

number crunching

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The past year has been a challenging time...

...overshadowed by the bombings in July 2005 when Londoners experienced the full force of one group inflicting their views onto the city with tragic consequences. Many LGBT people have personal experience of the results of bigotry, and only a few months later in October the news was dominated by the homophobic murder of Jody Dobrowski on Clapham Common.

Galop was immediately asked to sit on the Metropolitan Police's community Gold Group, where we advised on the best ways to liaise with the LGBT communities and respond to their concerns following Jody's murder. The police and national media cited Galop's helpline as an official contact for anyone with relevant information, and Galop's Client Services Manager was on call when the incident was featured on the BBC's Crimewatch programme. Through our assisted reporting scheme, Galop was able to provide vital information to the police, assisting the successful arrest and conviction of the two perpetrators.

Over the year Galop has been able to help many LGBT people overcome homophobic and transphobic hate crimes committed against them. Calls to our helpline have increased, we have taken more assisted reports than ever, and our casework continues to yield successful results.

Our joint project with the Metropolitan Police's Advisory Group setting up and strengthening community LGBT Forums has meant that more and more LGBT people are able to access support around hate crime.

Galop has initiated a volunteer programme to further expand capacity, and a number of volunteers have already been recruited and trained, and are now supporting our client services work.

An innovative new website is also being rolled out to give our clients greater accessibility by providing an online instant advice service.

At the same time as developing our client services, Galop has developed its professional services, providing expert training, consultancy, briefings and community liaison to numerous statutory, public and private agencies.

It has been a challenging year, but Galop thrives on challenge. We have had many successes and continue to make a big difference to the lives of LGBT people who have experienced homophobic and transphobic hate crimes. The next year will present its own set of challenges, but Galop will continue to encourage more and more people to stand up against homophobic and transphobic hate crime – **after all, there is safety in numbers.**

Susan Paterson - Chair

the sum of things



Summarised Statement of Financial Activities for the Year Ended 31 March 2006

| | 2006 £ | 2005 £ |
|---------------------------------------|----------------|----------------|
| Incoming Resources | | |
| Grants contracts and trusts | 216,352 | 138,624 |
| Other income | 3,765 | 1,500 |
| Interest receivable | 461 | 223 |
| Total Incoming Resources | 220,578 | 140,347 |
| Resources Expended | | |
| Charitable activities | 197,314 | 116,625 |
| Governance costs | 7,554 | 20,938 |
| Total Resources Expended | 204,868 | 137,563 |
| Net Movement in Funds | 15,710 | 2,784 |
| Fund Balances at 1 April 2005 | 7,817 | 5,003 |
| Fund Balances at 31 March 2006 | 23,527 | 7,817 |

Balance Sheet as at 31 March 2006

| | 2006 £ | 2005 £ |
|---|-----------------|-----------------|
| Fixed Assets | | |
| Tangible Assets | 2,630 | 3,946 |
| Current Assets | | |
| Debtors | 17,019 | 27,625 |
| Cash at bank and in hand | 77,832 | 38,287 |
| | 94,851 | 65,912 |
| Creditors: amounts falling due within one year | (73,954) | (62,041) |
| Net current assets | 20,897 | 3,871 |
| Total assets less current liabilities | 23,527 | 7,817 |
| Income Funds | | |
| Revaluation reserve | - | - |
| Unrestricted funds | 23,527 | 7,817 |
| | 23,527 | 7,817 |



These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, the auditor's report on those accounts and the Trustees' annual report should be consulted, copies can be obtained from Galop. The annual accounts were approved by the Trustees on 11 September 2006 and have been submitted to Companies House. An unqualified opinion was issued by the auditors on the full annual accounts. The summarised accounts above are a summary of information extracted from the annual accounts.

Susan Paterson, Chair

Auditors' Statement to the Trustees of Galop

We have examined the summarised accounts. The Trustees are responsible for the preparation of the summarised accounts. The Auditors have agreed to report their opinion on the consistency of this report with the full financial statements, on which they reported on 11 September 2006. The Auditors have carried out the procedures necessary to ascertain whether the summarised accounts are consistent with the full financial statements from which they have been prepared. In their opinion the summarised accounts are consistent with the full financial statements for the year ended 31 March 2006.

Lewis Jordan Ltd, Registered Auditors

Galop would like to thank the following people who made it happen this year:

Staff April 2005 - March 2006

Chief Executive | Tor Docherty
Client Services Manager | Phil Greasley
Office Manager | Michael Dresser
Bexley & Greenwich Liaison Officer | Jackie Foley
LGBT Community Liaison Co-Ordinator | Samantha Goldberg

Management Committee Volunteers

Chair | Susan Paterson
Vice Chair | Nic Taylor
Treasurer | John Graham
Secretary | Tor Docherty
Members:
 Peter Dunn
 Paul Gilhooley
 Nick Horsley
 Les Moran
 Carla Owen
 Jannett Scott (from 11/10/05)

Jo Bennett
 Denise Burke
 Lenna Cumberbatch
 Robin Grey
 Henrietta Harcsa
 Rachael Peacock
 Tom Phillips
 Michael Scott
 Jess Silverstone

Funders

Galop would like to thank the following funders whose support made our work possible this year:

Association of London Government
Bridge House Trust
City Parochial Foundation
Comic Relief
Government Office for London
LGBT Advisory Group
Metropolitan Police



When problems multiply



Homophobia and transphobia are still a fact of life for most LGBT people. Galop supports and provides advice and advocacy for those who have experienced or witnessed a hate crime in London.

Advice and Advocacy

How can LGBT people access advice?

Galop runs a telephone helpline service for LGBT people to report homophobia or transphobia and get advice on hate crimes they may have experienced. Internet users can also chat online with an advisor thanks to the new groundbreaking interactive help facility on Galop's website.

How does Galop help?

Through its advice Galop provides LGBT people with these vital services:

- Confidential advice and assistance
- Advocacy with the police and other organisations
- Assisted reporting of hate crimes to the police
- Basic advice about injunctions
- Details of LGBT-friendly solicitors and police officers
- Help with making complaints against the police

What about Galop's advocacy service?

Some clients need more than one-off advice, and Galop will work with them on an ongoing basis. For example, a client may have reported an incident to the police or another organisation and is unhappy with their response, or feels they need further assistance. Or a client may have a complex case that they need expert and ongoing support with. Galop liaises for and with these clients in order to try and resolve the situation.

What kind of reasons do people call Galop for?

Homophobic and transphobic hate crimes are many and varied. Examples of incidents that have happened to some of our clients include:

- Homophobic death threats
- Being stalked
- Rape and sexual assaults
- Ongoing homophobic and transphobic harassment by partners, ex-partners, family members and neighbours
- Robbery and assault in public sex environments
- Homophobic and transphobic verbal abuse and attacks in the street, at work, in shops, in bars and on buses
- Hate mail

236 calls from LGBT people to the Galop helpline*

100 advocacy cases open at any one time

376 calls from other agencies for information, advice and consultation to the Galop helpline

the right number



Making it all add up: Marc and Amesh

Amesh and his boyfriend Marc were walking home from a local gay bar one evening when they were confronted by a gang of five men. The gang shouted "batty boys" and spat at Amesh and Marc. They tried to ignore them but it quickly escalated, and the gang repeatedly kicked and punched them.

Marc didn't want to call the police because of unsympathetic treatment he had experienced in the past. So Amesh called Galop and after discussion he asked that Galop make an anonymous assisted report to the police.

The Police's LGBT Liaison Officer called Galop because she wanted to ask more questions about the incident as there had been several other attacks in the same area. She said there was a suspect.

Galop's advisor called Amesh and he and Marc decided it was important for them to speak to the Liaison Officer directly and report the crime. With evidence from Amesh, Marc and the other victims, arrests and charges were brought.

Caller profiles 2005 - 2006

- 75% of callers identified as male
- 20% of callers identified as female
- 5% of callers identified as transgender
- 69% of callers identified as gay
- 17% of callers identified as lesbian
- 5% of callers identified as bisexual
- 4% of callers identified as heterosexual
- 36% of callers identified as black or minority ethnic (BME)
- 26% of callers identified as having a disability
- 2% of callers were under 21
- 20% of callers were aged between 21 and 30
- 20% of callers were aged between 31 and 40
- 17% of callers were aged between 41 and 50
- 6% of callers were aged between 51 and 60
- 4% of callers were over 60

Reasons for calling

- 34% were victims of harassment
- 25% were dissatisfied with the police
- 24% were victims of neighbourhood harassment
- 22% were victims of assault
- 6% wanted general advice
- 4% were victims of rape or sexual assault
- 4% were anonymous witnesses
- 4% wanted advice on public sex environments
- 3% had problems relating to their housing
- 3% were victims of robbery
- 3% wanted advice on conviction
- 1% were victims of blackmail



undivided attention



Legislation and government directives mean it is now essential for agencies and organisations to listen to LGBT voices and provide relevant services for the LGBT communities. Galop runs a number of projects that help do just this.

Hate crime reporting in London Linking London : LGBT forums

What is the problem?

Homophobic and transphobic hate crimes are massively under-reported to the police. Research* shows that the main reason is a lack of community confidence in the police and statutory services, highlighting the need to increase communication and understanding between LGBT communities and those who protect their safety.

And the solution?

Galop runs an assisted reporting scheme enabling LGBT victims of hate crime to report to the police through Galop, anonymously if requested. This is a hugely effective way of encouraging LGBT people to report and consequently of gaining a better picture of the extent of hate crime against the LGBT communities in each borough.

Want to make your voice heard?

Contact Ben on 020 7704 6767 to join your local forum.

Who runs Linking London?

Linking London was formed by Galop and the Metropolitan Police's LGBT Advisory Group in 2005.

What are its aims?

To establish LGBT community forums in all London Boroughs in order to increase community confidence in statutory agencies, improve safety and ensure better policing of the LGBT communities in London.

What are LGBT forums?

Forums range from those which meet solely to work with and be consulted by the police and the Local Authority to informal social networks.

How do they help?

LGBT forums offer statutory agencies a way to work in partnership with their local LGBT communities, enabling regular dialogue and allowing the agencies to build confidence and trust with LGBT communities – one of the major ways to increase reporting of hate crime.

70 percent of LGBT people questioned are fearful of reporting to the police*

24 out of 33 London boroughs have had LGBT forums since 2005

68 percent increase in reporting of homophobic hate crime to the Met in 2005

59 percent of this increase is accounted for by assisted reports from Galop

The boroughs with the largest increases are those where Linking London was most active

Making it all add up: Wandsworth LGBT Community Network

Prior to the launch of Wandsworth LGBT Community Network, local statutory agencies had no meaningful way to consult LGBT people.

90 people attended the launch including the Borough Commander, the Cabinet Member for Environment and Public Services and the Metropolitan Police Diversity Directorate. The event marked the first time that LGBT people in Wandsworth were able to come together to discuss their needs with local and pan London service providers.

The murder of Jody Dobrowski occurred the fortnight before the launch. The network provided a platform for Wandsworth statutory agencies to offer reassurance to a deeply concerned community.

*(Source: National Advisory Group, 1999, Breaking the Chain of Hate).

measuring success



Local Borough Liaison Officers

What is the role of the Liaison Officer?

Galop's Liaison Officer in Greenwich and Bexley works with the Local Authorities, police and LGBT communities to reduce homophobic and transphobic hate crime, encourage the reporting of hate crime, and advocate for LGBT victims. This not only helps local communities but also ensures the Local Authority can fulfil its duty towards LGBT people in the borough.

What does this achieve?

In Greenwich & Bexley having a borough-specific worker means that Galop has been able to do much valuable work there. In the past year we have:

- Liaised with senior Greenwich and Bexley police to promote employment of LGBT Liaison Officers. There are now 3 in Greenwich and 2 in Bexley
- Worked with Greenwich Housing Tenancy Team Leaders so that Galop resources are now included in housing packs for tenants
- Sat on homophobic housing tenancy panels
- Consulted on the Greenwich Crime and Disorder Reduction Partnership hate crime intervention strategy
- Trained police officers on LGBT issues
- Co-ordinated the screening of film The Laramie Project, about the real murder of a young gay man in the USA, to schools in Greenwich

69 percent of LGBT people surveyed* in Greenwich and Bexley have experienced homophobic violence

14.6 percent rise in homophobic hate crimes reported to the police in Greenwich since the start of the project

15.8 percent rise in homophobic hate crimes reported to the police in Bexley since the start of the project

Making it all add up: The Laramie Project

To mark the 2006 LGBT History Month, Galop's Greenwich and Bexley Liaison Officer organised screenings of the film The Laramie Project to 170 young people from five schools in Greenwich as part of their Citizenship classes.

On 6th October 1998 Matthew Shepherd met two men at a bar in Laramie, Wyoming, USA; 18 hours later a cyclist found him unconscious, severely beaten and tied to a fence. He never regained consciousness and died five days later. Two Laramie residents, aged 20 and 21, were apprehended for the crime, which brought a wave of global media attention to the issue of LGBT hate crimes.

The aim of the screening was to raise awareness of homophobic hate crime and bullying as well as identify routes of support for young people. Discussions were held after each screening and students were asked to complete an evaluation form at the end.

48.9% said the film made them feel sad

15.3% said the film made them feel sorry for Matthew Shepherd/LGB people

16% said they, a family member or a friend had experienced homophobia

26% said if they or a friend were the target of homophobic abuse they would get help from Galop

62.6% said their school has an Anti-Bullying policy that refers to homophobia



* (Source: Galop, 2003, Count Me In – Bexley and Greenwich Homophobic Crime Survey Factsheet)



taking away the problem



New legislation and government directives mean that statutory, voluntary and private sector agencies increasingly have a duty to their LGBT service users or customers. Many mainstream organisations feel apprehensive about how to best serve this emerging market. Galop can help by providing training, consultancy, briefings and community liaison using its 20 years experience of the lesbian, gay, bisexual and transgender (LGBT) communities in London.

Training

What training does Galop provide?

Galop provides training to staff at all levels from senior managers to frontline workers. Galop develops and delivers tailor-made courses on a wide variety of subjects including:

- Understanding the LGBT communities
- Homophobia and transphobia
- Helping mainstream agencies to serve the LGBT communities
- Hate crime and under-reporting
- Monitoring the sexual orientation of service users

Galop's courses are delivered in a professional and constructive way and are responsive to the needs of the participants.

Consultancy

Who has Galop worked with?

Galop works with numerous agencies including the Metropolitan Police, Crown Prosecution Service, the Home Office, and the London Boroughs of Southwark, Greenwich, and Bexley to name just a few.

What can Galop do?

Galop provides a range of consultancy services, including carrying out research, drafting and reviewing policy documents, consulting communities and developing targeted services using its extensive experience of the LGBT communities in London.

Making it all add up: Police Needs Assessment

In 2005 the Home Office initiated a Police Needs Assessment to improve and standardise the performance of police officers and civilian staff on issues of diversity across the UK. A steering group of civilian experts and police officers was set up to coordinate the work on sexual orientation.

Because of Galop's expertise and reputation within the LGBT communities, it was commissioned to hold nationwide focus groups to consult with LGBT people on their experiences and views of the police. Galop was able to attract a large and diverse group of LGBT people to the focus groups, and attendees felt comfortable sharing their experiences and opinions of the police. This valuable feedback will form the basis of a diversity training pack that will be used throughout the country.

adding value



Briefings

What are Galop briefings?

Galop can give detailed and informative briefings on its services, assisted reporting, and the way the police work. In the last year we have given briefings to Terrence Higgins Trust, HarrinGay, Metropolitan Police and the London Borough of Westminster amongst others.

Community Liaison

What does Community Liaison involve?

Galop is the link between statutory, voluntary and private sector agencies and the LGBT communities. As a grassroots LGBT organisation Galop can act as representatives of the LGBT communities, and as specialists with over 20 years experience, it can also provide an extra level of knowledge and expertise. Galop's well-respected knowledge and experience can inform the decision-making processes of other organisations.

Who has Galop worked with in this capacity?

Galop works with many agencies to provide community liaison, particularly the police. Galop is a key and significant partner, with the police, in the planning and advice regarding the public sex environments in Hyde Park. Many LGBT people use the park, and it has been the site of some homophobic and transphobic hate crimes. Because Galop is an LGBT organisation, it made sense for it to represent the LGBT communities on this group as it also has a level of expertise and knowledge about hate crime that most LGBT people would not have.

How Can Galop Help Your Organisation?

If you would like to find out more about how Galop can help your organisation, call the office on **020 7704 6767**. A representative from Galop will be happy to discuss your needs and design a bespoke package guaranteed to meet them.

Do you know...

...how The Civil Partnership Act 2005 affects employers and service providers?

...what employer's legal responsibilities are under the Employment Equality (Sexual Orientation) Regulations 2003?

...how The Sex Discrimination Act 1975 applies to transgender people?

...that if you are not working with LGBT people you are falling short of Best Value practices?

...that inclusion of the LGBT communities should be part of any Community Cohesion strategy?

Galop can work with you to ensure you are meeting these legal requirements and statutory obligations and have best practice policies and procedures in place.





make it count



Since you have been involved things really seem to be happening. Galop must be the only organisation the police have any respect for. *Client, 2006*

The work that Galop can do is limited only by the funding it receives:

How can I donate to Galop?

If you would like to make a financial contribution you can donate online or download a standing order form from www.galop.org.uk. Alternatively, call for a form on **020 7704 6767**.

How about making a regular donation?

A regular donation could make a big difference to how many people Galop is able to help. Knowing that a certain level of support can be relied upon enables Galop to allocate funds for longer-term projects and initiatives.

What is The G Club?

Make a regular donation to Galop and become a member of The G Club. Members receive a welcome pack, regular updates on Galop's work and invites to Galop events. Most important, members of The G Club know that they are making their money count by helping Galop continue its vital work challenging homophobic and transphobic hate crime.

How can I join The G Club?

Simply sign up to making a regular donation by sending in a completed standing order form, and Galop will send you a welcome pack!

5 pounds pays for a series of expert factsheets to be sent to a victim of hate crime

10 pounds allows Galop to answer one more call to the Helpline

20 pounds enables Galop to take an assisted report about a hate crime and liaise with the police

60 pounds pays for Galop to train a volunteer to assist with vital casework

Making it all add up: Selina and Ingrid

Selina had been seeing Ingrid for a couple of months when she started getting abusive text messages from her ex-boyfriend Leroy, calling her a “dirty lesbian” and warning her to watch her back.

One evening Selina and Ingrid went to their local bar and found Leroy there. At first he was friendly, buying them drinks and saying they looked nice. But his compliments soon turned sleazy, and when they refused his invitation back to his place he turned violent, pushing Selina against a wall, running his hands over her and sneering “filthy dyke”. Selina managed to push him away, and she and Ingrid left the bar frightened and in tears.

Ingrid wanted to tell the police what had happened, but Selina wasn't so sure. However, when the text messages continued, Selina called Galop's helpline and told them how frightened she was. Galop made an assisted report to the police on her behalf, and ensured the police recorded the assault as a homophobic incident. With Selina's permission, Galop contacted the police's LGBT Liaison Officer, who met with Selina and Ingrid and reassured them they were taking the matter seriously.

Galop stayed in contact with Selina, and followed her case up with the police. Leroy was given a harassment warning and told to stay away from Selina and Ingrid. The text messages stopped, and now Selina and Ingrid are able to get on with their lives without worrying about Leroy.

How To Volunteer

As well as making a donation count, you can also make your time count by joining Galop as a volunteer.

What would I do as a Galop volunteer?

The role you take on depends on what you want to get out of your time volunteering with us and on the skills and experiences you already have. For example, we have volunteers who assist the Client Services Manager with casework, carry out third party reports, or give us the benefit of their IT skills or legal expertise. All of them make a really important contribution to our work.

How often would I volunteer?

Volunteers commit as much time as they are able or wish to. Any amount of time helps – you could decide to volunteer for half a day on a weekly, fortnightly or monthly basis for example. All we ask is that you stick to the commitment you make.

What does Galop get out of it?

Volunteer involvement is really valuable because it increases our resources and capacity, improves the quality of service we are able to provide, broadens the diversity of our team, and most importantly, enables us to help even more people who have been victims of homophobic and transphobic hate crimes.

What's in it for me?

Volunteers receive training, supervision, meaningful work and travel expenses. We provide the opportunity to learn new skills, build confidence and gain hands-on experience, and we also supply volunteers with a reference. Above all, volunteering for Galop gives volunteers the opportunity to really contributing to an organisation that makes a positive difference to the lives of LGBT people.

How do I become a Galop volunteer?

If you are interested in volunteering for Galop, call us on **020 7704 6767** and we will send you an application form. Applicants are invited to an interview where we discuss your areas of interest, your skills, and Galop's current needs.



counting back the years

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Early 1980s

In June 1982 the Gay London Police Monitoring Group (Galop) was established, exposing systematic harassment of the lesbian and gay communities by the police, and educating the communities about their rights. At first Galop was a voluntary group of lawyers providing a service to gay men who suffered from discriminatory policing and had few resources to fight back. Funding from the Greater London Council subsequently allowed employment of two workers.

Mid 1980s

Galop discovered that the police were using agents provocateur in well-known public sex environments to gain arrests and convictions of gay men. Many would plead guilty rather than face exposure from a drawn out legal procedure. Through support and advice from Galop many victims decided to plead not guilty; the majority were acquitted.

Late 1980s

Despite continuing homophobia from the police, Galop was successful in encouraging the gay community to report increasing and violent 'queerbashing', and assist the investigation of two horrific murders of gay men. The police began to realise that they needed the co-operation of the gay community in order to solve crimes against them. Galop called for a more coherent strategy for tackling this problem, involving the logging of anti-gay crimes as a separate category.

Early 1990s

Consultative meetings took place between the lesbian and gay communities and the police for the first time. Following years of extensive policing of public gay sexual behaviour - from displays of affection to cottaging - arrests for gross indecency began to fall. Galop played a pivotal role in engaging with policy-makers and improvements were largely a result of their lobbying and liaison.

Mid 1990s

Galop was re-launched and bisexual people were included in its remit for the first time. A revamped telephone helpline known as the Shoutline was introduced, and Galop particularly encouraged black LGB people to use the service.

Francis

1984

After leaving a gay pub, Francis was approached by a young man in ripped jeans and a tight t-shirt who invited him back to his flat around the corner. There Francis was arrested by this man and another for persistent importuning. At the police station he was pressured into pleading guilty on the grounds that it would be unfortunate if his employers, parents or next door neighbours were to discover he was gay. In court the police lied, saying he had approached four men and attempted to rub their crotches.

counting back the years



Late 1990s

Police attitudes began to change and Galop was approached by the Metropolitan Police to act as advisors. As a result of the Stephen Lawrence Inquiry, the police implemented minimum standards for dealing with homophobic crime, which Galop continues to ensure are enforced. Following the nail bombings in Soho in 1999, Galop was key in establishing the historic Lesbian, Gay, Bisexual and Transgender Advisory Group (LGBT/AG) of the Metropolitan Police.

The 00s

Galop appointed its first Chief Executive in 2002, and launched its Black Services Development project, researching black LGB people's experiences of hate crime, policing and community safety.

Galop worked with the Met to develop assisted reporting, enabling LGBT victims of hate crime to report to the police through Galop, anonymously if requested. Since its inception, Galop has assisted over 200 victims of homophobic incidents each year.

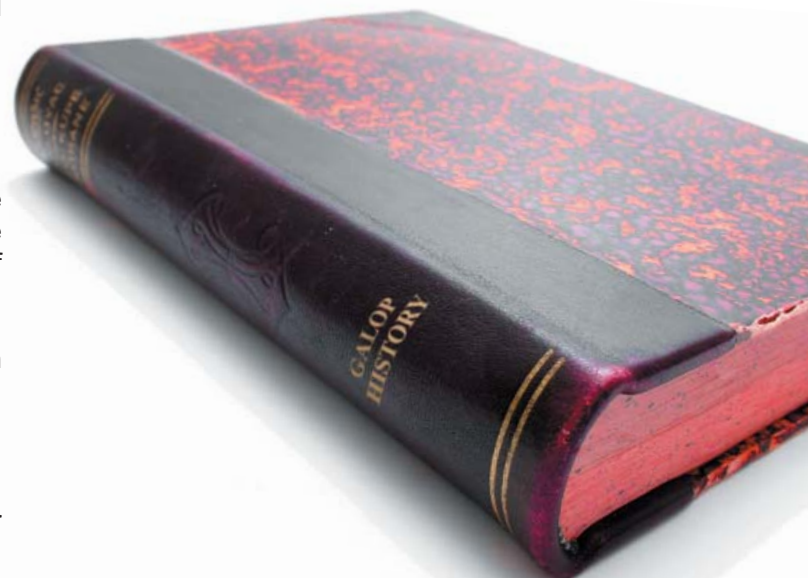
Galop furthered its research and education remit with studies undertaken for Greenwich and Bexley Crime and Disorder Reduction Partnerships, and seminars detailing the Government's Employment Equality Regulations.

Galop officially changed its remit to include transgender people.

2006 +

Galop continues to provide support, legal advice and advocacy to victims of homophobic and transphobic hate crimes, as well as providing expert advice to the Metropolitan Police and Attorney General. Galop remains innovative, setting up groundbreaking projects such as its joint initiative with the LGBT/AG to establish and support LGBT Forums in London Boroughs to respond to local issues.

Now in its third decade, Galop deserves its reputation as a professional, forward-thinking and well-respected organisation, dedicated to challenging homophobic and transphobic hate crime.



Susi

2004

Susi lived on a quiet suburban road in West London. She loved living there until two of her neighbours started making homophobic comments when they saw her in the street. After this had happened a couple of times, Susi approached them and asked them to stop. They backed down and she hoped everything would go back normal.

But a couple of days later when Susi passed her neighbours they shouted "kill gays" and threatened to "cut her up". Susi felt intimidated and ran home and bolted the door. She was really shaken up and frightened that they might carry out the threats. She began to feel nervous every time she left the house, and found herself making excuses to stay at home.

Susi reported the threats to the local police, but they said they were unable to do anything unless they witnessed the incidents for themselves, which was practically impossible. So Susi approached Galop, who listened to her concerns and reassured her that there was something she could do about the situation.

Galop put her in touch with a Metropolitan Police LGBT Liaison Officer in her area who helped her make a diary of the harassment, which could be used as evidence. With this the police were able to press charges against her neighbours, and Susi now no longer lives in fear.