



# Stop Hate UK Statistical Review 2021-22

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# Stop Hate UK Vision

A world which is free from hate, harassment and discrimination

The data in this report is drawn mainly from the contacts to our Primary service the Stop Hate Line.

## What is the Stop Hate Line?

The Stop Hate Line services provide immediate emotional and practical support, information and advice for victims and third party callers. All forms of hate are covered. We deal with **any** incident that is perceived by the victim to be based upon a personal characteristic, not only the five currently monitored strands, but also others such as gender, cultural identity, age, alternative sub culture or issues relating to sectarianism.

If our experienced operators identify that other action or support is needed from agencies such as police, housing, health or social care providers we will, with permission from the caller, make a referral so that further investigation, support and other action can take place. The referral agencies receive the clarity of information they require and the caller will have been listened to, understood and informed about what should happen next.

The service also provides the opportunity for people to report anonymously, which they may choose to do for a number of reasons. The way the information is recorded helps with the identification of victims with complex needs, repeat victims and the changing patterns of confidence in the police.

The Stop Hate Line is commissioned locally and is available in many areas of the UK. The key feature of the Stop Hate Line is that it is available **24hrs a day 365 days a year** and can be accessed by a variety of methods:

Freephone; SMS; Text Relay; Web Chat; Online Form; Email; BSL; Letter and in some places our Hate Crime Mobile Phone App.



# Stop Hate Line Statistics 2021/22



43% of incidents  
related to Race  
(260)

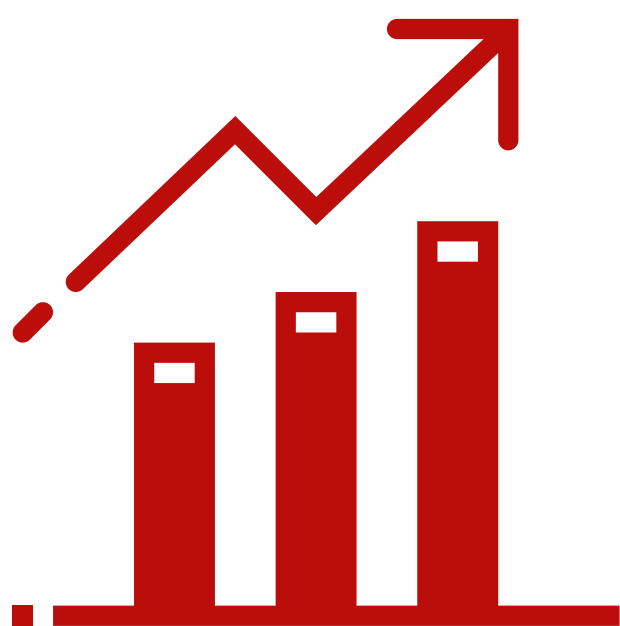
HATE  
MOTIVATION



21% of incidents  
related to Disability  
(126)

HATE  
MOTIVATION

## additional information



28% increase in **Gender** incident reports  
(14 to 18)

25% increase in **Transgender Identity**  
incident reports  
(20 to 25)

Compared with 2019/20

55

reports relating  
to **Other** aspects  
of personal  
identity.

### Reports

Over 200  
external reports made to  
police and support  
groups



### Method of Contact

61% of contacts  
made via  
**telephone**



### Length of Contact

Average duration of  
call

22

minutes

### Type of Incident

Verbal Abuse; Threatening  
Behaviour; Harassment;  
Offensive Language  
Most commonly reported

### Time of Contact

33% of contacts received  
**outside** of regular  
office hours  
(i.e. 9am-5pm)



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

# Contacts

Overall contacts to the Stop Hate Line reduced for the third consecutive year. This reduction is due primarily to the Covid 19 pandemic as local engagement reduced, venues closed and government and policing priorities changed. However, we are proud to report the Stop Hate Line 24hr services were fully operational throughout the Pandemic. This feature is sometimes missed by local agencies when building their response to Hate.

**When they are closed we are open.**

**61%** of contacts were via telephone

4% more than last year  
however the overall trend  
towards electronic  
methods continues

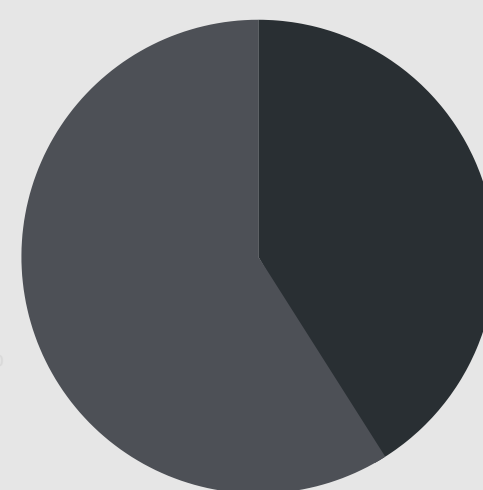


During the year,  
contacts to the helpline  
were received in **every**  
**hour** of the day and  
night



**48%** of contacts were to **report incidents** or provide **incident updates** while

**37%** were to provide **listening support, information and advice or signposting**



**33%** of all contacts  
were received  
**outside normal  
working hours**

Calls were on  
average **22**  
**minutes** in length



**15%** of new contacts found out  
about the Stop Hate Line  
**through the internet**  
while, in total, 18% were  
signposted by one of the local  
statutory agencies.



# Motivation

**Race** is highest reported motivation (43%) followed by **Disability** (21%)

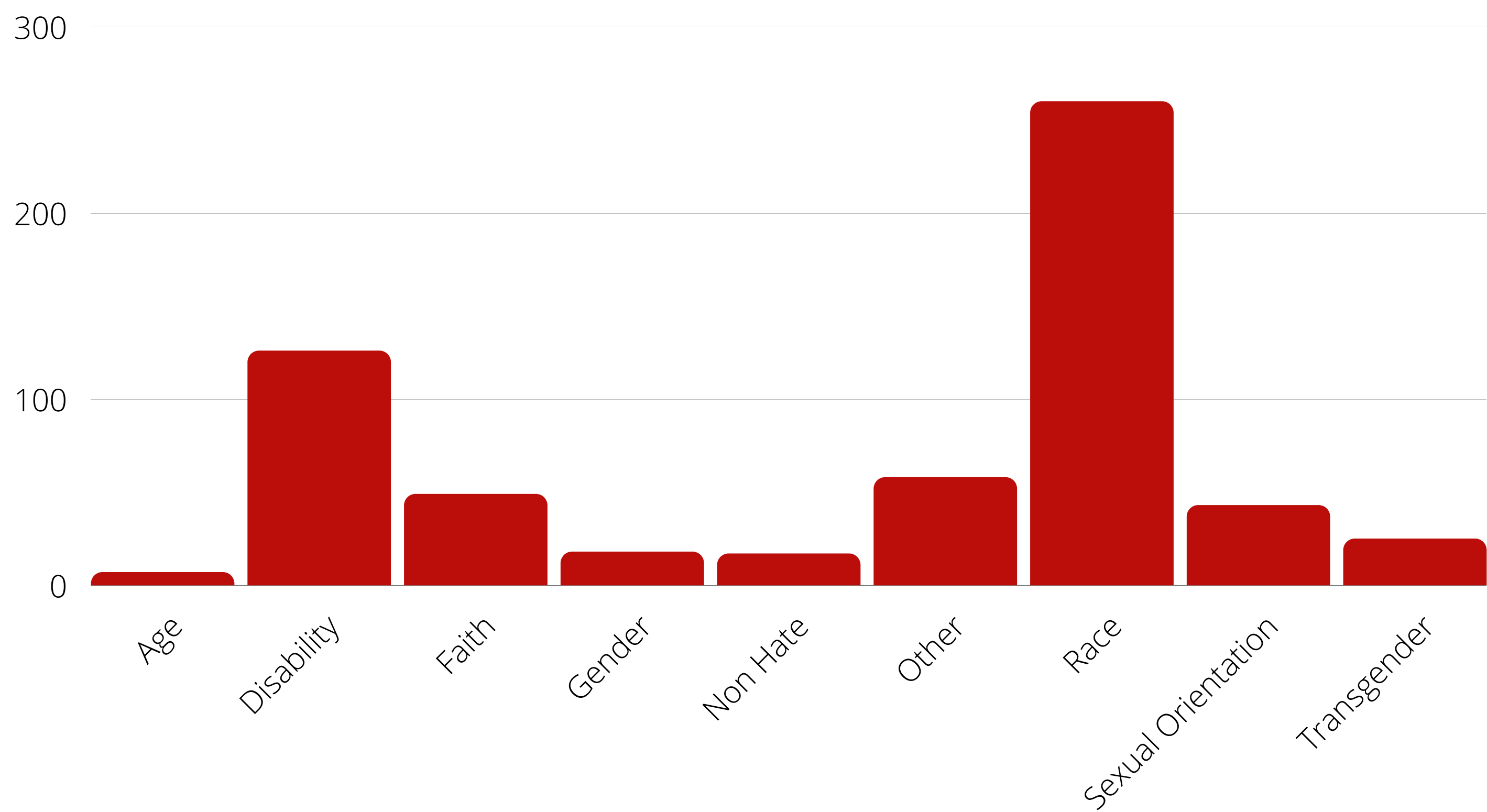
We continue to receive incident reports relating to **Age, Alternative Sub Culture** and **Gender**

We have seen an **increase in incident reports** where the motivation is **Gender** by **28%** [14 to 18]

Over of incident reports



involve more than one motivation type.



# Incident Type

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Most reported types of incident continue to be **Verbal Abuse** (185) and **Threatening Behaviour** (229)

Harassment (115) and Offensive Language (104) were also high

Our Team will often hear about multiple types of behaviour being directed towards a client. We try to record all types to emphasise the impact hate motivated activity has upon an individual.

## Reports to External Agencies

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**107 reports** passed to **Police** for investigation or information



**81 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 person experiencing a Hate Incident. However, sometimes people 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 or appropriate 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.

## Gender

Of those persons experiencing a Hate Incident, who were willing to disclose, 4% identified as Transgender  
(57% identified as Female and 38% as Male)

## Disability

Of those persons experiencing a Hate Incident, who were willing to disclose, 47% stated they had some form of Mental Ill Health. This includes Autism (14%) and Learning Disability/Difficulty (11%)

Persons disclosing Visual Impairment increased by 90% (12 to 23)

## Sexual Orientation

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 66% identified as Heterosexual, 20% Gay, 3% Lesbian and 9% Bi-Sexual. Persons experiencing Sexual Orientation related incidents primarily identified as Gay (58%), Lesbian (17%), Bi-Sexual (8%) and Heterosexual (17%)



# Demographics

## Ethnicity

Of those persons experiencing a Hate Incident, who were willing to disclose their ethnicity, 39% described themselves as from a White Background (27% White British).

13% self identified as from a Black Background, 32% from an Asian Background and 10% from a Mixed Background. We also saw a significant increase in persons experiencing a Hate Incident from a White European Background (from 2% to 6%).

## Age

Of those persons experiencing a Hate Incident, who were willing to disclose their age, the majority were aged between 30 and 60 (69%). Persons aged between 40 and 49 were most likely to experience a Hate Incident (29%).

## Faith

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 30% identified as Christian and 39% Muslim.

Persons experiencing Faith or Religious Hate incidents were more likely to identify with Islam (44%) or Christianity (28%).

## Accommodation

Of those persons experiencing a Hate Incident, who were willing to disclose, over 87% were in some form of rented accommodation – Local Authority (24%), Housing Association (35%), Private Landlord (20%).



# 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 experienced a particular type of incident, but they cannot tell you how this made the person feel. Stop Hate UK has a conversational approach to recording Hate Crime. As well as details for the police and other agencies to investigate, we also listen to the caller, so that 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.

The following are examples of the type of incidents that callers have told us about this year.

*Caller has adult son with learning difficulties. Neighbour across the road has taunted him for years. He makes animal noises at him, gives him two fingers, threatened to 'smash his head in'. In the latest incident, he exposed his bottom to his son.*

*Caller has been trying to get evidence of the events for years but finds it very difficult despite having CCTV. On this occasion the caller managed to get photos of this latest incident and has reported it to the police.*

*Caller just wants the incidents to stop as they are effecting son's mental health and affecting his wife's health. Son is only living with them currently due to the virus. A report was made to police on the caller's behalf.*

*Caller commented - "Thanks for the advice - You guys are making a difference."*

*Caller reports being subjected to racist abuse for half an hour. The caller stated -'He was "so close to my face he was spitting in my face," - "I was trembling, my body was shaking."' The racial abuse included: "You are not British, you are a bloody Indian. Go back to your bloody India. Get your f\*cking son to come, I'll beat him up".*

*The Police have warned the offender and now say they will not take any further action.*

*The caller states she is now terrified. She is feeling unsupported and isolated.*

*Report made to local support agency on caller's behalf to supply and install security systems.*

*Caller expressed their thanks and stated that talking to the service made them feel empowered and confident that they were doing the right thing reporting racist abuse.*

# Case Notes

*The caller contacted the helpline to report their neighbours making loud noises late at night, including today. The caller reports that he has been targeted by the neighbour above and some other neighbours due to the colour of his skin. The caller says he has also been threatened by the neighbour for attempting to report the incidents to anyone. The caller said he was becoming increasingly worried and requested that we refer him to the local police. Due to fear of further repercussions from the neighbours, the caller has requested that the police contact him on his mobile or arrange to meet with him away from the property to prevent being seen by the neighbours. Report made to the Police on behalf of the caller.*

*The caller reports an incident that occurred with a neighbour whilst he was shopping in a supermarket this evening. The caller was going about his normal shop just as the neighbour came over and starting verbally abusing the caller and his wife, call them "fat, R\*tard, B\*stard, crippled" and made fun of their appearance. The caller was upset about this incident. The caller had already reported the incident to the police. The caller was able to receive emotional and listening support from our operator and a report was made to a support agency on their behalf.*

*Caller works as a self-employed delivery driver. He is Turkish. He said that another driver has been inciting racist and xenophobic discrimination against himself and at least nine other drivers, resulting in three of them losing their jobs. He has been saying 'more foreigners coming here taking our jobs' etc and making false accusations about them. The caller listed several witnesses including other drivers and the staff at associated business. He said he complained to the police but they closed the case without investigating. He is trying to get screenshots from Facebook as evidence.*

*Caller was able to discuss the different options available to them including using ACAS and the use of Police Complaints processes. As a result a further report made to Police on behalf of the caller.*

**While a lot of the abuse reported is verbal and indiscriminate - often it is targeted and deliberate:**

*A report received via an online form reported seeing a person get off a bus at around 8pm and a group of youths who spotted them called them a 'tranny' and a 'freak'. They also started throwing stones at them. This was reported to the Police. The caller does not know who the victim is and can't give a description because the caller is partially sighted. This witness was thanked and support offered. Although no victim details were available a report was made to Police for intelligence purposes.*



# Case Notes

The caller has faced a history of racist incidents and abuse from neighbours. The caller states that neighbours broke into their house and took their laptop while the caller was away, leaving a monkey mask at the scene. The caller states that the following day, neighbours approached the caller in the outdoor communal space near where they live and threatened the caller by saying something along the lines of "If you don't move, we will help you move" as a threat. The female neighbour went to swing a punch at the caller but was prevented by the male neighbour.

The caller explained that the ASB team and Police are aware but would like Stop Hate UK to also submit report to both. The caller is also not happy with the response so far from the Police and Council. The caller believes the neighbours were a part of the British National Party and have links to the Council.

The caller was very anxious and stated that services would only care when they are dead and that the caller was tired of all the incidents. Our helpline operator explored this further with them and the caller stated they weren't at any imminent risk to themselves but were feeling frustrated and stressed. The incidents have had an impact on caller's mental health. Our helpline operator discussed mental health support including talking to GP.

Reports made to both the Police and Anti-social behaviour Team on behalf of the caller to ensure that both agencies were aware of the caller's dissatisfaction and allow them to review their actions

Caller's sister lives in a shared property with tenants all on individual contracts. One of her housemates found out she is a lesbian and has since been abusive towards her, saying he doesn't like people like that, she's not a real woman until she's been f\*cked by a man and being threatening towards her.

Caller wished to remain anonymous but all reporting options discussed. The client stated: "It feels good that you're there. You've actually heard me today. it feels like I've spoken to 25 different companies and none of them has cared enough to try and help"

Report receive via Mobile App: "I was walking home half hour ago. I left the bus station and walked to the end of my street. I had walked a couple of metres when a car stopped, and two men started calling after me. One said 'hello darling' the other said 'hello cookie' and they opened their car door. It was a deserted side street, so I felt very vulnerable even though I was very close to my home. This also made me feel worse as I was trying to get out of the situation but also not get followed. I walked as quickly as I could without running/ giving them attention and called my boyfriend."

The caller was contacted, reassured and support offered. Subsequently with the caller's consent reports were made to the police and Local Authority on their behalf.



# Case Notes

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*The caller contacted the helpline to discuss a neighbour dispute. The caller said a neighbour has been targeting the caller and her son who has ADHD. The neighbour is aware of the caller's son's disability, yet the neighbours keep targeting the family, such as provoking and bullying the caller's son and then also making false reports to the police and the council. The malicious reports have proved to be unfounded and the police have been helpful towards the caller however the situation is different with the council, as the housing manager seems to be listening to perpetrators more than investigating what's happening.*

*Our helpline operator discussed possible options for the caller including contacting their council and logging a complaint however the caller didn't feel confident and was worried that it might affect her tenancy. After further discussion the caller felt they would benefit from support from a victim support service.*

*The caller was very grateful for the help and advice and a report was made to Victim Support on their behalf.*

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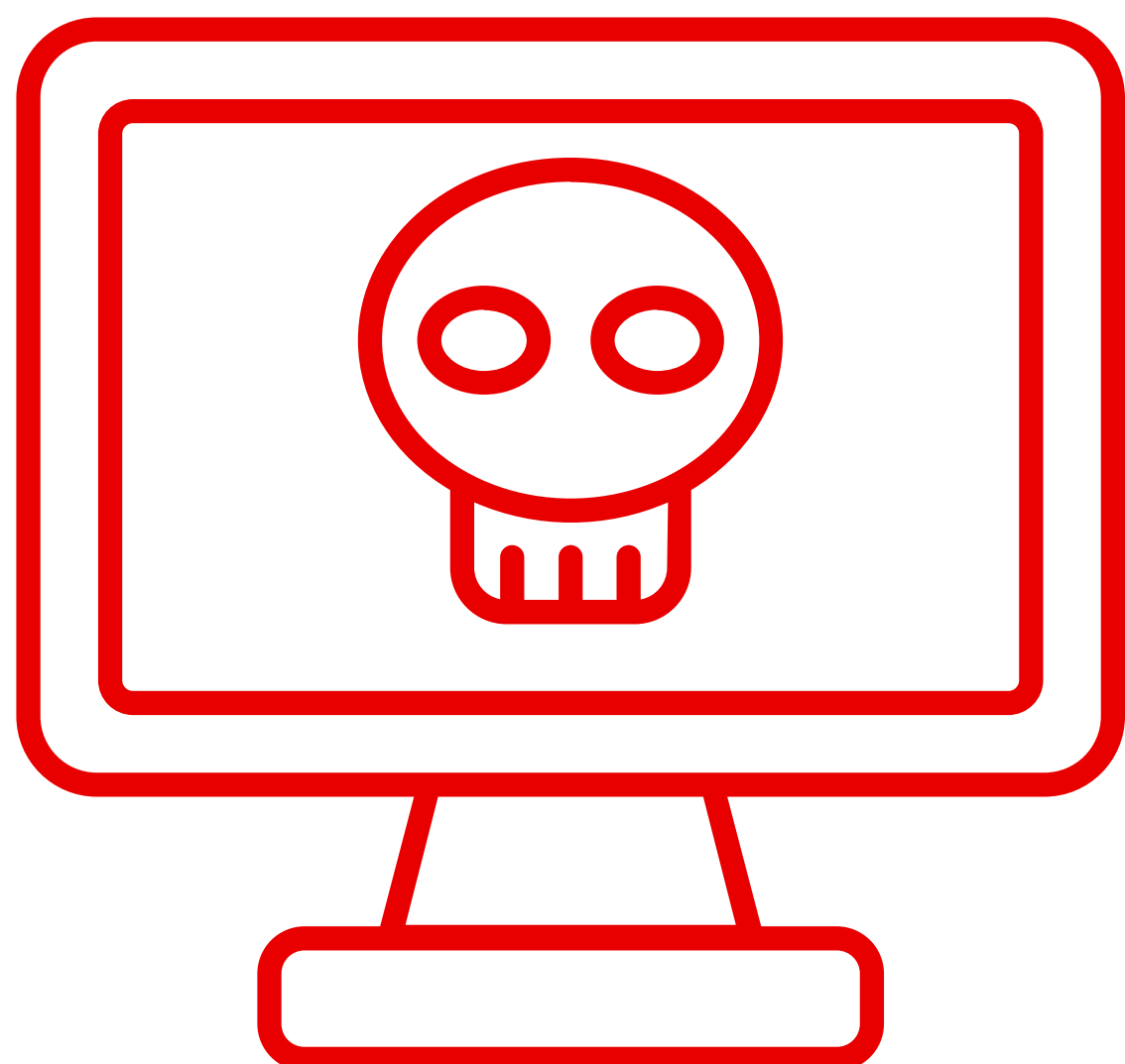
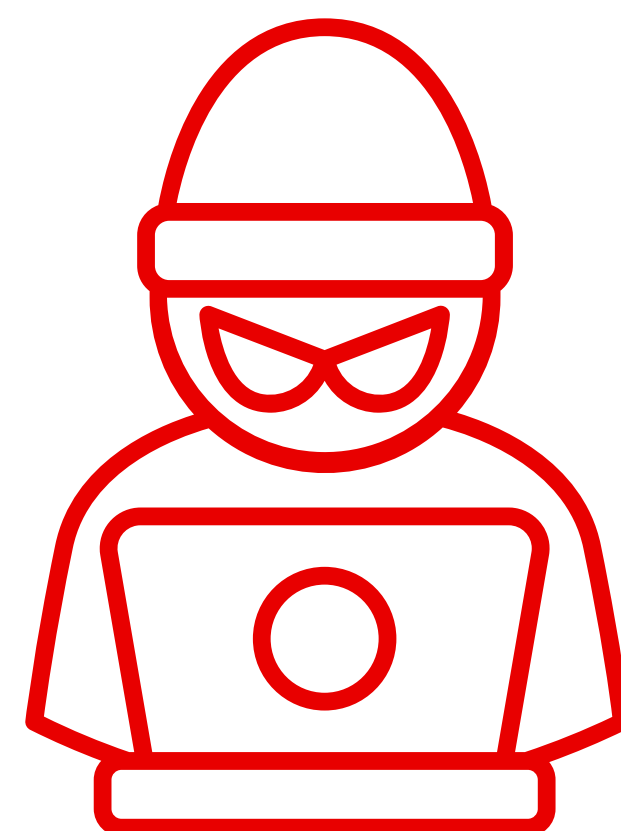
# Online Space

Throughout the year our online team have continued to monitor the often insidious world of online hate.

The most prominent Hate strand seen in our online work remains racism and specifically anti-migrant content, which has been a key strand of online hate posted by UK-based accounts and continues to be the most prevalent in 2021. While Islamophobia and Anti-Semitism remain as key areas of concern, it is anti-migrant content, often using racist or Islamophobic themes, which is in danger of becoming normalised in social media discourse.

In the last year, we also saw a notable increase in online transphobia, driven by increased media coverage of Trans issues and often conflated with both disinformation campaigns and a variety of conspiracy theories.

Also notable has been a perceived increase in the activities of 'citizen journalists' who typically use online broadcasting facilities to disseminate often anecdotal, misleading and stereotypically negative content, while monetising their activities via crowd funding and facilities such as 'Patreon'.



The social isolation inevitably resulting from repeated pandemic lockdowns appears to have led to significant amplification of the 'echo chamber' effect of prolonged social media usage.

At the same time misinformation and disinformation from a variety of malicious sources, is shaping and influencing opinions, attitudes, beliefs and ultimately, offline behaviours.

In this context, of particular concern is the ongoing adoption of a range of conspiracy theories which adapt anti-Semitic tropes or target specific groups for narratives arising from the 'Anti-vaxxer / Covid Conspiracy' movement, and also impacting upon communities not previously associated with, or targeted by forms of extremism.



# Social Media Activity



Engagement Rates:	19%
New Followers:	700
Top Performing Post (by reach:)	63,579



Engagement Rates:	5.3%
New Followers:	201
Top Performing Post (by reach:)	6,924



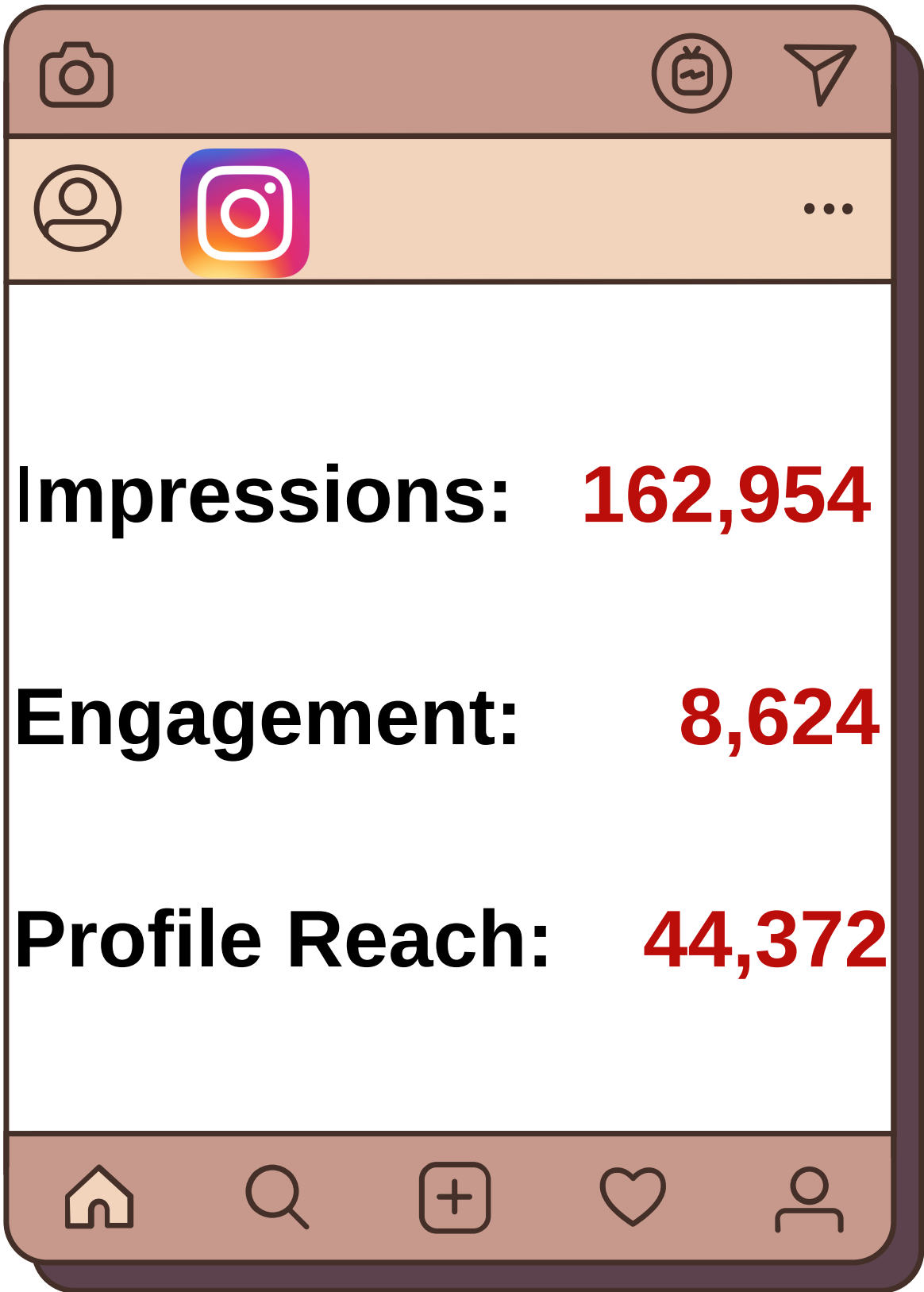
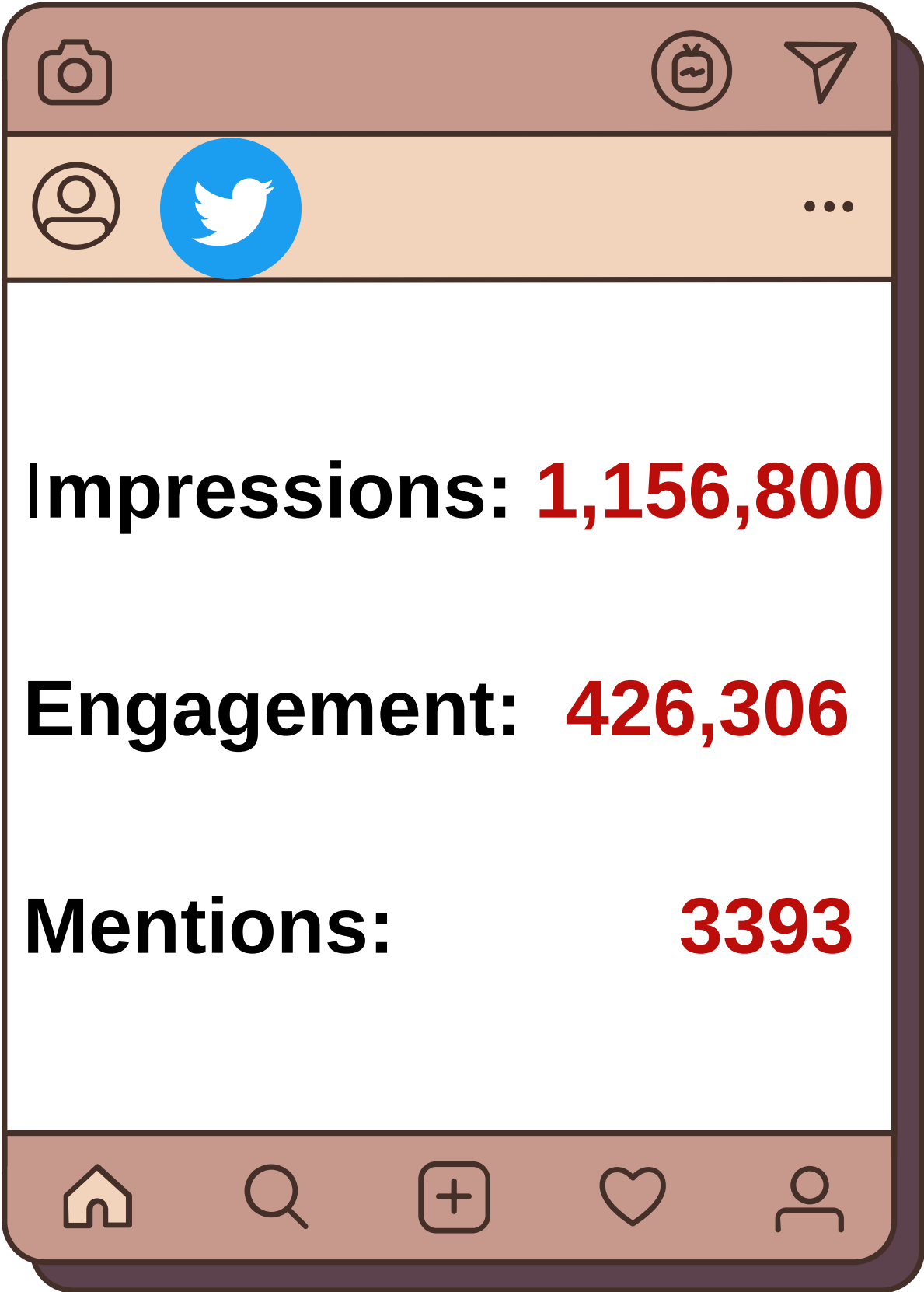
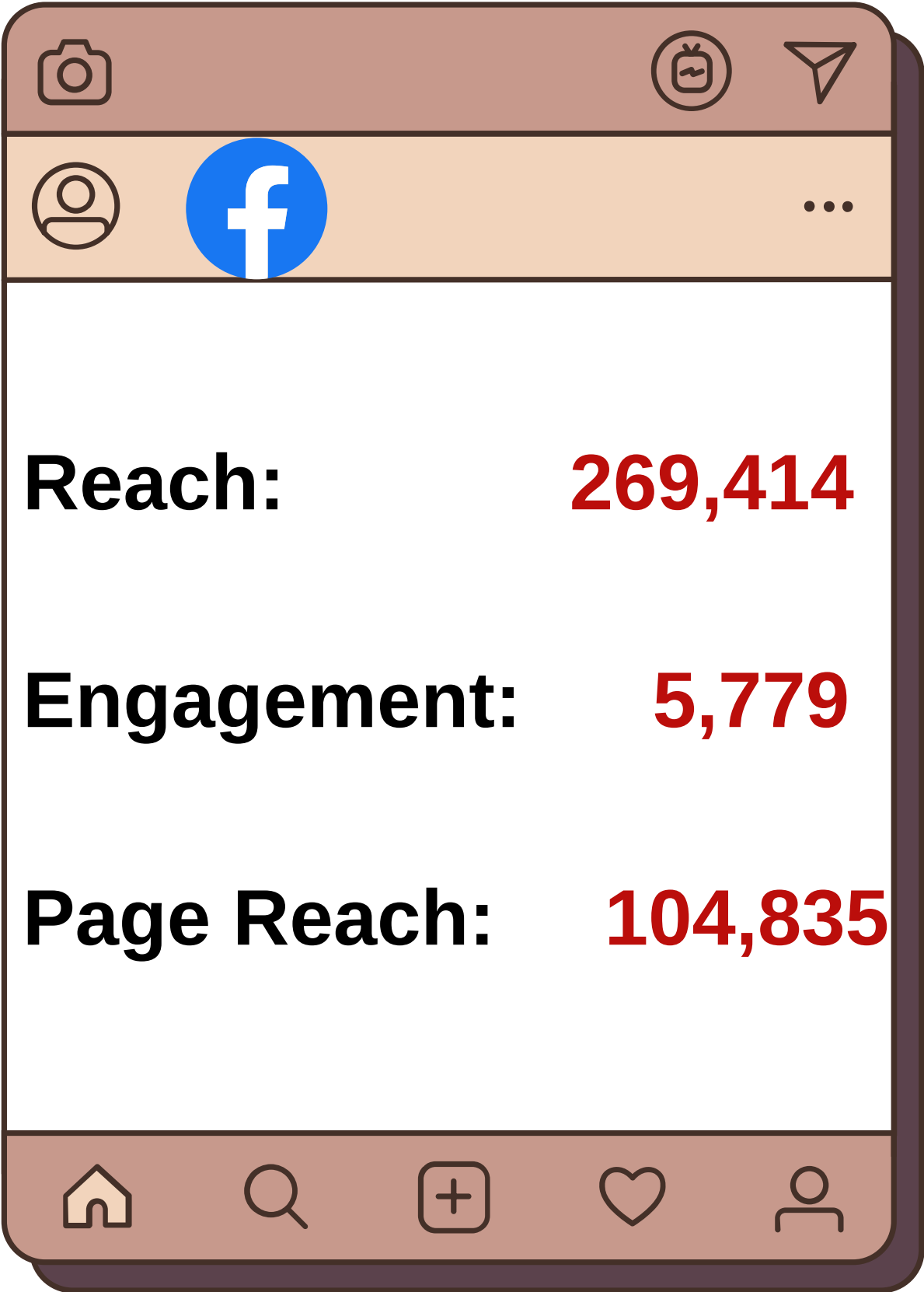
Engagement Rates:	2.15%
New Followers:	784
Top Performing Post (by reach:)	33,482



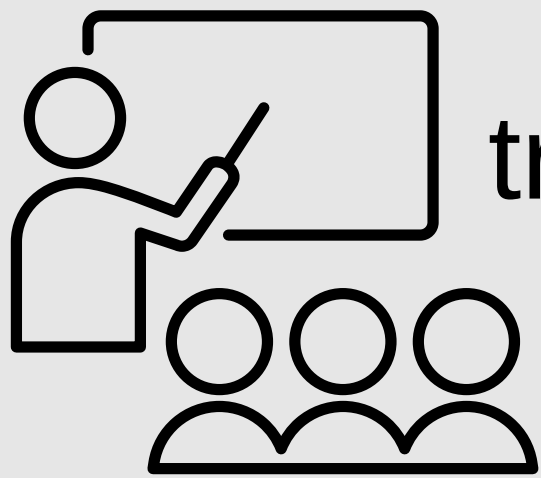
Engagement Rates:	21%
New Followers:	195
Top Performing Post (by reach:)	1,828



# Social Media Activity



# Training and Events



Over 100  
training events  
delivered

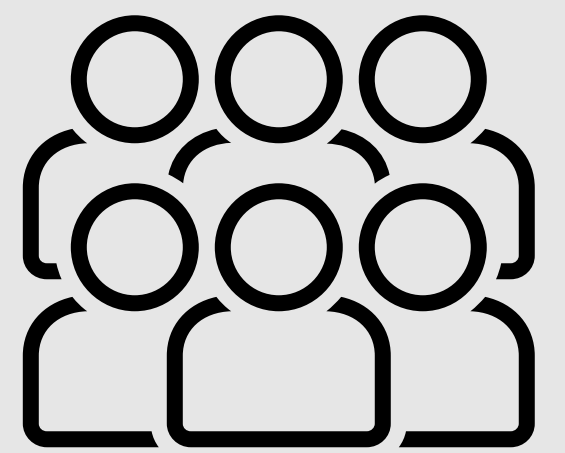
## Highlight

The pandemic meant we had to move our Training online and quickly develop our skills and resources as a result.

## Highlight

We estimate that over 23,500 individuals have been reached as a result of our training to professionals as well as community groups.

Over 6250  
attendees at  
our training



Over 150  
external events  
and meetings  
attended

## Highlight

Following the murder of George Floyd racism has been a persistent theme driving training requests. New partners include NHS Trusts, Schools and Universities.

# What They Say!

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Thank you for your support. As an elderly person on my own I really appreciate it.

"I just wanted to say a massive thank you again for taking the time to speak with me last week. It was extremely insightful and engaging to discuss the range of topics that we covered with someone of your immense knowledge and experience."

"Thank you from the bottom of my heart for being there - you have made my feel better" "You speak really well - just thank you"

"Thanks for the advice - You guys are making a difference"

"Thank you so much for your reply. Just knowing someone is taking it seriously is a massive help to me mentally."



# Stop Hate UK

## Key Contacts

### Contacts



0113 293 5100



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