



CPS

**Crown Prosecution Service
Wiltshire**

**Hate Crime Scrutiny Panel
Annual Report 2009 - 2010**

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Introduction from Francis Wakem, Independent Facilitator



The Hate Crime Scrutiny Panel (HCSP) is a brave initiative - really radical and visionary. It is the mark of a confident organisation with the Crown Prosecution Service (CPS) making itself publicly accountable through a forum which facilitates a dialogue of consultation with members of local communities through community groups.

This annual report marks the second anniversary of the HCSP. Members remain impressed at the hard work and quality decisions being made by CPS staff in Wiltshire in the handling of both hate crime and domestic violence.

Membership of the Panel reflects the diverse communities of Wiltshire and Swindon; members bring with them their own professional and personal views and beliefs; the work necessitates a review of distressing and intimate circumstances. Against this background it is pleasing that meetings progress in an atmosphere of trust and openness with members – and officers - being confident to challenge and discuss. Panel members see themselves as critical friends of the CPS.

People within our local communities want and deserve a prosecution service that is confident; strong and independent; where decisions on whether to prosecute are taken with fairness; impartiality and integrity; and to have confidence that the prosecution service will deliver justice for victims; for witnesses; for defendants; and for all members of our communities.

Hate crime and domestic violence not only causes distress to the victim and those touched by the victim's distress, but also affects society in general. Victims; witnesses; families; and communities must be confident that the prosecution service understands the serious nature and the impact of such crime. Society must see and understand that Justice is being done – where it matters - within local communities.

Through the HCSP - being transparent about performance in relation to hate crime and domestic violence - the CPS is not only addressing the needs of victims and witnesses but also communities in order to make a real difference to the lives of those involved.

The purpose of the Panel is to review and scrutinise randomly selected and finalised prosecution files. The Panel keeps in mind the Core Quality Standards introduced in March 2010 by the Director of Public Prosecutions. This enables the Panel to provide feedback to the CPS in order to assist in raising individual and area performance in the handling of hate crime and domestic violence. In addition, the Panel helps to raise community understanding of how CPS decisions are made and provides an element of community focused views in terms of public confidence not only of the CPS but also the wider criminal justice system (CJS) - including the fact that the CJS is but one possible intervention.

A fundamental principle is that the Panel provides the opportunity to learn – it is most certainly not a blame attributing exercise.

A key factor in the success of the Panel has been the major contribution of Karen Harrold, Chief Crown Prosecutor (CCP). Karen accepts responsibility for the quality of cases randomly selected by the Independent Facilitator for review by the Panel. The CCP gives professional assurance by being in a position to take forward lessons learned both within the CPS and, through the Wiltshire Criminal Justice Board, to other criminal justice agencies. The presence of a senior police officer at Panel meetings has also proved to be of immense value.

Successful prosecutions can only happen if victims and witnesses feel confident and capable of giving their best evidence - developing confidence is a personal journey for each victim and witness. Success for the Panel's work will be to see more people prepared to report hate crime and domestic violence and to support the investigative process. Key outcomes will be to see a further increase in the number of successful outcomes for such cases and a further decrease in attrition rates.

I extend my personal thanks to members and officers for their considerable support for this highly important community initiative to assist the CPS in delivering criminal justice for hate crime and domestic violence to the highest possible quality within our local communities of Wiltshire and Swindon.

Introduction from Karen Harrold, Chief Crown Prosecutor



I am delighted to introduce the second annual report for the Wiltshire Hate Crime Scrutiny Panel.

The Panel has become a vital part of the way we aim to continually improve our performance, highlighting when we get things right and when we could do better. In particular, the Panel has helped us to focus on new ways to enhance the service and care provided to victims and witnesses who will often have suffered injustice as a result of corrosive hate crimes.

This year has been very successful for Panel members as they increased their knowledge of and expertise in the criminal justice system. This has ensured that members challenge us more on how we make our decisions and the support we provide to victims and witnesses. As planned last year, the Panel has progressed to scrutinise homophobic and disability hate crimes as well as cases where crimes have been committed against older people.

During the year we have welcomed two new Panel members Fran Lewis and Shazuli Iqbal, who bring a wealth of knowledge with them. I am also grateful for the continued support of Wiltshire Police as Ian Saunders attends Panel meetings. As a senior officer, Ian is empowered and has assisted in making changes that have made a real difference.

I'd also like to express my appreciation and thanks to His Honour Judge Cutler for allowing our facilitator, Francis, to shadow him for a day at Salisbury Crown Court. This helped immensely to improve members knowledge and understanding of what a judge has to take into account when deciding on sentence and gave a fascinating insight into the work of the judiciary.

The scrutiny by the Panel has led to many changes such as better exploration and use of ancillary orders such as Exclusion or Restraint Orders as well as prosecutors seeking clear guidance from magistrates' and judges regarding what potential increase has been given to an offender's sentence regarding the 'hate' element of their crime. This in turn has helped us to give clearer explanations and a better service to victims and witnesses.

The Panel would not be the success it is without the commitment and dedication of Panel members and our facilitator Francis who all give up their time to work with us. I'd like to thank Panel members as they share one vital quality - passion and commitment to do the right thing, something that I know I share with all my staff, as supporting victims and witnesses and delivering justice is our fundamental role.

What is the CPS?

The Crown Prosecution Service (CPS) was set up in 1986 to prosecute criminal cases investigated by the Police in England and Wales. The CPS is a department of central government which acts independently from the Government in accordance with statute.

The head of the CPS is the Director of Public Prosecutions (DPP), who has overall responsibility for the Service and its prosecutions. The Chief Executive, who is responsible for the administration of the CPS, assists the DPP. The DPP is superintended by the Attorney General who is accountable to Parliament for the CPS.

The CPS is organised across 42 Areas in England and Wales matching Police force boundaries. Each Area is headed by a Chief Crown Prosecutor (CCP) who is responsible for the delivery of a prosecution service to his or her local community. Each CCP is supported by an Area Business Manager (ABM) and their respective roles mirror, at a local level, the division of responsibilities between the DPP and Chief Executive. In Wiltshire the Chief Crown Prosecutor is Karen Harrold and the Area Business Manager is Anne-Marie Lomax. Since 2008 the 42 Areas have been arranged into 13 regions plus London - these are the CPS Groups.

As the principal prosecuting authority in England and Wales, we are responsible for:

- Charging offenders in all but the most minor offences.
- Providing advice on cases submitted by the Police.
- Where the decision is to prosecute, determine the charge in all but minor cases.
- Preparing cases for court.
- Presentation of cases at court.

The CPS works to prosecute cases firmly, fairly and effectively, where there is sufficient evidence to provide a realistic prospect of conviction and when it is in the public interest to do so. This is done by reviewing each case against the Code for Crown Prosecutors (The Code). The Code gives guidance on the principles to be applied when making decisions about prosecutions. It is designed to make transparent the principles applied when prosecuting crimes.

Although the CPS works closely with the Police, we are independent of them. The independence of Crown Prosecutors is of fundamental constitutional importance. Casework decisions taken with fairness, impartiality and integrity help deliver justice for victims, witnesses, defendants and the public.

The Code is a public document and is available in community languages and alternative formats. More information about the CPS including The Code can be found on our website: www.cps.gov.uk.

Core Quality Standards

“Core Quality Standards lie at the heart of ensuring that excellence is delivered as the norm ...”

Keir Starmer QC

Following extensive public and staff consultations the Director of Public Prosecutions, Keir Starmer QC, launched the Core Quality Standards in March 2010.

The 12 standards cover key areas of the work of CPS that have the greatest impact on the public. They tell you what you can expect when the CPS prosecute people in court. They are not intended to be an exhaustive list of everything that they do. They set out the functions that prosecutors perform and a number of specific and concise statements of a quality service. They represent the central thread of quality that should run through everything that the prosecution service does.

The work of the Panel is covered in standard 12, which details how CPS explain their role and consult communities through Panels, and how the Panels provide feedback on the way in which the communities are likely to view decision-making and case handling procedures.

During file scrutiny the Panel’s work touches on a number of the standards, in particular standards 2, 3, 4, 5, 6, 7 and 8. By way of example as a result of recommendations the Panel the CPS have undertaken a substantial amount of work with regard to improving how we communicate our decisions to victims when we stop cases or substantially alter the charge (standard 8).



Core Quality Standards

Standard 1: We will provide the police and other investigators with advice to assist in tackling crime effectively and bringing offenders to justice.

Standard 2: We will make timely, effective and fair charging decisions in accordance with the Code for Crown Prosecutors.

Standard 3: We will use out-of-court disposals as alternatives to prosecution, where appropriate, to gain speedy reparation for victims and to rehabilitate or punish offenders.

Standard 4: We will oppose bail for defendants where appropriate, taking particular account of the risk posed to victims and the public.

Standard 5: We will prepare all our cases promptly and in accordance with the Criminal Procedure Rules so that guilty pleas can be entered at the earliest opportunity, and fair trials can take place on the appointed dates.

Standard 6: We will present our cases fairly and firmly.

Standard 7: We will assess the needs of victims and witnesses, keep them informed about the progress of their case and seek appropriate support to help them to give their best evidence.

Standard 8: We will explain our decisions to victims when we stop cases or substantially alter the charge.

Standard 9: We will assist the court in the sentencing process and seek to confiscate the proceeds of crime.

Standard 10: We will consider whether to exercise our rights of appeal when we believe the court has made the wrong legal decision.

Standard 11: We will deal promptly and openly with complaints about our decisions and the service we provide.

Standard 12: We will engage with communities so that we are aware of their concerns when we make decisions.

For more details on the standards please visit our website
www.cps.gov.uk/publications/core_quality_standards/

Hate Crime: An Introduction

Not all incidents of hate are criminal offences. Furthermore, even if an incident is, there might not be enough evidence to allow the case to be prosecuted: and even if there is enough evidence to prosecute: there might not be enough evidence to show the offence was a hate crime. To help decide if an incident of hate amounts to a crime and whether there is enough evidence to prosecute the case, we use the Code for Crown Prosecutors.

Racially and Religiously Aggravated Crime

We use the definition of a racist or religious incident contained within the McPherson Report (1999): “an incident which is perceived to be racist or religious by the victim or any other person.” The prosecutor must first prove the offender committed the basic offence and then if the offence was racially or religiously aggravated.

The Crime and Disorder Act 1998, as amended, creates a statutory definition of racial and religious aggravation, a range of racially or religiously aggravated offences and a duty for the court when sentencing to treat more seriously any offence (other than one charged as a specific racially or religiously aggravated offence) where there is evidence of racial or religious aggravation.

Homophobic Crime

The definition adopted for homophobic crime is “an incident perceived to be homophobic or transphobic by the victim or any other person.”

Disability Crime

There is no statutory definition of a disability related hate crime but the following has been adopted: “an incident, which is perceived to be based upon prejudice towards or hatred of the victim because of their disability or so perceived by the victim or any other person”.

In April 2005 section 146 of the Criminal Justice Act 2003 was implemented; this does not create any new offences but it imposes a duty upon the courts to increase the sentence for any offence aggravated by hostility based on the victim’s disability (or presumed disability), or sexual orientation (or presumed sexual orientation). Section 146 does not, however, apply in cases where hostility is based on the victim’s gender identity or presumed gender identity.

Therefore, when the court is deciding on the sentence to be imposed, it must treat evidence of hostility based on disability or sexual orientation as something that makes the offence more serious. The court must also state that fact openly so that everyone knows that the offence is being treated more seriously because of this.

The CPS has a duty to ensure that where there is evidence of such hostility, this is brought to the attention of the sentencing court.

Violence against Women: An Introduction

Prior to April 2008, domestic violence was recorded as a hate crime, which meant that cases of domestic violence were scrutinised as part of the HCSP process.

In April 2008, the CPS produced its first Violence against Women Strategy. Domestic violence and other forms of violence against women are now all part of that co-ordinated strategy. HCSPs provide a valuable opportunity to gather qualitative evidence about how our policies are translated into practice and we have continued to incorporate these cases in the Panel's work.

In prosecuting domestic violence we adopt the following definition: "Any criminal offence arising out of physical, sexual, psychological, emotional or financial abuse by one person against a current or former partner in a close relationship, or against a current or former family member."

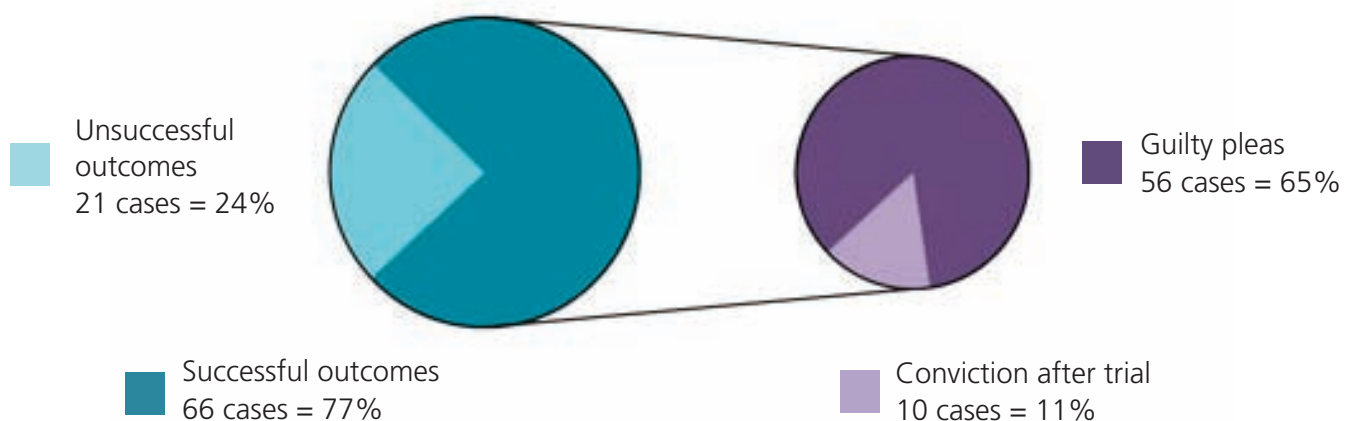
This definition includes all forms of violent and controlling behaviour, for example assault, harassment or threats.

Hate Crime Performance

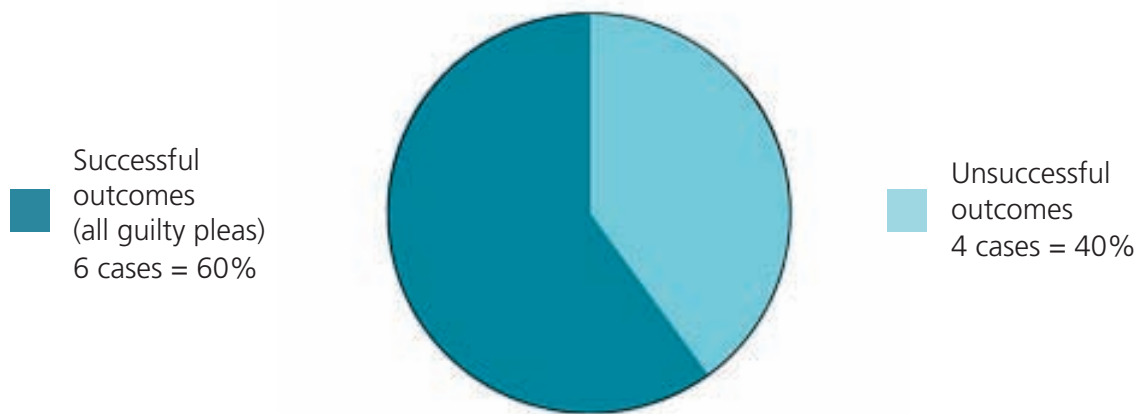
Between April 2009 and March 2010 there were 107 hate crime prosecutions. 74.8% resulted in conviction of which 64.5% were guilty pleas. During the same period, there were 740 prosecutions for domestic violence with 77.4% resulting in a conviction, of which 68.2% were guilty pleas.

Breakdown of outcomes for Hate Crime and Domestic Violence Prosecutions from April 2009 – March 2010.

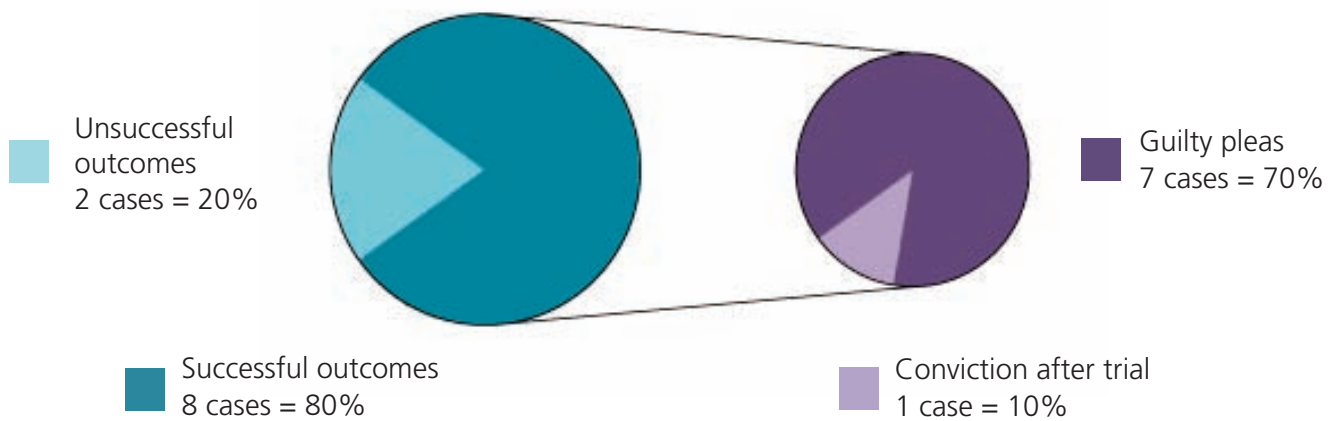
Racist and Religious case outcomes



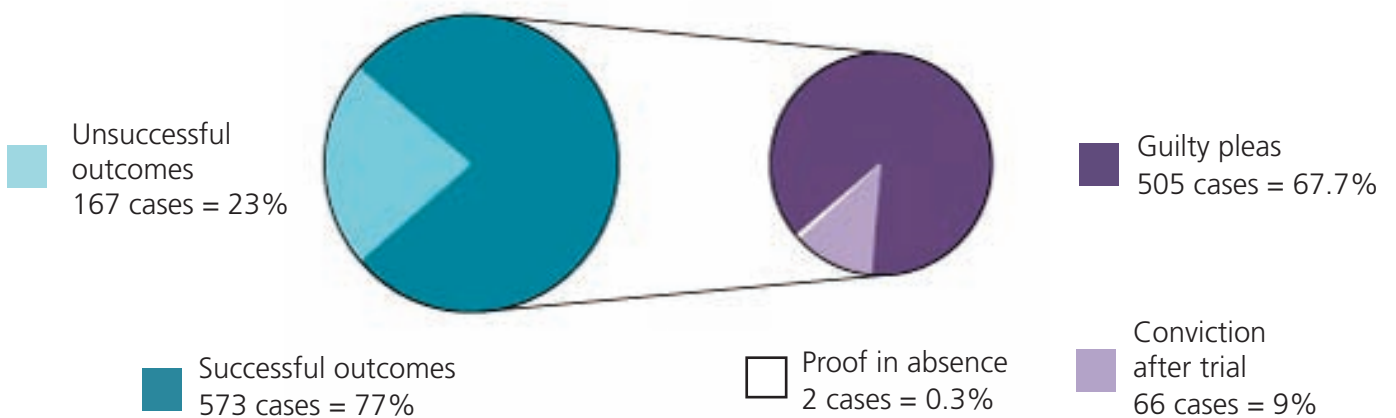
Homophobic and transphobic case outcomes



Disability case outcomes



Domestic violence case outcomes



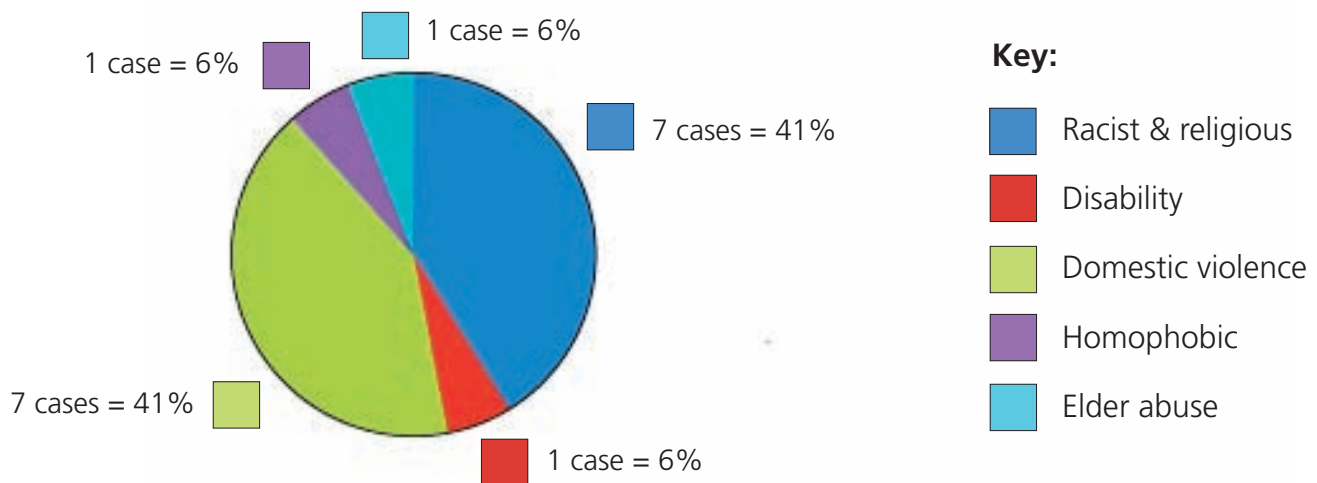
Background to the Hate Crime Scrutiny Panel

CPS nationally recognises the importance of hate crime and Violence against Women and has a strong record of prosecuting crimes motivated by hostility towards people based on ethnicity, religion, sexual orientation or disability. CPS also recognises the need to support victims and witnesses through the process of a court case and help them to give the best evidence they can.

With its diverse communities, hate crime is an important issue in Wiltshire. It is important that such communities understand they should not suffer from hate crime. They can challenge hate crime by reporting it to the police and by giving evidence in court so that hate crime offenders can be punished appropriately.

The HCSP was set up in 2008 to give local communities a chance to examine individual cases of hate crime. This year we have scrutinised 17 cases, to see whether CPS and the police have worked successfully together in investigating these crimes, in proceeding to charge suspects, and in conducting the court process. Throughout we have been concerned with how victims and witnesses have interacted with the process and the extent to which confidence in the justice system has been maintained or otherwise. In many cases we have found that things could have been done better. We are generally happy that changes have been made where practicable. However we continue to see occasions where cases collapse or witnesses do not attend court resulting in justice not being done.

Breakdown of cases scrutinised by the HCSP between April 2009 - March 2010



The Wiltshire Panel has an Independent Facilitator who brings a wealth of experience having worked for Wiltshire Police and as a volunteer with Victim Support; and members of various community groups with a concern about hate crime and representation from Wiltshire Police.

Quarterly meetings are held to examine in detail recent cases chosen by the Independent Facilitator to cover the county in terms of geography, as well as all types of hate crime: racial, religious, homophobic and disability, and domestic violence.

Detailed case files are available to the Panel and an Independent Lawyer (from Gloucester CPS) presents the case to the Panel, identifies issues and answers questions. In particular the support for witnesses from the Witness Care Unit is noted. The case is then discussed in detail by the Panel to identify trends, strengths and weaknesses in the decision-making and management process and management of cases. Key learning points are then fed back to CPS lawyers, the police and other agencies. Each member of the Panel undertakes specific training as necessary. Each Panel member feeds back to their home organisation and local communities. Action Points are noted and followed up at the next Panel meeting.

Where We Are a Year On

In our Annual Report for 2008-2009 (available on our website www.cps.gov.uk/wessex) we said we would seek to expand our membership to reflect an even broader spectrum of local voluntary and community organisations as well as to improve the resilience of the Panel. Over the course of the year we have appointed two new Panel members Fran Lewis and Shazuli Iqbal.

On further widening the cases for review we agreed to specifically examine homophobic, transphobic and disability hate crime cases, which we have done over the course of the year. In addition we have also looked at crime committed against older people, targeted because of their vulnerability.

The Wessex Group Hate Crime Scrutiny Panels and Community Involvement Panel conference also provided an opportunity for community members to be brought up to date on CPS and wider criminal justice issues, as well as looking in more depth at gaps in service provision for victims and witnesses in particular of hate crime and domestic violence. HH Judge Cutler also provided an interesting insight into the judiciary at the event.

Finally, the Panel agreed to actively seek ways to secure and support CPS Wiltshire's Community Engagement Strategy. Over the last year there have been a number of activities in support of this for example Francis Wakem, in his capacity as Independent Facilitator, attended the West Wiltshire Interfaith Group. Francis also attended the launch of a social film exploring the issues of domestic abuse on behalf of the Panel. In addition, on an ad hoc basis Panel members disseminate messages from meetings through their roles in the community. However it is felt that this area could be developed further.

Key Findings and Panel Recommendations

The following recommendations by the panel have been implemented:

- **Ancillary Orders** - That a better exploration of use of ancillary orders was needed, for example Exclusion/Restraint Orders including full endorsement on documentation detailing advice and decisions with regard to charging suspects with criminal offences.
- **Police Procedures** - The need for Police Officers to include full case information on the case summary and case file information documentation for prosecutors. Also, the police have taken on board recommendations to improve the quality and consistency of medical evidence. Contacts have been made with Primary Care Trusts exploring opportunities for police/CPS to become involved in training of doctors who routinely provide medical evidence in Court. For example, Accident and Emergency doctors.
- **Communication to Victims and Witnesses** - That there were a number of inaccuracies with regard to information contained in Witness Care Unit (WCU) letters to victims. This was drawn to the attention of the WCU and CPS admin staff to ensure the Compass Case Management System was updated accurately regarding ongoing and final charge information.
- **Feedback to Staff** - Regular feedback has been given to individual lawyers regarding the quality of their letters to victims under the Direct Communication with Victims scheme with regard to positive and negative letters. Feedback focused on timeliness with caveat that the personal approach should not be sacrificed.
- **Feedback to Staff** - In some cases prosecutors have been challenged on whether they provided the correct reason for discontinuance i.e. public interest when really evidential or vice versa.
- **Evidence** - Due to the poor quality of photographs, predominantly of victims injuries, the panel has recommended that all photographs used should be original copies. The police representative has agreed to feedback to individual officers any breach of this.
- **Compensation** - Lawyers have been requested to provide a full endorsement on file if no compensation is ordered including the reasons to assist in giving feedback to victims.
- **Sentencing** - Clarification was obtained from the judiciary regarding how hate crime is reflected in sentence and announced in Court. This also led to the facilitator shadowing a Resident Judge and this is ongoing with other members. This information was also highlighted to prosecutors to assist them when considering possible unduly lenient sentences.

Reflections of Panel Members

The views of Panel members are woven throughout the report, in particular with regard to the sections covering 'where we are a year on' and 'the way forward'.

John Green - I believe the maintenance of the panel serves a useful purpose in ensuring scrutiny even though beneficial outcomes may not be immediately apparent. I have found it worthwhile.

The Way Forward

Given the national financial climate the Panel is keen to review the way in which it operates with the CPS to ensure that it runs as efficiently as possible whilst ensuring recommendations are acted upon and bring about the desired change.

Although over the past year the Panel has gained two new members we are keen to continue to increase membership to ensure the Panel is resilient and is representative of Wiltshire and Swindon.

Annex A - Performance Data

Outcome	All hate crime	Racist & Religious	Homophobic & Transphobic	Disability	Domestic Violence
	No.	No.	No.	No.	No.
Admin Finalised	1	1	0	0	8
Discharged committal	0	0	0	0	0
Discontinued (total)	16	13	2	1	132
<i>of which: Discontinued</i>	7	5	1	1	61
<i>Indictment Stayed</i>	0	0	0	0	0
<i>Lie on File</i>	0	0	0	0	0
<i>Offered no Evidence</i>	9	8	1	0	40
<i>Prosecution Stayed</i>	0	0	0	0	0
<i>Withdrawn</i>	0	0	0	0	31
Dismissed after Trial	9	7	2	0	20
No Case to Answer	1	0	0	1	2
Judge Directed Acquittal	0	0	0	0	1
Jury Acquittal	0	0	0	0	4
Unsuccessful Outcomes	27	21	4	2	167
Guilty Plea	69	56	6	7	505
Conviction after Trial	11	10	0	1	66
Proof in Absence	0	0	0	0	2
Successful Outcomes	80	66	6	8	573
Total Outcomes	107	87	10	10	740

Key

All hate crime – includes racist, religious, disability, homophobic and transphobic cases.

Admin Finalised – This is where our system finalises cases automatically after three months where a warrant remains outstanding, all offences are adjourned indefinitely, or a summons unserved. In addition in cases where the defendant is unfit to plead and death of defendant.

Discontinued and withdrawn – The case had to be stopped by the prosecution because there was no longer a realistic prospect of a conviction or it was not in the public interest to continue with the case.

Dismissed after Trial – The defendant is found not guilty after a contested trial, and proceedings are dismissed.

No Case to Answer – Evidence for the prosecution is heard in a contested hearing, but the Court dismisses the case, either of its own motion, or on a defence submission of no case to answer, without hearing evidence for the defence.

Judge Directed Acquittal – The trial is stopped by the judge before the defence presents its case, and an acquittal directed on all contested charges.

Jury Acquittal – A case in the Crown Court where the jury find the defendant innocent of the charges they were prosecuted for.

Guilty Plea – Where the defendant has admitted their guilt in relation to the charges and not contested the case.

Conviction after Trial – Where the defendant denied the charges against them and the case was tried either in the magistrates' court or Crown Court and the magistrates / jury return a verdict of guilty after a trial.

Proof in Absence – The defendant did not turn up at Court when requested and the case was heard in their absence and he was found guilty.

Annex B - Panel Terms of Reference

Wiltshire HCSP is a mechanism for ensuring transparency and accountability in decision-making in the areas of racist and religious crime, homophobic crime, disability hate crime and domestic violence. The Panel aims to contribute to raising the trust and confidence of our key stakeholders and communities. This will be achieved by raising the awareness and understanding of the decision-making processes of the CPS through the scrutiny of randomly selected finalised case files, and acting on learning points that emerge from that scrutiny.

Aims:

- To widen the understanding of the decision-making processes in the handling of hate crime cases.
- To review and scrutinise randomly selected finalised hate crime case files.
- To identify issues, common themes, trends in the decision-making process, looking in particular at the impact of decision-making on diverse communities of interest.
- To make reports and recommendations to the CPS Wiltshire Area Management Team in connection with learning.
- Through the CCP, to inform other agencies of relevant learning arising from the review and scrutiny of case files.
- To improve Wiltshire's performance on hate crime by the Panel acting as a critical friend in the area of hate crime training, development and delivery.

Membership:

- Membership of the HCSP consists of organisations which are represented by the named Panel member.
- Initially, membership of the HCSP will be offered for a period of two years, subject to review after 12 months. This review will give members the opportunity to withdraw from the Panel if they so wish or to discuss any specific issues in relation to their continuing membership. Membership may be extended beyond two years if it is considered to be for the benefit of the Panel. Members may self-terminate their membership of the Panel at any time.
- The Independent Facilitator will sit for a period of two years and then be subject to an annual review. They may be reselected to sit for a further three year period.
- Should a member move out of the area or leave for any other reason their deputy will be invited to join the Panel and a new deputy sought.

Annex C - Panel Biographies

Francis Wakem, Voluntary Community Activities



January 2008 to date, Crown Prosecution Service, Wiltshire - Independent Facilitator, Hate Crime Scrutiny Panel.

1998 to 2008, Victim Support Wiltshire, Chair, Board of Trustees, Victim Support Wiltshire. A registered charity committed to providing a service to victims of personal crime and witnesses required to attend court.

April 2008 to date, volunteer supporter member Victim Support (Wiltshire Area).

March 2010 to date, Chair Victim Support (Wiltshire Area) Forum and volunteer's representative on Victim Support (South West of England) Forum.

Victims of Domestic Violence: Voluntary work with Victim Support Wiltshire provided the opportunity to gain a good understanding of the role of women's refuges and enabled the development of a much greater understanding and knowledge of the crimes referred to as 'domestic violence'; the impact on the individual, the victim's family and on all those touched by the crime; demands placed on agencies, the voluntary sector in particular; and the cost of the crime to society in general.

Invited to comment on the 'Tackling Domestic Violence in Swindon and Wiltshire Strategy 2005/2008' when in draft form.

2005/2006 - A member, representing Victim Support Wiltshire, on the first Domestic Homicide Review in Wiltshire.

2006/2007 - Independent chair of the first Domestic Homicide Review in Swindon.

October 2006 - Third Annual Swindon and Wiltshire Domestic Violence Conference, Swindon, Guest Speaker - Domestic Homicide Reviews.

1998 to 2004 - Wiltshire Bobby Van Trust, trustee and first treasurer of the Wiltshire Bobby Van Trust - a registered charity committed to helping elderly, vulnerable and disadvantaged people who have been victims of, or are considered to be at risk of, house crime, hate crime or domestic violence by conducting a security audit and then fitting necessary security equipment to ensure the home is safe; in addition a fire risk assessment is completed and smoke detectors fitted when this is appropriate.

1993 to 2001 - Wiltshire County Scout Council - , Chair, Wiltshire County Scout Council.

2001 to date - Vice President, Wiltshire County Scout Council.

John Green, Lifestyle Support Services (Swindon) Limited (formerly Working for Opportunities Trust)

John is Chief Executive of the charity whose work is:

- To promote the relief of disabled people and their carers in any manner which is charitable in law in particular but not exclusively by:
 - 1) To provide means by which disabled people and their carers may take control of their own lives, achieve full participation in all spheres of society and effect changes in how they are viewed and treated.
 - 2) To provide encouragement, assistance, advice, guidance, support and facilities to individuals or groups wishing to live independently by means of exerting choice and exerting control over their own life or lifestyle and to raise the expectation of disabled people and carers individually and collectively and ensure that their voice can be heard.
- To provide the relief of unemployment for the benefit of disabled people and their carers in such ways as may be thought fit, including assistance to find employment.

John's work entails primarily supporting disabled people and their carers by providing a Direct Payments Support Service to those who have taken responsibility for controlling and managing their own care to achieve greater independence.

He was formerly General Secretary of the WH Smith Staff Association and was responsible for ensuring that the views of members and representatives were sought and taken into account in decision making, and those views respected.

John is able to relate to all age groups and was a Youth Leader at Stratton Youth Centre, designating and implementing an annual programme of activities for an under 14 Club. Keeping projects in the public eye is a feature of John's work

Hayley Mortimer, Wiltshire Domestic Abuse Reduction Co-ordinator, Wiltshire Community Safety Partnership



In her role as Domestic Abuse Reduction Co-ordinator, Hayley understands the importance of communicating with local community organisations to enable awareness raising about the issue of hate crimes, as well as working with the HCSP to provide opportunities to feedback on the outcome of Panel meetings through local Domestic Abuse Fora.

Hayley supports the development of the HCSP in Wiltshire, promoting the work of the Panel and its purpose through the various meetings she attends that have a wide representation of local community agencies.

Lin Williams, Domestic Violence Co-ordinator



Lin's role is to co-ordinate and provide strategic delivery of domestic violence policies and issues.

She has worked within the domestic violence field for 15 years, advising and supporting victims both in refuges and in the community.

Lin has also worked in a refuge as a Development Officer.

She was formerly a Domestic Violence Co-ordinator in Telford for five years before moving to Swindon in 2006.

Farzana Saker, Project coordinator, West Wiltshire Interfaith Group

Farzana has worked as a volunteer for West Wiltshire Interfaith Group for last five years. She is one of the founder members of the group which was setup in Wiltshire to bring people from different faith and cultural backgrounds together in an environment suitable to all. She helped develop a training programme in matter of faiths and cultures and has delivered the training to Wiltshire Police New recruits. The group hold combined assemblies and cultural day at schools in and around Wiltshire to make young people aware of diverse communities in their locality.

The group support faith and BME communities and help build good community relations based on common shared values. The group encourages working in partnership and also works with young people.

Prior to working as a volunteer she has worked in a Bank and in IT related industry. She is also a volunteer Police Chaplain.

Paul Gregory, LGBT, Pride Youth Wiltshire Independent Advisory Group



Paul is Chairperson of the LGBT, an organisation that aims to ensure that all LGBT people living in or working in the borough of Swindon are able to participate in reviewing, planning, developing and influencing the services of Swindon Borough Council and the Local Area Agreement.

He reviews and scrutinises issues relating to Swindon Borough Council policy.

His group collects and debates hate crime reports provided by Wiltshire Police, and advises on outcomes. They support victims of homophobic hate crime when appropriate.

Sharin Masih, Former Race Equality Officer with Swindon Racial Equality Council



Swindon Racial Equality council work towards the elimination of unlawful racial discrimination and harassment, promotion of equality of opportunity, and promotion of good relations between persons of different racial groups.

Sharin is familiar with dealing with hate crime, and in her former role she dealt with victims of hate crime and discrimination within the six strands of diversity.

As a Race Equality Officer, Sharin regularly made recommendations to the executive committee following analysis of data, contributing to the achievement of successful outcomes arising from analysis of 'Stop and Search' data.

Sharin regularly acted as a channel for information with members of the minority communities in her area. As a Race Equality Officer and Legal Advisor with the Wiltshire Law Centre, Sharin was responsible for interviewing victims of crime, which included harassment and in some cases hate crime. She is familiar with the problems encountered by people in these circumstances, and agencies involved and the support which is available.

As a member of a visible ethnic minority, Sharin is familiar with the effects of discrimination. She is also familiar with the effects of unfair treatment, harassment and discrimination on other representatives of various minority groups, and is committed to supporting organisations that wish to establish fair and anti-discriminatory policies across all six strands of diversity.

Jenni Manners MBE, Swindon Women's Refuge



Jenni's organisation provides a 24hr helpline for victims of domestic violence (and their dependants), providing advice, counselling, information and support, plus practical assistance and 24hr access to emergency accommodation. Refuge residents receive support on a daily basis to access welfare benefits, tax credits, etc. Staff also provide training/awareness-raising to statutory agencies and other organisations and undertake minor research and multi-agency work and consultancy.

Jenni has been a "Manager" for 30 years – a role which still requires her to take an active part in providing all services directly to victims, including 25% of helpline duties outside of normal working hours, as well as managing the staff team, the organisation and other multi-agency involvement. She has also spent five years as Chair of Swindon Domestic Violence Forum and as a board member of the first two Domestic Violence Homicide Reviews to be held in Wiltshire.

Jenni has also undertaken research and production of various (minor) papers regarding domestic violence and related issues and carried out the role of Deputy Chair of Victim Support Wiltshire for 10 years.

Fran Lewis



Fran has been the Executive Director of Splitz Support Service since its inception in 1989 and is knowledgeable about Charity Law, Company Law and Employment Law. She is an active member of the County Domestic Violence Strategy Group and is a driving force with domestic violence services in the County. She is a Fellow of the Chartered Management Institute and a Fellow of the Royal Society of Arts.

For eight years she served the community through her role as a Town and District Councillors and remains a trustee for several local charities. Fran was awarded an MBE for services to single parents and victims of domestic violence in the Queen's Birthday Honours in 2010. Fran has been married to the same man for 31 years; has three adult children, four grandchildren and four cats.

Shazuli Iqbal FFA, FPMA, FTA, MBA



Shazuli moved to the UK from his home in Sri Lanka some eleven years ago – living first in London before moving to Trowbridge. Shazuli is the Chair and co-founder of the WiltshireIslamic Cultural Centre (WICC), which was set up in 2008.

Although based in Trowbridge, the services provided by WICC are available to the County of Wiltshire and Borough of Swindon. The organisation was formed to serve the educational, social and moral needs of the growing Muslim Community in Wiltshire and to reach out to the wider community. Meetings are open to all members of the community – they are not restricted to members of the Muslim Community.

WICC runs a supplementary Islamic Sunday School for children between the ages of 6 - 16 as well as public lectures about Islam, community events, recreational activities for Muslim Women and has recently launched a Muslim boys youth club.

Shazuli has a great interest in the education and welfare of all members of society especially young people and women who face marginalisation.

Ian Saunders

Ian has been a Wiltshire Police officer for 15 years. During his service he has served in a number of posts and locations within the County. The majority of his service has however been within the Criminal Investigation Department investigating serious crime. Promoted to Detective Chief Inspector in 2009 he was posted to the Public Protection Department where he is responsible for the management of the police involvement with a number of areas including child protection, domestic violence, vulnerable adults, missing people and the management of sex and dangerous offenders.

For more information, to enquire about joining the Panel or to request this report in an alternative language, easy read, or audio; please contact:

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