



ANNUAL STATISTICAL REVIEW

2022 - 2023

 **STOP HATE UK** [®]
STOP HATE. START HERE



Stop Hate UK Statistical Review 2022-23

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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 from the contacts to our Helpline services -
Stop Hate Line: Call Hate Out: On Your Side.

What are our Helpline Services?

All our Helpline 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 an aspect of identity or perceived identity.

If our experienced team 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.

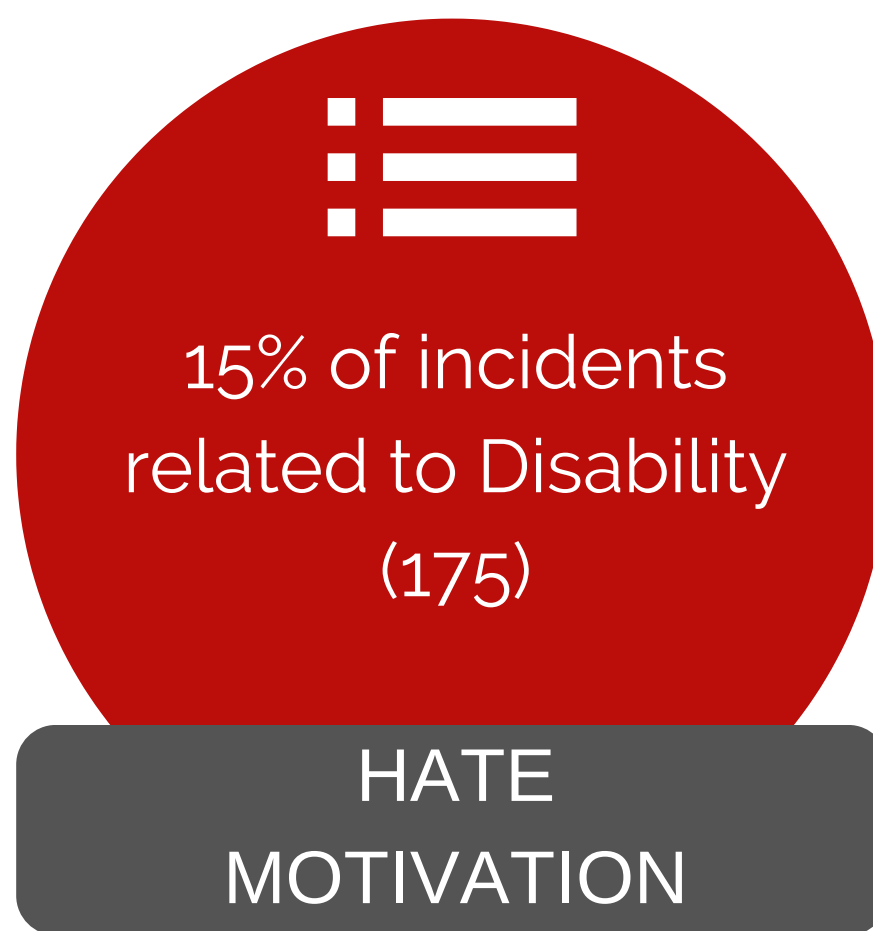
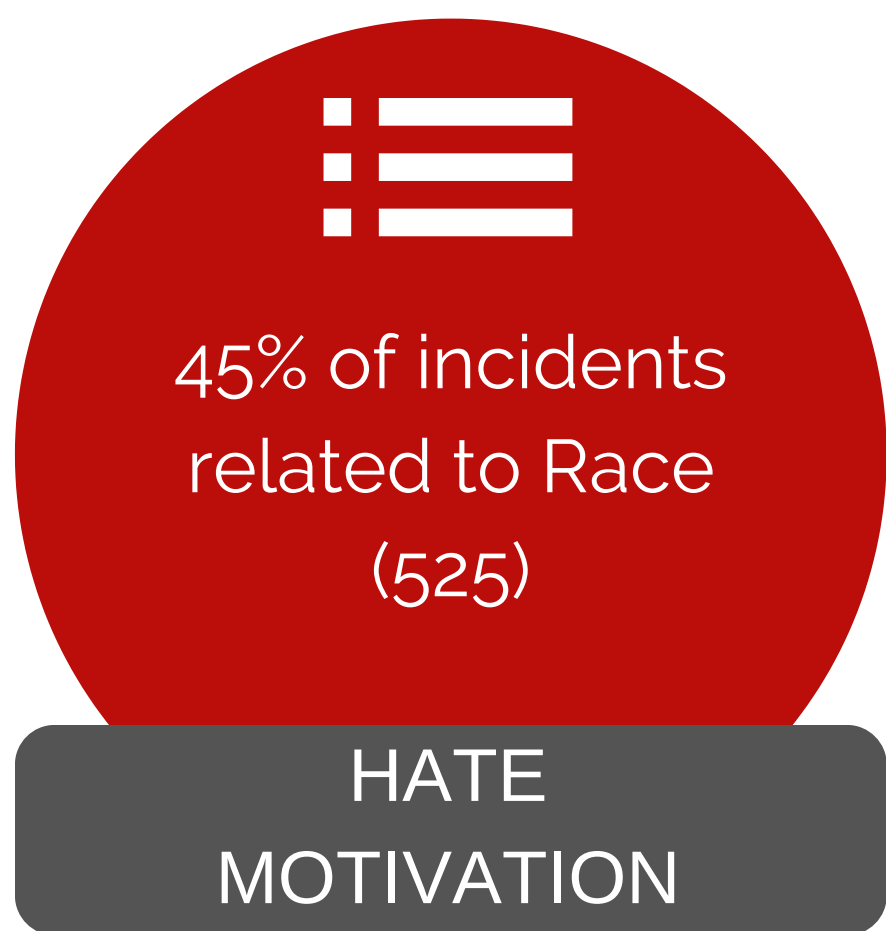
Our Helpline services also provide the opportunity for people to report anonymously, which they may choose to do for a number of reasons. The way the information is recorded helps with the identification of victims with complex needs, repeat victims and the changing patterns of confidence in the police.

The key feature of our Helplines is that they are 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; and in some places our Hate Crime Mobile Phone App.

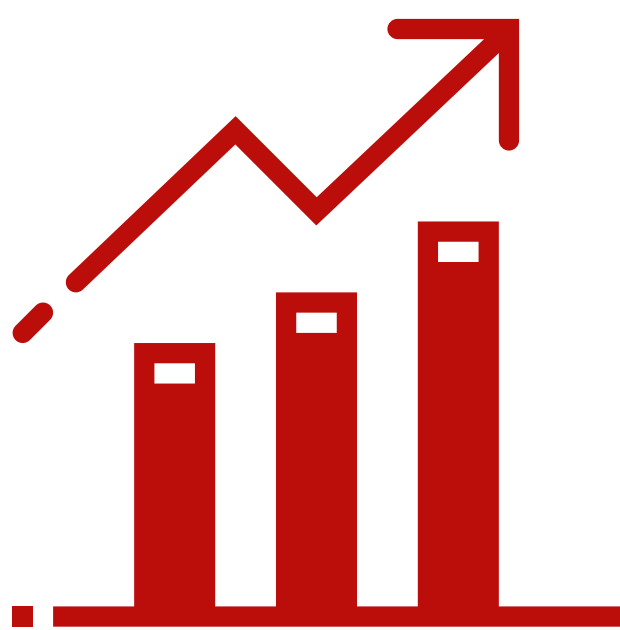
The **Stop Hate Line** is commissioned locally and is available in many areas of the UK while The **Call Hate Out Line** is for under 18yrs - see www.stophateuk.org for more details.

On Your Side is a dedicated support service for those who identify as East and Southeast Asian and are impacted by hate. Stop Hate UK deliver the helpline as part of the project - see www.onyoursideuk.org for more details

Stop Hate Line Statistics 2022/23



additional information



322% increase in **Gender** incident reports
(18 to 76)

93% increase in **Sexual Orientation** incident reports
(43 to 84)

Compared with 2021/22

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

Reports

Over 180 external reports made to police and support groups

Method of Contact

43% of contacts made via **telephone**

Length of Contact

Average duration of call **18** minutes

Type of Incident

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

Time of Contact

48% 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 increased by 15% following 3 years of reductions. This annual increase appears to indicate a return to pre-Covid levels. Previous reductions were primarily due to the Covid 19 pandemic as local engagement reduced, venues closed and government and policing priorities changed. However, the Stop Hate Line 24hr services were fully operational throughout the Pandemic.

When they are closed we are open.

43% of contacts were via telephone

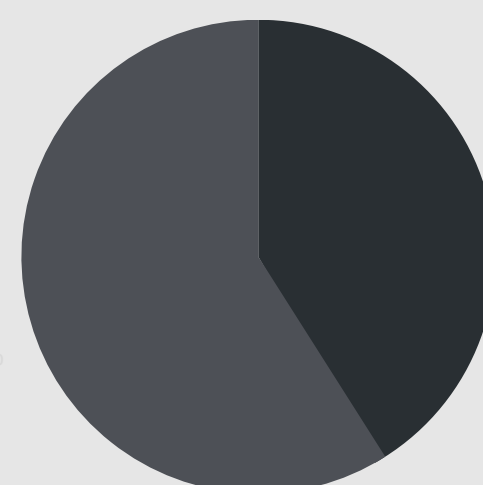
This is a return to the long term trend towards electronic methods



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



60% of contacts were to **report incidents** or provide **incident updates** while **23%** were to provide **listening support, information and advice or signposting**



48% of all contacts were received **outside normal working hours**

Calls were on average 18 **minutes** in length



15% of new contacts found out about the Stop Hate Line **through the internet** while, in total, 11% were signposted by one of the local statutory agencies.



Motivation

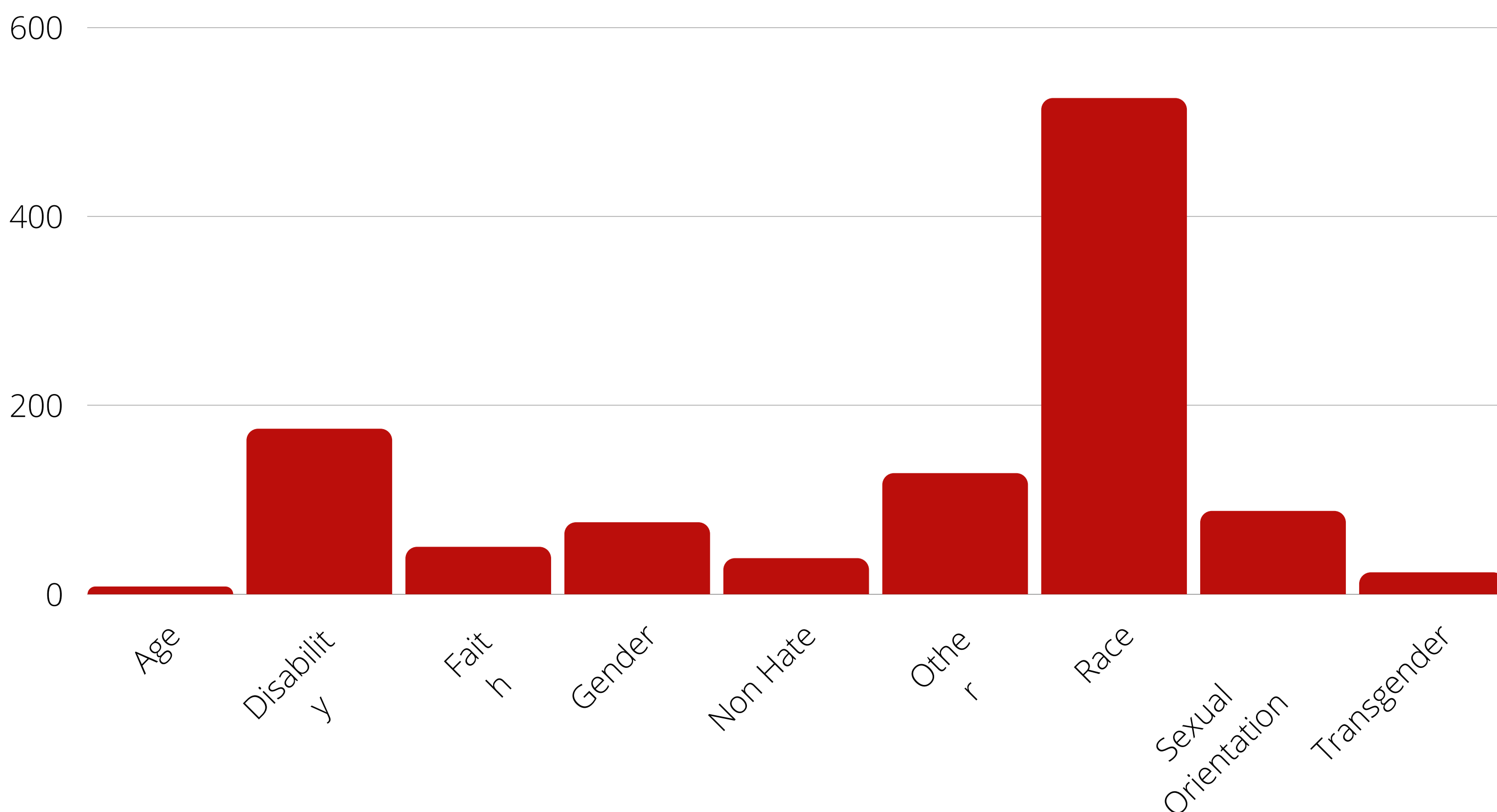
Race is highest reported motivation (45%) followed by **Disability** (15%)

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 **322%** [18 to 76]

Over
17%

incident reports involve more than one motivation type.



Incident Type

Most reported types of incident continue to be **Verbal Abuse** (287) and **Threatening Behaviour** (238)

Harassment (209), Offensive Language (132) and Anti-Social Behaviour (98) 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

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



90 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, 2% identified as Transgender (61% identified as Female and 36% as Male)

Disability

Of those persons experiencing a Hate Incident, who were willing to disclose, 54% stated they were Neurodiverse. Autism formed 17% of this figure.

Persons disclosing Physical/Mobility increased by 176% (13 to 40)

Sexual Orientation

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 64% identified as Heterosexual, 23% Gay, 2% Lesbian and 1% Bi-Sexual.

Persons experiencing Sexual Orientation related incidents primarily identified as Gay (80%), Lesbian (7%), Bi-Sexual (13%) and Heterosexual (3%)

Demographics

Ethnicity

Of those persons experiencing a Hate Incident, who were willing to disclose their ethnicity, 28% described themselves as from a White Background (17% White British).

27% self identified as from a Black Background, 32% from an Asian Background and 5% from a Mixed Background. We also saw a significant increase in persons experiencing a Hate Incident from an Other Black Background (from 7% to 18%)

Age

Of those persons experiencing a Hate Incident, who were willing to disclose their age, the majority were aged between 25 and 64 (74%). Persons aged between 35 and 54 were most likely to experience a Hate Incident (39%).

Faith

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 38% identified as Christian and 17% Muslim.

Persons experiencing Faith or Religious Hate incidents were likely to identify with Islam (71%) or Christianity (9%).

Accommodation

Of those persons experiencing a Hate Incident, who were willing to disclose, over 75% were in some form of rented accommodation – Local Authority (36%), Housing Association (20%), Private Landlord (17%).

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 is a caseworker and reported a racially motivated, anti migrant attack on their client and his friend in which they were both assaulted.

The client was verbally abused and then physically attacked - his wheelchair was pushed over and he was pushed to the ground. His friend sustained an injury to the face. It is understood he was hit or punched. Both attended A&E after the attack.

There are several videos of the attack - two filmed by the victim and one by a neighbour. The attacker was arrested and will be going to court.

The caseworker was provided with advice on legal process so they could properly support their client and ensure the hate element of the attack were properly investigated and prosecuted.

Client called to report an incident that happened that afternoon.

A group of young boys (aged 13-14) were walking past him with a big dog that was quite intimidating and they couldn't seem to control. As the client walked past the group of boys he felt uncomfortable and once he had turned away one of the boys threw a bottle at him. The bottle missed the client and the boys started shouting remarks at the client. The client could not understand what was shouted as English is not his first language. The client feels this incident took place as he identifies as gay and was wearing earrings and has long hair. Once the incident had taken place the client quickly walked away and contacted victim support who referred him to Stop Hate UK. The client has reported this incident to the police and was on the way to the police station to discuss.

Caller was provided with advice on what to expect on his visit to police station and how to ensure his incident was treated as a hate crime.

Case Notes

Caller reports that when she was alone in a forest with her two young children she was targeted by a man who rubbed and grabbed his penis and said things such as “come on darling”. He blocked their exit from the forest forcing them to go deeper into the forest

Caller managed to call husband and police. The man fled leaving his bag behind. when the police arrived they searched his bag and found a large knife & other items of concern

Caller provided emotional support and report logged for information of local services

A caller witnessed, a black woman sat on a bench in the park when she heard a group of youths calling her the ‘N’ word. The caller initially thought the offenders were male youths but when she heard it a second time she realised it was in fact a group of teenage girls who were racially abusing the victim.

The caller contacted us to have this incident recorded and an anonymous report sent to police for their information.

Anonymous caller reported that her sister was waiting for cab at a Railway Station and witnessed a women being verbally harassed by a man, who was loudly and aggressively chastising her for not being dressed like a ‘good Muslim woman’ - she shouted back at him that she had seen him before and that he had harassed her before.

Caller suggested it would be helpful placing information about safer streets and helplines near the cab rank and providing them with information on what to do if other women are also being harassed.

Details passed to Local Authority for action.

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

Caller reports that 4 male youths walked towards his door and shouted: “Disabled Faggots should all die, Go Die you old Mute Retard”. He then saw and heard one male tell him “Disabled faggots should die”. Caller has a video clip of the incident.

Report made to the police on caller’s behalf.

Case Notes

Caller explained that a girl in her daughter's class used the N word to her and this upset her daughter. The caller initially spoke to the other girl's mother and did not get much response and so she spoke to the School's Deputy Head.

The Deputy Head spoke to both girls and undertook to monitor the situation and the caller felt this was a reasonable solution and thought the matter was over. The caller disclosed that the school has no black teachers and as an Academy does not appear to have appropriate policies in place. She has had concerns over small incidents in the past but has let them go. Her daughter is mixed race.

However the Head Teacher has now appeared to exacerbate the situation by attending the class and going into a 10 minute rant and in doing so deliberately used the N word and, in front of the whole class, identified her daughter and her class mate. This has greatly distressed her daughter and possibly other children in the class (one was heard to say - it must be OK for adults to use that word). The caller's daughter does not want to go to school today. The class were aged 10-11 years.

Caller provided with advice, and options discussed including contacting the Local Education Authority and School Trustees.

Caller reported receiving threatening letters at their home. Letters included threats to burn down their house and encouraging them to kill themselves. The letters all reference the caller's Colombian nationality. Report made to Police on behalf of the caller.

Caller reports that they were walking in their locality when they were verbally abused by a male who touched their neck and wanted to check "if I am really female or trans".

Report made to police on behalf of caller.

Caller (a young person) seeking advice, reports ongoing abuse from a friend:

"I don't know what to do - I have a mate that for no reason started calling me a Jew and now everyone calls me a dirty Jew and they make Hitler jokes. They say I belong in concentration camps especially in history when World War 2 is the topic. I am tired of just being referred to as a Jew and I'm not even Jewish. I used to be Christian - it's just that I'm half polish"

Caller provided with emotional support and practical ways to challenge and educate their friends and make them aware how their behaviour has made them feel. Caller appreciative of support

Case Notes

Caller reports that their 20 yr old daughter and her two friends were attacked at a Retail Park by a group of 10 youths. The caller states:

"My daughter was verbally abused about her identity. She was targeted because of the colour of her hair, her make up, clothing and body art. Her friends stood up for her and were attacked. My daughter was punched unconscious, kicked in the face several times and suffered multiple breaks to her jaw, cuts and bruising. She required extensive facial surgery. My daughter stated she believes she would have died if her friends had not fought back as hard as they did.

Police have made 5 arrests and the case remains under investigation. However I am concerned the Police are not treating the matter as a hate crime."

The caller also raised their concerns on the Law Commission decision not to add Alternative Sub Culture to the list of monitored hate crime and asked a number of questions about Stop Hate UK's understanding in this area.

Caller's questions answered comprehensively and also signposted to Sophie Lancaster Foundation.

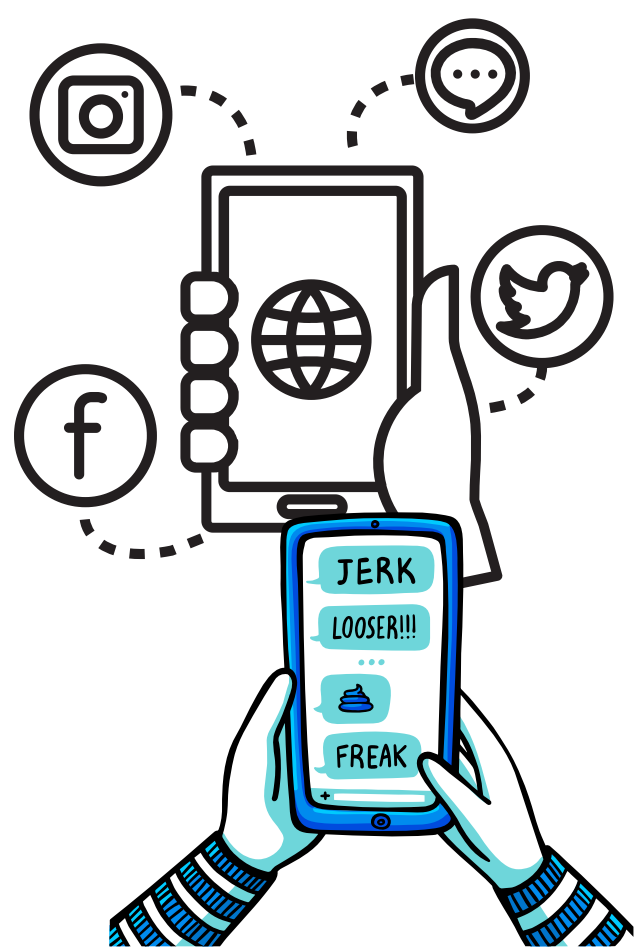


Online Space

Over the last year the most significant 'event' in relation to the online space has been the painfully slow progress of the 'Online safety bill'. Inevitably controversial, as it seeks to preserve a balance between the rights to freedom of expression and the right to privacy, while also offering more robust protections from the range of current and potential online harms; and creating a role for OFCOM, increasing the guidance, accountability and range of possible sanctions that might be applied to social media providers. The Bill its final reading the bill in the House of Lords and will be enacted during the life of the current Parliament.

Reports and contacts to our Helpline services in relation to the Online space remain relatively low, with most contacts relating to person-to-person online abuse. The low number of contacts raising concerns relating to hateful and harmful material encountered by users reinforces our perception that a variety of strands of 'harmful speech' are increasingly tolerated and normalised within wider society. Our own monitoring indicates that racism and specifically anti-migrant/asylum seeker content remains the most prominent, although, sadly, this is also mirrored by reductive narrative and rhetoric utilised in political discourse and wider mainstream media.

The ongoing controversy and community responses to the utilisation of 'Migrant Hotels' housing asylum seekers has provided a locus for the activity of individual 'citizen journalists' and extremist groups seeking to generate content for their online activities through the dissemination of stereotypically negative and often misleading, anecdotal evidence, while also seeking to establish links to wider conspiracy theories and specific and 'non-specific' ideologies'.



Online Islamophobia and Antisemitism remain key areas of concern, particularly in relation to the adoption and adaption of Antisemitic and Islamophobic tropes to re-purpose and re-present a range of familiar conspiracy theories.

Levels of online Transphobia remain significant, and again, are directly linked to the largely negative coverage of Trans issues by mainstream medias; while the preoccupation with the negative presentation of events such as 'Drag Queen Story time' have served as a catalyst for reactive, rising levels of negative and harmful behaviours directed at members of our LGBTQI+ communities, both online and offline.



In very general terms, the corrosive and cumulative impact of online hate and harmful speech remains of significant concern and a phenomena which cannot be effectively addressed without a range of strategies that support education, awareness raising and behavioural change, in tandem with any law and order solutions, and therefore Stop Hate UK has, over the last year sought to enhance its educational and training activities while also seeking opportunities to support and participate in wider academic research by institutions both within the UK and abroad.

Social Media Activity



Engagement Rates: 5%

New Followers: 37

Top Performing Post (by reach:) 12,573



Engagement Rates: 12.4%

New Followers: 43

Top Performing Post (by reach:) 2,011



Engagement Rates: 3.1%

New Followers: 40

Top Performing Post (by reach:) 4,502

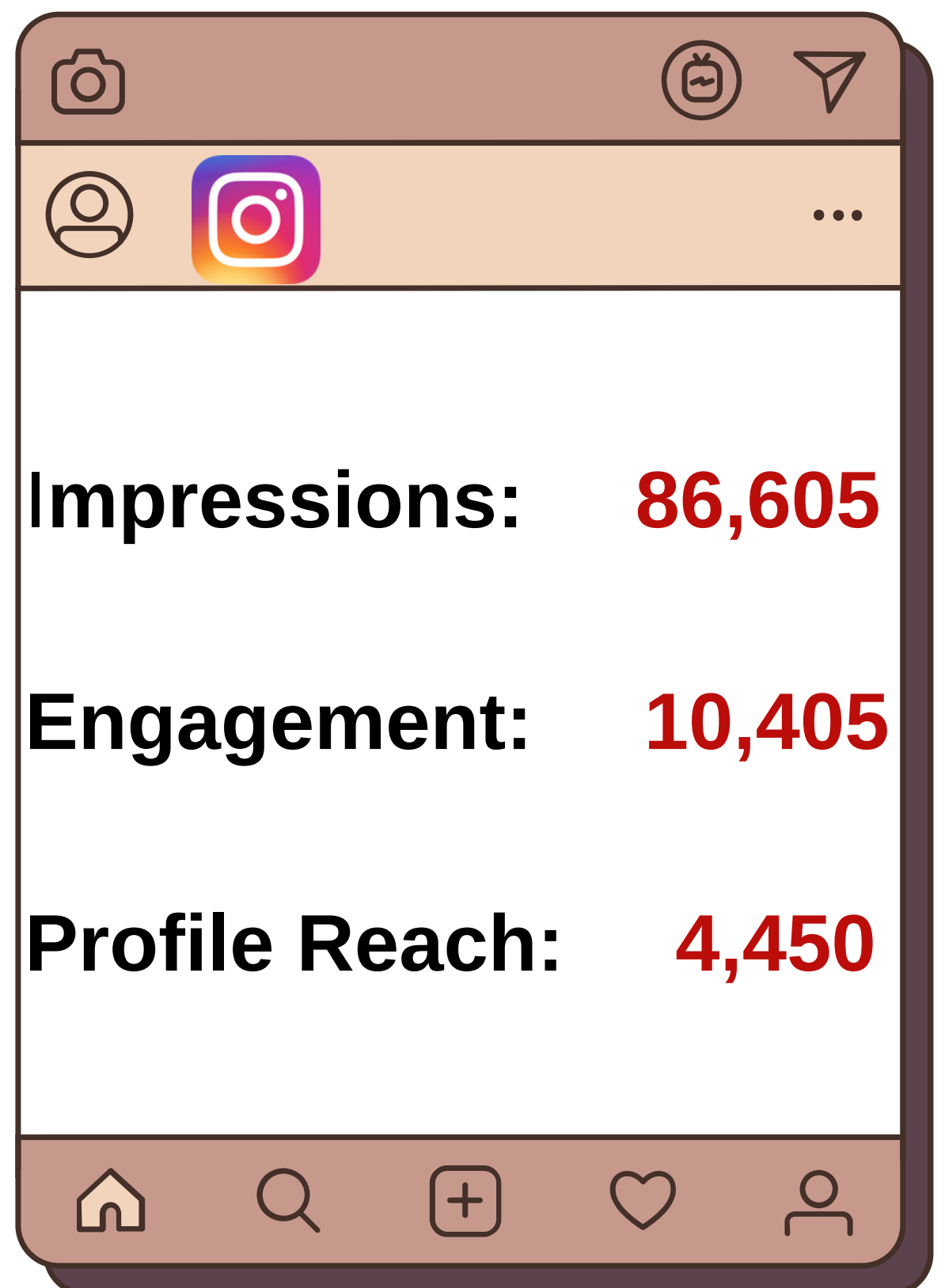
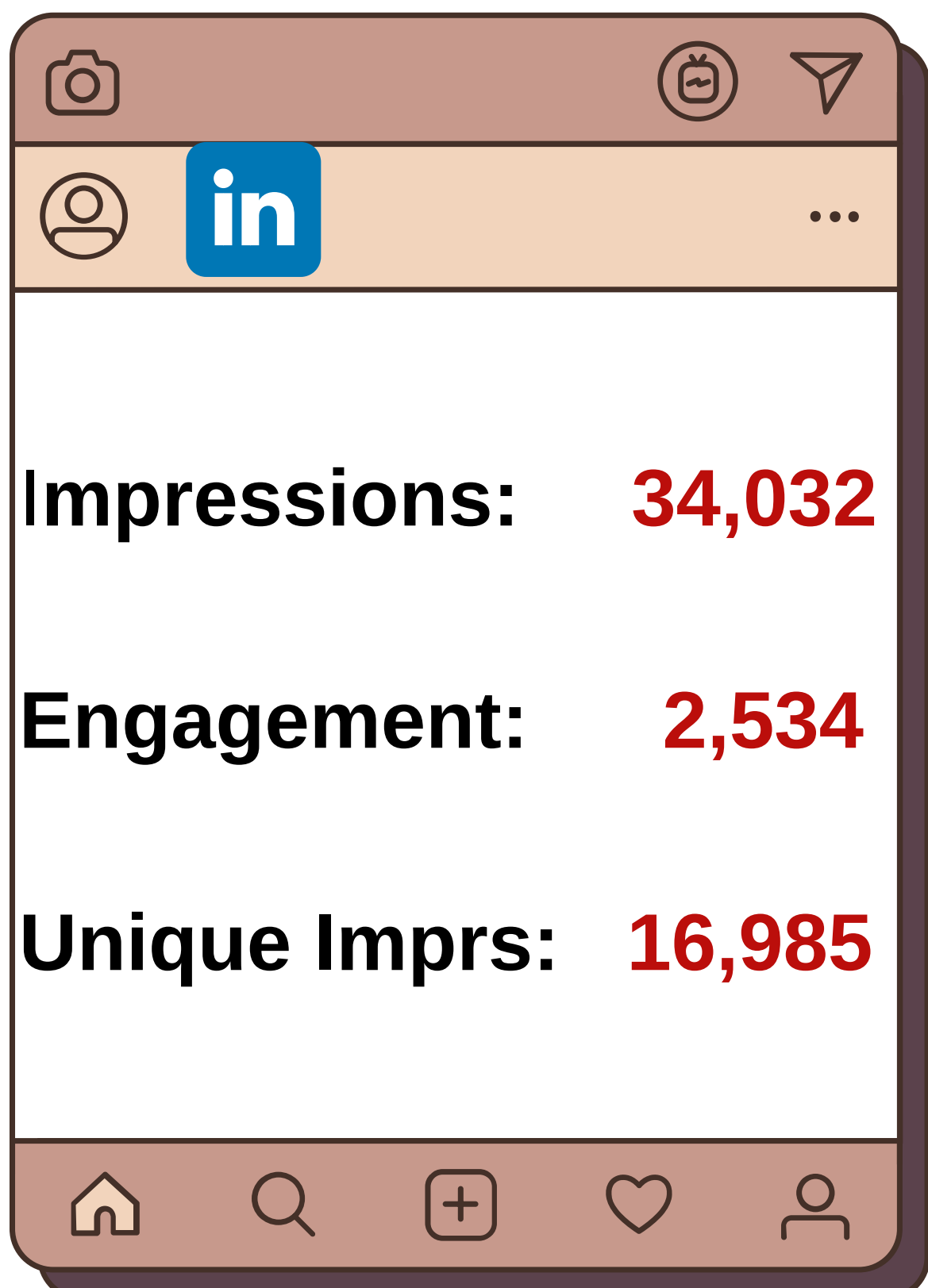
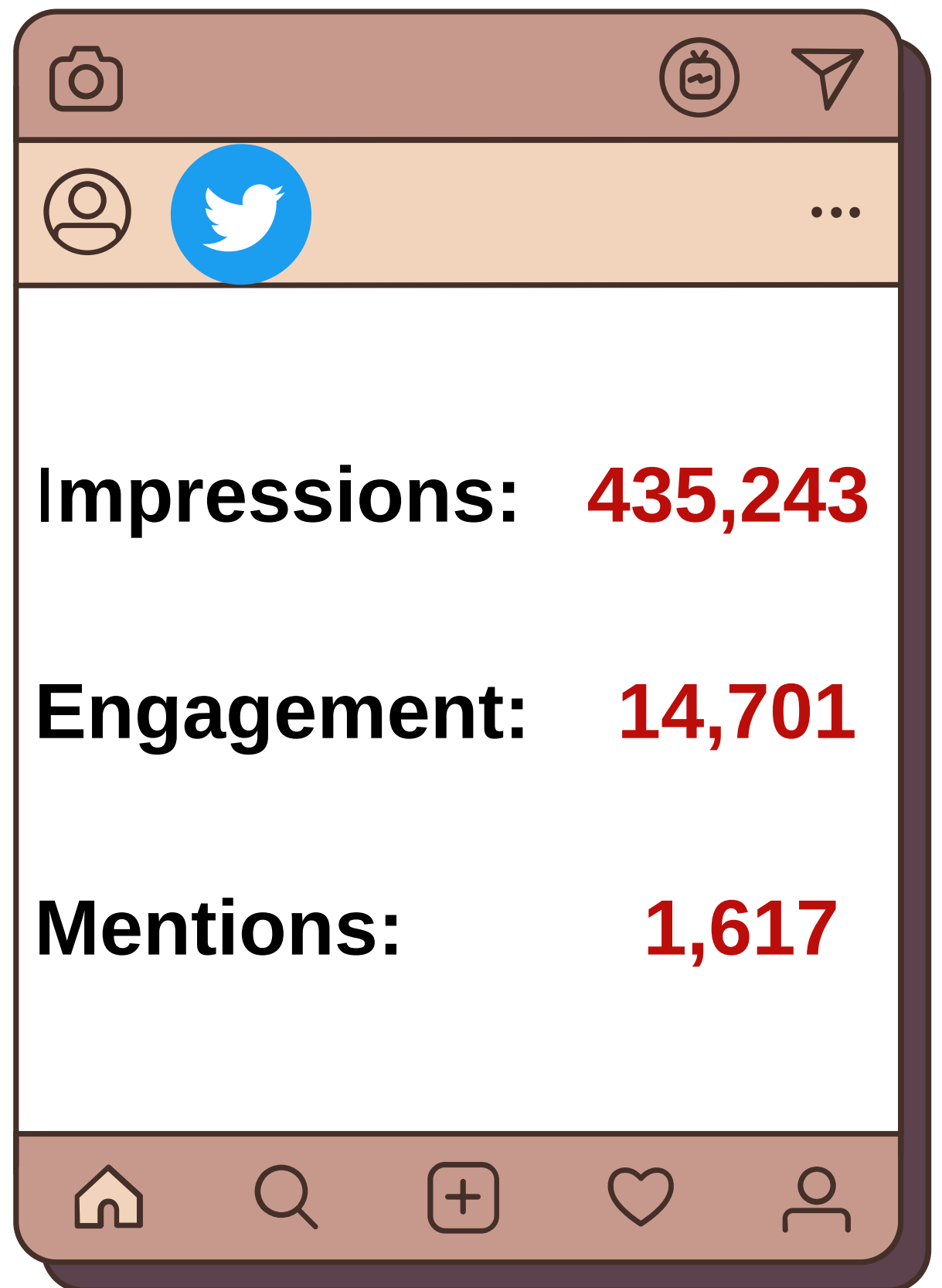
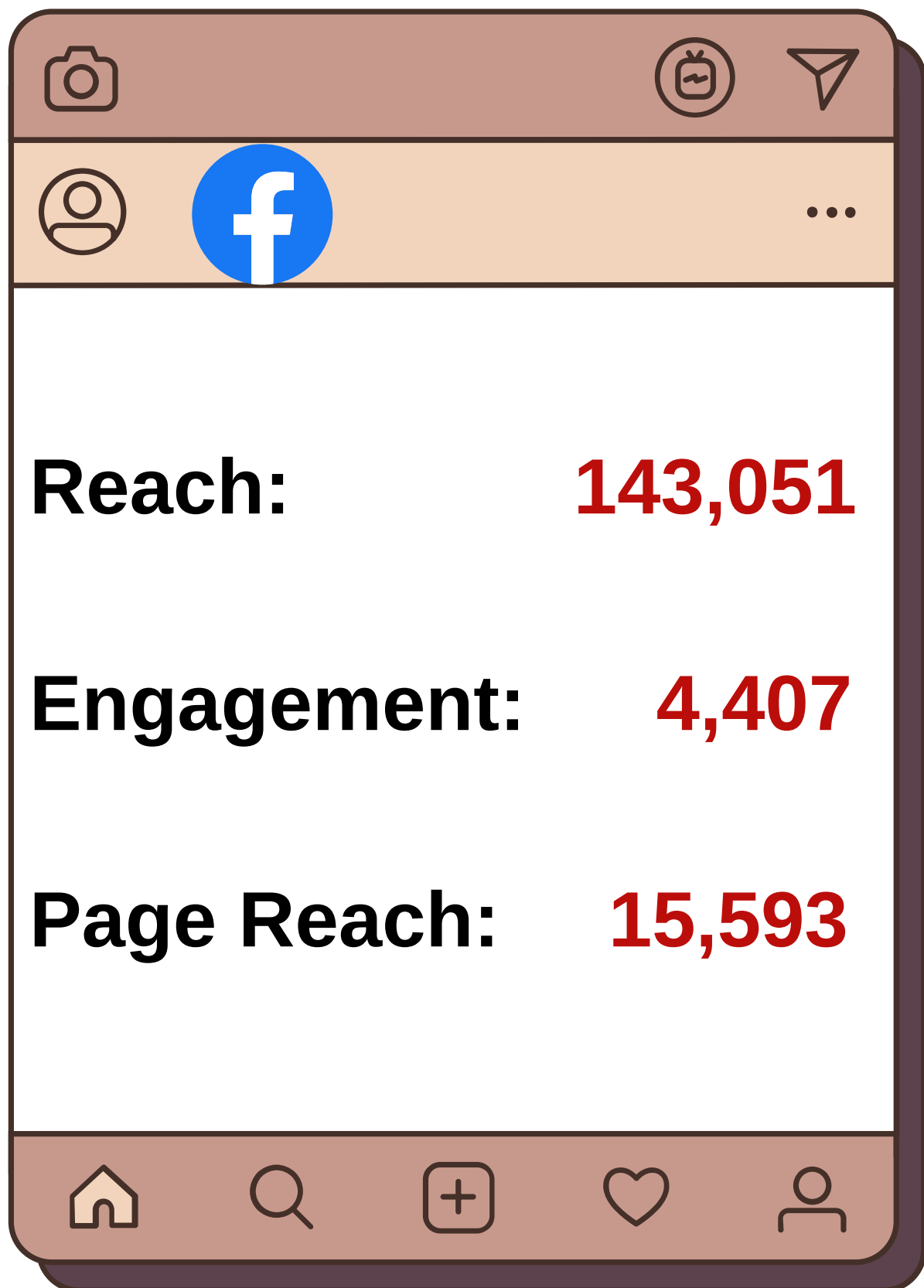


Engagement Rates: 24%

New Followers: 87

Top Performing Post (by reach:) 776

Social Media Activity



Training and Events



Over 150 training events delivered

Highlight

We have seen an increased demand for School Staff Training and sessions raising understanding of Online Hate and Hate Speech

Highlight

We estimate that over 28,000 individuals have been reached as a result of our training to professionals as well as community groups.



Highlight

We have refreshed our existing learning materials, developed new training approaches and new learning offerings in response to the requirements of schools, statutory partners, community groups and businesses.

What They Say!

"I am very grateful for your help and advice, especially on a Bank Holiday as no other services available."

"From all the organisations that I have spoken to, you are the only organisation with such a diverse workforce. I feel like I have been understood and supported by all your staff and you have been amazing over the last 5 years. You've come into my life as a blessing rather than a lesson and I hope it remains this way"

"This is an excellent service. I didn't know anything about the helpline and support that you provide but now I think contacting you is the best thing I ever did. You have been great and excellent to talk to."

"Thank you for all your support. I feel empowered now"

"Thank you so much for your help and support. You do amazing work! "

Stop Hate UK

Key Contacts

Contacts



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