Police

General residents

Neighbours

Community Neighbourhood

Housing associations

Safer neighbourhoods

Inter-faith forum

Forum to discuss race issues

Churches/religious

Schools

Highams Park Forum

All agencies

MPs/councillors

Council

Local media

National and regional governments

Local Authorities - Health/NHS

Other boroughs

Online community groups

Neighbourhoods

Community leaders

Faith groups

Leyton Orient (football, sports clubs)

Neighbourhood watches

Local anti-racist (etc) activist groups

Mayor of London

CPS

Local media and social media

Press authority

Local businesses

The people

TFL

Sustained public engagement panels

Private landlords

Catch-UK

Influencers and public figures

NHS, GPs, A&E

Ongoing citizens assembly (Liver Jury Service)

All community centres and libraries

Hub to specifically deal with hate crime only. Safe spots.

Slimming world

Parents advocacy groups

Faster referrals for mental health support

Mums and dads whatsapp groups

Whatsapp groups

Stella Creasy

Educational Institutions

Sadiq Khan

Bus drivers

Victims and criminals

Increased police and council presence

The Major should actively promote Citizens Assembly recommendations

App developer

Sporting organisations

Waltham Forest cultural/arts citie

NHS/ Medical outlets /Hospitals

Surgeries

Fire Service

Housing officers

IT Experts

Volunteers

Charities

Celebrity endorsement (local ones too!) - David Beckham

Public official

Local MP

LGBTQ Communities

Teenagers

TV

Newspapers

Citizens advice

Social Media

Community centres

NGOs of hate crime

Experts on Hate crime

Community support workers

Youth worker including the voice of the youth

Appendix Five: Ballot paper

Waltham Forest Citizens Assembly Ballot Paper

Community and Bystander Intervention (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Instititions (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Young People (up to 25) (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Reporting, Hotspots and Safe Zone (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Information Sharing and Raising Awareness (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Victim Support, Restorative Justice & Rehabilitation (Please circle one option)			
Strongly Support	Support	Oppose	Strongly Oppose

Appendix Six:
Reasons why the recommendations are important - direct comments from members

Recommendation 1

We recommend a large scale multi-media information & awareness raising campaign.

Assembly members' comments on why this is important

- To help to know and support to tackle it.
- Sharing and information makes people more aware of hate crime. Then people are less likely to be involved in hate crime.
- Sharing information with other councils - exchanging information.
- Enables citizen awareness of what is in order to obtain support from the community to drive actions.
- Cost effective policy change. Stats mindful [sic].
- Information sharing. Data sharing best [sic] way to educate people. With more accessible info cime will reduce as perpetrators will be targeted.
- It will enable people to understand what is going on around the community.
- Make law. Ban media/politicians insightng [sic] hate.
- Info sharing and raising awareness - extremely important because it raises awareness and knowledge about hate crime and incidents and how to address it. Giving people knowledge is the tool of enabling people to affect change. Knowledge is power!
- Info can also be used to better educate/ deter potential offenders.
- Citizens need to be informed in order to better protect themselves and others.
- We need data for increasing visibility of HC.
- Information sharing. I think in order to tackle an issue you need facts and figures. This will allow you to target 'areas/people' which are more vulnerable in order to offer appropriate help.
- Nothing will change without awareness.
- OIt's important to heighten awareness/ understanding of these issues as a preventative measure.
- This will make the community more aware of the scale of hate crime and have a better prevention plan in place. Awareness is crucial. If we don't know what constitutes a 'HATE crime' how can we change our behaviour and be more mindful [sic].
- This can make the residents more aware of how important stopping hate crime is and makes WF a safer place to live in.
- This is important to me because information and awareness is the first step. I usually don't know what is happening in my area and how it affects my neighbors.
- Can't have too much awareness raising. The more the better. Need to get the message out there!
- Without effective comms, we can't affect change!
- The benifits [sic] outway [sic] the costs.
- It all starts with info and awareness - we can't action [sic] on what we don't know.
- Sharing information makes people more aware of hate crime meaning more people can get involved.
- So everyone knows the dangers that accrue in hate crime.

Recommendation 2

Community solidarity and preventing hate crime through effective bystander intervention.

Assembly members' comments on why this is important

- I think bystander intervention is important and all should be encouraged to participate in training. This should be part of the school curriculum.
- This is important to me because I feel [the] bystander approach is the way forward and I often leave house with intention to help anyone I see being harrassed for who they are and I didnt even associate that with the term hate crime so any training that helps me know how to do this more safely is important.
- Brings the community together.
- Solidarity - supporting each other.
- This is important to me because it makes everyone collectively responsible and enables us all to take a stand and participate in reducing hare crime and incidents in our borough. Provides the tools to enable residents to enforce change and participate.
- Encourages the community to support each other!
- It will create a safer community if we all help each other!
- Reinforces idea of community and interlinking between the different recommendations.
- This will have a huge impact on community cohesion..
- Community and bystander. So that everybody's opinions and views are known. Community strengthens and hate crime reduces as people are more caring and tolerant.
- Bystander intervention can support victims and sponsor solidarity.
- Individuals need to be more involved because 'together' we can tackle hate. We are the silent majority.
- Change happens when everyone gets involved.
- Community ambassadors - a good idea.
- United we stand, divided we fall.
- Solidarity = Success! Blah blah.
- Experiencing and witnessing hate crime myself, I strongly support bystander intervention.
- The more bystander intervention then less opportunity for hate crime.
- It will create a safer community if we all help each other. Taking your part to change a borough is one step from you to tackle hate.
- Make law. Ban media/politicians insighting [sic] hatred.
- It is important to me because creating community events can break down barriers and have a positive impact in all communities.Generating an understanding and providing a framework to participate in bystander intervention is key to driving solidarity and supporting victims in the community.

Recommendation 3

Given the rise of hate crimes and incidents in London and our borough, we need to provide support services for victims and rehabilitation services for offenders.

Assembly members' comments on why this is important

- RJ and victim support is essential to be re-impowering [sic] the victim.
- Gives victims hope/reassurance!
- Supporting victims is priority number 1. Doing this through restorative justice is proven effective for rehabilitating perpetration too.
- Support for victim and perpetrator [sic] can help stamp out hate crime.
- Victim support is scandalously ignored in favour of cheaper interventions which have less benefit. Victim support needs far more investment [sic] relation to penalising offenders.
- I really like this recommendation because there are really good strategies that they've mentioned & victim support is essential because when the victim doesn't get support, it can lead to mental health issues or even them putting out more hate.
- I feel that if the perpetrators of hate crime are given alternatives such as rehabilitation then clearly [sic] will reduce future hate crime.
- Because rehabilitation could prevent reoffending. Victims need support so they feel less isolated.
- Make law. Ban media/politicians insighting [sic] hate.
- It gives knowledge of hat [sic] crime and wide information.
- Victims need to know that support is available and it is easily accessible.
- Victim support is really important.
- Victim support - key to enable the victims to try to normalise their life. Rehabilitation and restorative justice needs to be implemented carefully and effectively to produce positive results (funding).
- To help to educate people in our community to solve the issues.
- Victim support is very important so it could not lead to more hate. If you ignore someone and not taking any actions [sic] could persuade the individual to take law in their own hands
- Will help restore confidence in the community.
- ⅔ of residents are affected by HC either directly or indirectly. It is crucial that [sic] sees the council taking practical steps and tackle [sic].
- Ensuring victims are looked after and made whole is a top priority!
- Restorative justice just...works.
- Supports those directly impacted. Has potential to address and minimise emotional impact.

Recommendation 4

Given the rise of hate crimes and incidents in London and our borough, we need to provide support services for victims and rehabilitation services for offenders.

Assembly members' comments on why this is important

- Encourages and consolidates the idea of broadening definitions
- Safe zones protect victims and deter offenders.
- Safe spots. When people feel threatened they need a safe place immediately. My vision is that they will be widely available.
- Hot spots and safe zones are a key element in supporting victims actively within the community.
- Accurate reporting of hate incidents will provide essential data for any campaign against hate. As a community we need to know the true extent of the problem. If we motivate others to articulate in a campaign.
- Without information we cannot know the people who has been affected and tackle it.
- You can't improve what you can't measure!
- Without information and awareness we cannot move forward.
- If it's not reported then it's as if it didn't happen.
- Reporting agaisat data is v. important. Date helps prevention!
- Proper reporting and data is essential to identifying and tackling hate incidents.
- Having data and reports allows us to understand the issue better thus we can support the victims in more effective ways.
- Informs planning of and implementation of strategy and action in all recommendation areas.
- Having data can [help] om the prevention of crime. It will show that it needs advertising.
- Reporting ensures the most effective allocation of resources.
- I am a young mother of a toddler, which is my main concern. As any mom would want security around, they're family. Looking for a safe society for my child.
- Will help people be aware of the dangers that accrue in the borough.
- Because making reporting easy and accessible in ALL languages will give us the right data...make someone's life easy to tackle hate crimes and resolve the problem

Recommendation 5

In order to support and deliver all the recommendations from the citizens assembly, institutions must: provide adequate and sustainable resourcing; give clear leadership direction; review policies and processes which impact on hate crime and incidents and, work with a broad nuanced definition to ensure action is taken against all discrumination and prejudicial behaviour including that which may not constitute a hate crime or hate incident.

Assembly members' comments on why this is important

- Institutions play a critical and pivotal role to ensure a cohesive and ongoing effort in tackling hate crime.
- The creation of a citizen panel is a valuable form of local democracy and a way to ensure accountability to the Walthom Forest community.
- Institution is [sic] really important in our community to help tackle about [sic] hate crime.
- It will help alert the problems of hate crime in the community.
- As paid by the people and answerable to the same.
- Without funding, policies and resources, by the institutions none of the recs will happen.
- Institutions need to support their citizens. My neighbour was harassed by his neighbour but the council did not support them after multiple complaints.
- Ensure people and groups interact and work together for community good.
- It's important because we need funding from the council and government in order to have a safe and secure society.
- Big companies have a responsibility to the community. Do your part!
- At the moment institutions are not doing enough. They have the power to really make a change.
- We all got right [sic] to live in safe [sic] environment.
- Institutions need reform and function in the benefit of the community.
- Make law. Ban media/politicians insighting [sic] hate.
- Institution [sic] must act to reduce hate crime.
- It is important for views to be expressed for future developments.
- Because hate crime is enabled by weak institutions that are not trusted by victim [sic] or bystanders.
- Our institutions define what is possible, practical and thinkable. They shape our environment and thus our lives. Institutions with power over us, either to help or penalise, determine whether victims are supported and shape the socio-economic factors at the root of hate crime. No strategy to reduce hate crime can ignore the institutional landscape.
- Institutions - part of the solution to addressing hate crime in the borough. Needs multi-agency working to address positive change - can't be done through 'tunnel vision.' Important contact points for individuals to get support and info.
- Establish a funding pot to support programmes from voluntary, grassroots and activist groups to tackle hate crimes and sheer harassment, or support victims. Because if you get support from local council, local bodies [sic] the result will be very positive.

Recommendation 6

We educate and empower young people in the community to recognise hate, with appropriate tools to reduce hate, to ensure a better future for all.

Assembly members' comments on why this is important

- Young people are our future. We should support them in all different ways to get a good result in the future.
- Young people are the future. Education is key to reducing hate crime
- Young people are the future.
- Young people are our future.
- Young people are the future they need to be enabled and supported in dealing with hate crime and incidents to ensure the next generation are more knowledgeable and conscious about it and ultimately positively change attitudes and behaviour towards hate crime.This should lead to a better borough for everyone going forward.
- Young people. They are our future. If educated from a young age will lead to better citizens and therefore better community.
- Young people are our future. Whatever may boost their self-confidence and their sense of belonging in the community will benefit society as a whole.
- A strong and safe community can be built on investing in young people and their future.
- Young People are our future - given the tools they will do the right thing.
- Young people need to be heard and feel part of the community to enable them to take part in the process of making a better future for the next generation in the community of Waltham FOrest.
- Young people should be educated about hate crime.
- For me, young people are the key. Educate and raise awareness at this stage and you proactively eliminate hate.
- This is important because education and empowering young people in relation to hate crime and hate incidents supports us to create a safe community that is welcoming and accepting for all generations to come.
- This is important to me, because in being educated , I feel that we need to educate young people and change attitudes. I found the education very useful for me, and enabled me to be more tolerant of others.
- In order for young people to have a good future, It is important they have the education necessary for them to make changes and plan for the future they decide for themselves and others.
- Young person involvement and Ed is essential to tackle future hate.
- Young people need to feel safe and confident in the area they live in and feel included in the community.
- This is important to me, because being a new mother to a baby boy form a mixed background, I want him to feel safe and valued in his community to grow without fear.
- This is important to me, because I know having a positive and healthy childhood and adolescence has added to me having a happy adulthood and more young people should experience that instead of experiencing hate crime or feeling left out.
- Adapting to needs - trusting and building on the goodness of humanity
- There is a lot of hate crime in schools, preventing this through awareness and various events will support young adults their whole life.

- I feel it is important to support young adults and help them to deal with hate crimes as well as the older generation in the community.Young people - it will help the young people to have freedom of speech.
- Make law. Ban media/politicians inciting hate.
- Creating a positive focus on our young people. Teaching not to hate through education we can break down barriers boosting self confidence and sense of belonging in the community. ""Young people are our future."
- This will create long term change.
- I think we need better incentives for youth to be involved in positive things and deter them from going astray. Therefore I really support this recommendation and the actions they came up with.
- Key is that WF recognises the importance in Youth Services to promote social cohesion. A festival celebrating diversity oudl inspire the community.

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