



# **Stop Hate UK Annual Report 2018-19**

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# Stop Hate Line Statistics: 2018-2019



**30%** of incidents related to Race

(348)

**HATE  
MOTIVATION**



**8%** increase in calls to Stop Hate Line

(3016 to 3251)

**HELPLINE  
ACTIVITY**



**28%** of incidents related to Disability

(323)

**HATE  
MOTIVATION**

## additional information



**4%** increase in **Hate Incident** reports compared with 2017-18 (990 to 1034)

**200%** increase in **Alternative Sub Culture Incident** reports compared with 2017-18 (4 to 12)

**8%** increase in **Disability Incident** reports compared with 2017-18 (300 to 323)

**175**

Reports relating to **'Other'** aspects of personal identity

### Reports

**Nearly 500**

external reports made to police and support groups



### Method of Contact

**65%** of contacts made via telephone



### Length of Contact

Average duration of call

**20** minutes

### Type of Incident

**Verbal Abuse, Threatening Behaviour and Harassment**  
most reported incident type

### Time of Contact

**43%** of contacts received **outside** of regular office work hours (i.e. 9am -5pm)



**Internet** is the most common way of finding out about the Stop Hate Line

# Letter from Chief Executive

I am pleased to welcome you to Stop Hate UK's 2018-19 Statistical Report.

I always seem to open this letter by saying how quickly the last 12 months had passed, since I last sat down to write my Chief Executive's letter, and this year is again no exception to that rule!

2018-19 has been yet another busy year for Stop Hate UK, with the continued expansion of our existing services, but also several new, exciting projects currently in development.



When I put pen to paper, for last year's letter, I wrote, again, how 'Brexit' was still impacting on our work. It's some 3 years since the referendum result was known and, sadly, I am still compelled to mention how it is still playing its part in our work and we wait to see how the issues surrounding 'Brexit' will be played out by our new Prime Minister.

Perhaps, then, it's still not a major surprise that our statistics show **the highest motivation** behind any report of a Hate Crime incident to Stop Hate UK is around **race**, making it our highest motivation for incidents of Hate Crime for the third year running, with **30% of all reports**.

One very interesting change on motivations behind Hate Crime appears to be a proliferation of motivations away from the official monitored strands.

As we know the Hate Crime landscape is ever changing and that, like society itself, it constantly evolves, diversifies and adapts and we, as an organisation, must be prepared to move with it – something that we are ideally placed to do.

**Contacts** to the Stop Hate Line **increased for the 4th consecutive year, up 8%** in 2018-19, with the highest ever number of contacts being received and, as you might expect, contacts via electronic methods continue to show an increase year on year.

There is no other explanation for this trend, other than that social media and other online platforms consume more of our lives and, as a result, incidents of online Hate inevitably follow suit. I am pleased to reaffirm, however, that Stop Hate UK are prepared for the future developments in this area and it's vital that our services remain easily accessible to people across both new and traditional channels.

I am proud to say that over 80% of all telephone contacts were answered within four rings, and we continue to receive contacts every hour of day and night. In fact, 43% of all contacts were received outside of 'normal' working hours and the average call duration (of all calls) was around 20 minutes, which I am always proud to highlight in my letter, as it demonstrates the commitment, passion and dedication of our Stop Hate Line team.

# Letter from Chief Executive

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In terms of the **types of incident**, **verbal abuse** and **threatening behaviour** continue to be most common, followed by harassment and anti-social behaviour.

Sadly, this year also sees significant **increases** in **offensive language** (up 15%); **Stirring up Hatred** (up 200%) and **Threatening Behaviour** (up 23%).

We continue to work with multiple partners and agencies to support victims of Hate. This year, we passed on **260 reports to Police**, either for investigation or further information, as well as **210 reports to local support agencies**, such as victim services, local authorities and housing associations.

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Turning our attention now to some **key events of the year**, June 2018 saw Stop Hate UK hold an incredibly successful event – **Galvanising Leeds** – in the city's Civic Hall.

The event brought together people from community groups, charities, the city council and police, with a common goal to 'Galvanise Leeds' towards being a Hate free city.

With various keynote speakers throughout the day, from leading organisations, interactive workshops, and a rousing finale from the Ambassador of the Jo Cox Foundation (and Jo's sister) Kim Leadbeater, giving us an insight of how the tragic loss of her sister changed her life and focus forever. It was a truly memorable and successful day for all concerned.

Moving onto what has now become one of the key events in the Hate Crime calendar, October 2018 saw another successful **National Hate Crime Awareness Week** (NHCAW). It was the 8th year of this amazing week and, again, we saw many events, right across the country. I am proud that NHCAW is now a mainstay event in the calendar and has even given rise to similar regional weeks in parts of the UK.

A project that we are very excited about is the launch a brand **new Hate Crime helpline**, to provide a confidential **24-hr support service for young people**, under the age of 18, **experiencing or witnessing Hate Crime**.

Thanks to support from the Building a Stronger Britain Together (BSBT), the new helpline – Call Hate Out™ - will launch our services in new areas, but will also be an additional service for all our existing helpline areas and organisations.

Its aim is to ensure any young person, who is a target or witness of a Hate Crime will have access to a service that will listen, provide advice and support and help explore what to do next.



# Letter from Chief Executive

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I am also pleased to say that this year has also seen **Stop Hate UK involved** in a **pan-European**, knowledge sharing **initiative** on online Anti-Muslim Hate Crime, and a **Building Stronger Britain Together (BSBT) project**, in partnership with the National Holocaust Centre to educate 35 regional schools about the Holocaust and how to tackle anti-Semitism in today's society.

Finally, I am really pleased that across 2018-19, we achieved a very encouraging retention rate in the areas in which we are commissioned and also added new areas in which to provide our reporting services.

As ever, my heartfelt thanks go all the Stop Hate UK staff, volunteers, trustees and partners for their work during 2018-19 and I am sure that the work of Stop Hate UK will continue to go from strength to strength during 2019-20.

I send you all my very best wishes and hope you stay free of Hate.



*Rose Simkins*

Chief Executive  
Stop Hate UK



# Contacts



Highest ever number of annual contacts since helpline established



Increase in contacts to Stop Hate Line for 4th consecutive year

(8% in 2018-19)



Our Helplines services are available to **18.1%** of **UK population**

(21.5% in England)

Over 80% of telephone contacts were answered within **4** rings



**65%** of contacts were via **telephone**, 5% less than last year as electronic methods see increase in usage

**32%** of contacts were to **report incidents** and **30%** were to provide **Listening Support** or **Updates to Incidents**



Contacts to helpline were received in **every hour of day and night**

● 43 %  
● 57 %



43% of all contacts were **outside** normal working hours.

Calls were on average

**20**

minutes in length

**34%** of new contacts found out about the Stop Hate Line through the internet and **15%** via a local organisation



# Motivation

Race is highest reported motivation (30%)  
but closely followed by **Disability** (28%)



Reports relating to  
Alternative Sub  
Culture have increased  
by **200%** (4-12)

Nearly **11%** of incident  
reports involve **more than one**  
motivation type.

We continue to receive  
incident reports relating to  
**Age and Misogyny**

We have seen an **increase in incident reports by 99%** where the  
motivation is '**Other**' aspects of personal identity (88 to 175)



# Incident Type

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Significant increases in reports of :

- Offensive Language - 15% (109 - 125)
- Stirring up Hatred - 200% (6 - 19)
- Threatening Behaviour - 23% (280 - 346)

**Most reported** types of incident continue to be **Verbal Abuse** (376) and **Threatening Behaviour** (346)

**Harassment** (248) and **Anti Social Behaviour** also high (156)

# Reports to External Agencies

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**260 reports**

passed to Police for investigation or information



**210 reports**

passed to local support agencies including Victim Services, Local Authorities and Housing Associations

# Demographics

Our team try to obtain as much 'monitoring' information as possible (e.g. age, gender, ethnicity) about the victim. However, sometimes victims are unwilling to share these details or, if the contacting person is reporting on behalf of another person, they may not know the information.

Sometimes it is not possible to ask these questions (they may hang up before they can be asked or be very upset and not seem able to answer many questions, etc). In this case there will be no data to record.

## Age

Of those victims who were willing to disclose their age

**the majority** were aged between  
**30 and 60** (79%)

Persons aged **between 30 and 39**  
were most likely to be a victim (33%)

## Accommodation

Of those victims who were willing to disclose their accommodation

over **77%** were in some form of  
rented accommodation –  
**Local Authority** (44%),  
**Housing Association** (32%),  
**Private Landlord** (11%)

## Disability

Of those victims who were willing to disclose their disability

**nearly 70%** stated they had some form of  
**Mental ill Health**

# Demographics

## Ethnicity

Of those victims who were willing to disclose their ethnicity

**68%** described themselves as from a **White Background** (54% White British)

**14%** self identified as from **Black Background** and **10%** from **Asian Background** and **5%** from **Mixed Background**

## Faith

Of those victims who were willing to disclose their faith

**64%** identified as **Christian** and **15%** as **Muslim**

Victims of Faith or Religious Hate incidents were

more likely to identify with **Christianity** (39%) or **Islam** (34%)

## Gender

Of those victims who were willing to disclose their gender

**2.5%** identified as **Transgender** compared to **1.2%** in 2017/18

(Males 50.8% Female 46.7%)

## Sexual Orientation

Of those victims who were willing to disclose their sexual orientation **76%** identified as **Heterosexual**, **15%** as **Gay**, **5%** as **Lesbian**

Victims of Homophobic related incidents

primarily identified as **Gay** (40%), **Lesbian** (20%) and **Heterosexual** (29%)

# Case Notes

Statistical information can never give the full picture of Hate Crime. Figures can show you how many people were affected by a particular strand or how many were the victims of a particular type of incident, but they cannot tell you how this made the victim feel. Stop Hate UK has a conversational approach to recording Hate Crime. As well as taking details for the police and other agencies to investigate, we also listen to the caller, so they can tell us how incidents are affecting them and their family. This allows us to understand what they are experiencing and where appropriate arrange for local agencies to help.

Recorded below is a sample of some of the incidents that callers have told us about this year.

1

*Caller stated that her neighbours are abusive towards her, and are targeting her because she is an introvert, dresses differently and has mental health issues.*

*The caller stated that people shout abusive comments to her, such as 'your face needs bashing in' and 'your name is dirt around here'*

*The caller feels scared and intimidated. The caller said the Police do not believe her and that her husband is at work during the day so he doesn't see what goes on. The caller said she is at her wits end, and that this has been on-going for 8 months.*

2

*Caller stated that they were ringing from a Health centre and wanted to discuss a situation involving one of their residents who has been engaging in hateful conduct, (homophobic remarks, racism directed at 'black / African' members of staff, Polish members of staff, (with references to gassing them and the holocaust), and equally, to other residents / patients - the patient's behaviour has included threats of physical violence, threats of rape, etc.*

3

*Caller stated neighbour was being confrontational and banging on victim's door, being sarcastic and nasty. Caller believes this is a racial matter as caller's husband is Iranian. Suspect has also posted racial comments on social media which victim feels is directed at her and her husband.*

## Case Notes - continued

4

*Caller is mother of trans boy. He posted a picture of himself on Instagram with his girlfriend and another female made transphobic comments including calling the girlfriend a lesbian because she is going out with caller's son and he is trans.*

5

*Caller reported that some time ago he approached his car and found some "chicken skin" on the windscreen. He put it down to kids in the local neighbourhood and wasn't overly concerned by it.*

*He has recently been on holiday. When he came back from holiday his car was dirty and dusty so he had it washed. When he returned to his car there was again chicken skin on the windscreen.*

*He feels targeted and doesn't know who is doing this. He is a Muslim man and lives with his wife and two children.*

6

*The caller was holding hands with his male partner and walked past a Biblical group of 'preachers', who have a regular stall in the area.*

*One of the 'preachers' called out to the pair and told them that what they were doing was a sin and that they would go to hell. The caller said he didn't mind this comment so much, but then members of the public circled the pair and also started making similar remarks, so he felt the first man's comments had almost given other bystanders permission to join in and intimidate the pair.*

## Case Notes - continued

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7

*Caller is a student at university and has increasingly been experiencing homophobia from a fellow classmate. The caller said the classmate has been having a go at him, been ironic at times but on the face of things is being homophobic towards him including on a social media group.*

*The situation has got worse with some other students leaving this group and the suspect in turn telling the caller to "stop being a pussy", "stop being so Femme", "you shouldn't be more worse than a woman", amongst other homophobic comments - referencing the caller's lifestyle and sexual orientation.*

*He mentioned that he has been tolerating the suspect a long while but feels the situation is starting to escalate.*

8

*Caller provided a video of a Racist incident that took place in public.*

*The white elderly man seen in the video had been making racist comments for almost 30 minutes or more towards caller and other members of the public. When caller started recording he threatened to physically harm him.*

*Caller states that because of his appearance as Muslim, the man made very racist comments and threatened to hurt him if he didn't stop recording.*

# Training and events

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We delivered awareness training across North Yorkshire

Our Director of London Services has been delivering bespoke training to a range of people including civil enforcement officers in Sutton

Our Chief Executive has been piloting a series of training with Resolve ASB for housing providers



Over 1000 attendees at our training



Over 60 training sessions delivered

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We've created bespoke training for housing associations, antisocial behaviour staff and more

We've run workshops in schools as well as constantly finding new and innovative ways to improve awareness sessions for the general public

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Our Chief Executive is always present at St Paul's Cathedral for the beginning of National Hate Crime Awareness week, this year she lit the candle to mark the beginning of the week's events while the chair or our board of trustees gave a reading

Our own full day event, Galvanising Leeds was a huge success with input from the Jo Cox foundations and TransLeeds



Over 150 external events and meetings attended

# Stop Hate UK 2018-19 New Publicity Materials

## West Yorkshire/Surrey Hate Crime Reporting App

**Need to report Hostility and Hate Crime in Surrey?**

**STOP HATE UK**  
STOP HATE. START HERE

Office of the Police and Crime Commissioner for Surrey

Download our Surrey Hate Crime Reporting

**Download our Hate Crime Reporting App in 4 really easy steps!**

**Step 1:** Go to:

**Step 2:** Search: **'STOP HATE UK'**

**Step 3:** Click: **'STOP HATE UK SURREY'**

**Step 4:** Click: **INSTALL**

- Allows picture, video or audio recording to upload directly from the device
- Easy to use with details of local resources and information about Hate Crime
- Links directly to a leading independent organisation or the police in an emergency situation
- GPS enabled to help plot the exact location of incidents
- Reports to monitor usage information and statistics
- Registration is required so reports can be anonymous
- Smartphone compatible

**STOP HATE UK**  
STOP HATE. START HERE

Registered charity no. 1062692  
Sept 2018

Office of the Police and Crime Commissioner for Surrey

**Download your Hate Crime Reporting App in 4 easy steps**

**Step 1:** Go to:

**Step 2:** Search: **'STOP HATE UK'**

**Step 3:** Click: **'STOP HATE UK WEST YORKSHIRE'**

**Step 4:** Click: **INSTALL**

**STOP HATE UK**  
STOP HATE. START HERE

Registered charity number 1062692

Police & Crime Commissioner

**Call Hate Out - A confidential 24-hour support service for young people, under 18, experiencing or witnessing Hate Crime**



**CALL HATE OUT.**

**don't let hate win**

A confidential 24-hour support service for young people under 18 experiencing or witnessing a Hate Crime

Call: 0808 801 0576  
Text: 07717 989025

For other ways to contact us visit:  
callhateout.org

**CALL HATE OUT.**

**stop hate report hate**

A confidential 24-hour support service for young people under 18 experiencing or witnessing a Hate Crime

Call: 0808 801 0576  
Text: 07717 989025

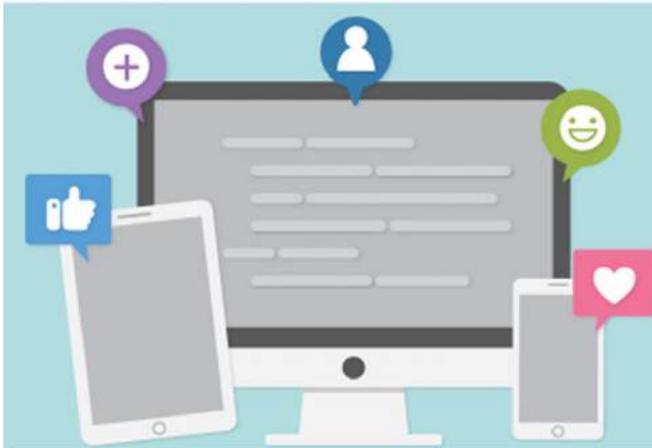
For other ways to contact us visit:  
callhateout.org

**STOP HATE UK**

For further information, please contact [info@stophateuk.org](mailto:info@stophateuk.org)

# Stop Hate UK 2018-19 Media Exposure & Social Media

Some of the media in which Stop Hate UK has appeared



Social Media Stats  
Year on Year 2018-19





# Stop Hate UK Key Contacts

## Contacts



0113 293 5100



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