



ANNUAL STATISTICAL REVIEW

2023 - 2024



STOP HATE UK [®]
STOP HATE. START HERE



Stop Hate UK Statistical Review 2023-24

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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.

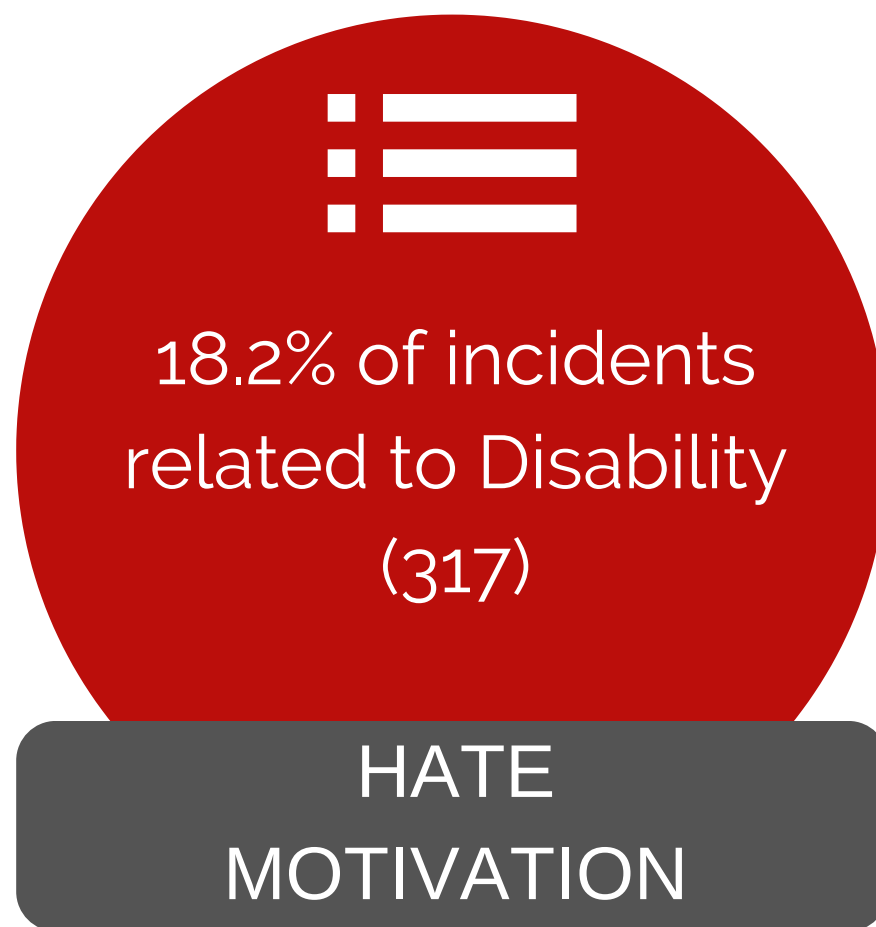
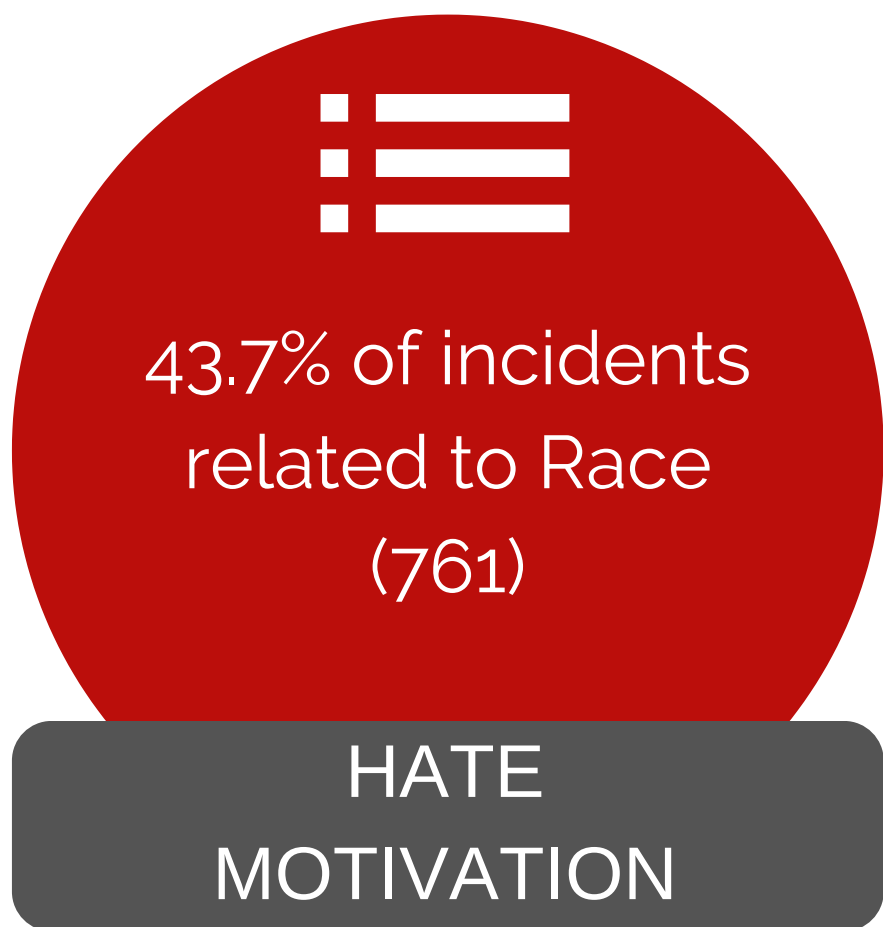
Our Helpline services also provide the opportunity for people to report anonymously, which they may choose to do for a number of reasons. The way the information is recorded helps with the identification of victims with complex needs, repeat victims and the changing patterns of confidence in the police.

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.

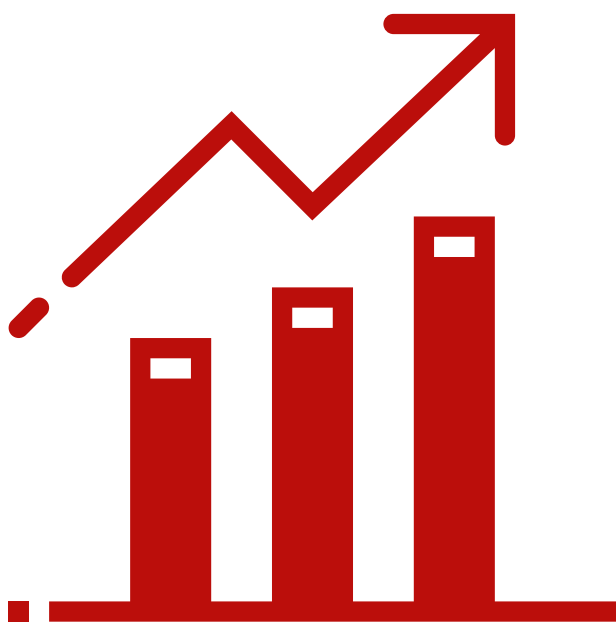
The **Stop Hate Line** is commissioned locally and is available in many areas of the UK while The **Call Hate Out Line** is for under 18yrs - see www.stophateuk.org for more details.

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 2023/24



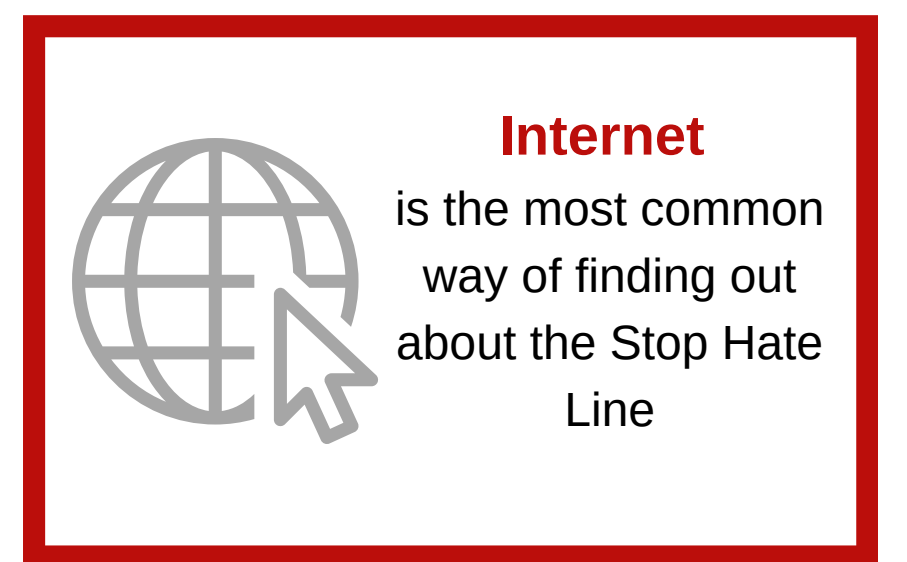
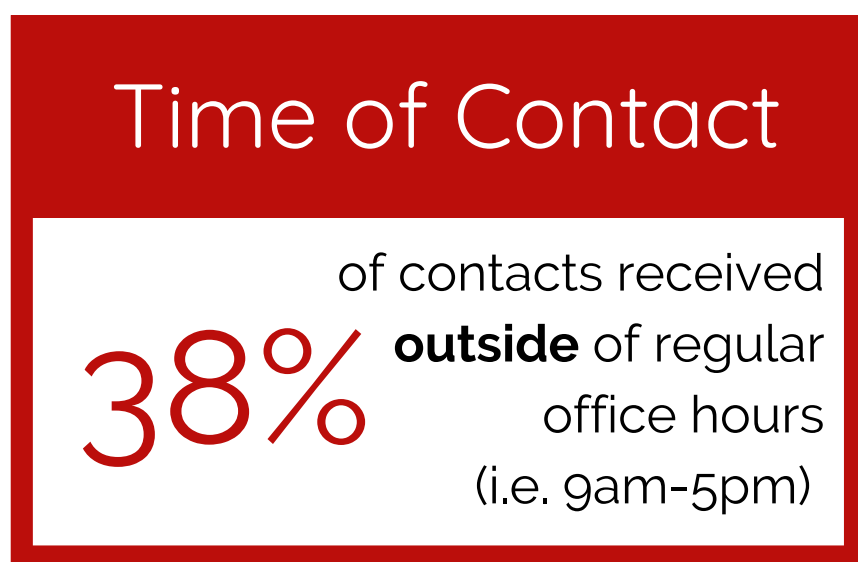
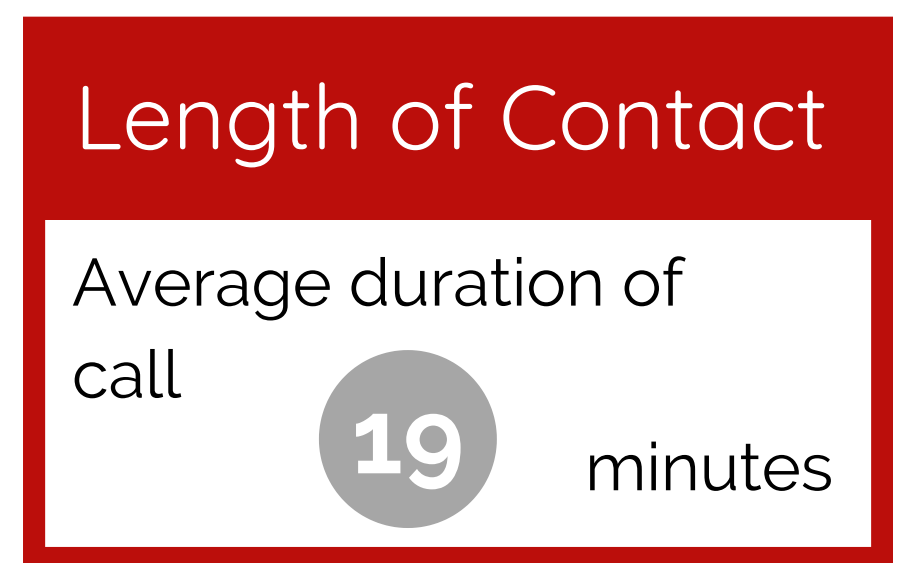
additional information



142% increase in **Faith** incident reports (50 to 121)

95% increase in **Sexual Orientation** incident reports (84 to 164)

Compared with 2022/23



Contacts

Overall contacts to the Stop Hate Line increased by 31% continuing the trend of last year. 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.

18% of contacts were via telephone

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

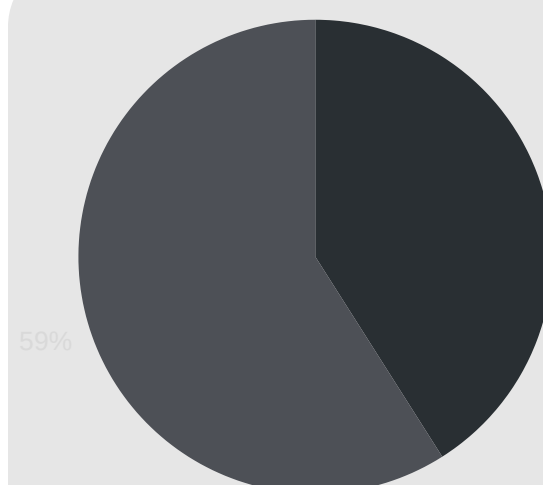


During the year, contacts to the helpline were received in **every hour** of the day and night



71% of contacts were to **report incidents** or provide **incident updates** while

12% were to provide **listening support, information and advice or signposting**



38% of all contacts were received **outside normal working hours**

Calls were on average 19 **minutes** in length



24% of new contacts found out about the Stop Hate Line **through the internet**

while, in total, 5% were signposted by one of the local statutory agencies.



Motivation

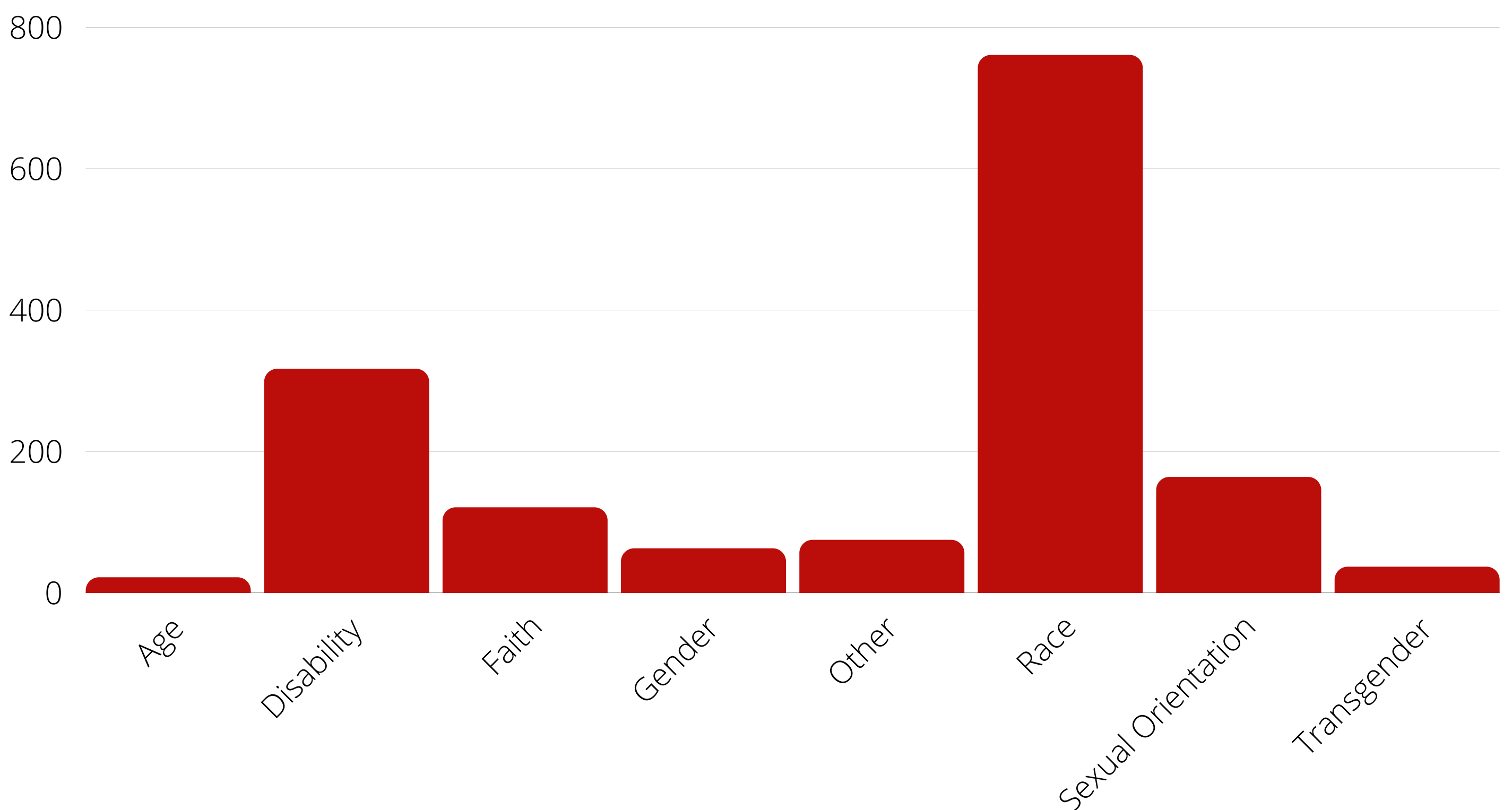
Race is highest reported motivation (43.7%) followed by **Disability** (18.2%)

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 **Sexual Orientation** by **95.2%** [84 to 164] while **Faith** reports increased by **142%** (50 - 121)

Over
8%

incident reports involve more than one motivation type.



Incident Type

Most reported types of incident were **Verbal Abuse** (492) and **Harassment** (338)

Threatening Behaviour (278), Offensive Language (168), Discrimination (167) and Anti-Social Behaviour (92) 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

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



289 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, 1.5% identified as Transgender (59.5% identified as Female, 37% as Male, 0.3% as Non Binary and 0.3% as Intersex)

Disability

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 77% stated they were Neuro-diverse. Autism formed 53% of this figure.

Of those persons reporting Disability related incidents 82% disclosed Mental Ill Health and 18% Physical/Mobility.

Sexual Orientation

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 69% identified as Heterosexual, 21% Gay, 6% Lesbian and 3.5% Bi-Sexual/Pansexual.

Persons reporting Sexual Orientation related incidents primarily identified as Gay (60%), Lesbian (20%), Bi-Sexual/Pansexual (3.6%) and Heterosexual (16%)

Demographics

Ethnicity

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose their ethnicity, 34% described themselves as from a White background (28% White British). 18% self identified as from a Black background, 26% from an Asian background and 5.5% from a Mixed background.

Persons reporting **Race** related incidents 36% self identified as from Asian background, 25% from Black background, 6% from a Mixed background and 14% from a White background.

Age

Of those persons experiencing a Hate Incident, who were willing to disclose their age, the majority were aged between 25 and 64 (77%). Persons aged between 35 and 54 were most likely to experience a Hate Incident (51%).

Faith

Of those persons experiencing a Hate Incident (all motivations), who were willing to disclose, 19% identified as Christian and 10% Muslim.

Persons experiencing **Faith or Religious** Hate incidents were likely to identify with Islam (44%) or Judaism (42%).

Accommodation

Of those persons experiencing a Hate Incident, who were willing to disclose, over 30% were in some form of rented accommodation – Local Authority (6.5%), Housing Association (17%), Private Landlord (5%), Other (2%).

69% were owner occupiers.

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.

Client contacted us to report a hate incident that he had experienced whilst waiting for a bus at the bus station. A male started had poking fun of the caller's appearance, and then started verbally abusing the caller, calling him a paedophile, pervert and other names so to poke fun of the caller. Another passer-by then intervened and got the suspect to go away and the caller said he then got on the bus and made his way home. Unfortunately, the caller said this was not the first-time, incidents of this nature are happening very often towards the caller.

*"2 young men attended the bar I work in (I'm a trans woman) and decided to start scribbling hate speech on the window, words such as 'tr*nny', 'gay c*nt' and 'f*ggot'. After I went outside to let them know they won't be allowed back inside, the older of the 2 decided to start screaming in my face calling me any slur he could think of and trying to intimidate me by getting in my face. Thankfully this is all that happened and nothing escalated any further but it definitely got close to a physical confrontation judging by his body language"*

Case Notes

The caller contacted us after feeling concerned about the safety of her child following lack support by the school. The caller's son is 6 years old, black and suffers from Epilepsy. Recently other students have been racially targeting her son, calling him names like 'Poo skin', 'disgusting'. When the victim approached his teachers, the teacher's response has been, to ignore it and don't go near the kids that say these names to him. The caller has complained about this to the school, but their response has been inadequate at best as they are not acknowledging that there is an issue with racism at the school. Report made to police on behalf of reporter.

The caller has contacted Stop Hate UK with regards to concerns over a dummy that is left hanging by the neck from a rope at a neighbouring property. The property in question belongs to a farmer. The dummy itself is very lifelike and it has a black face on it. The caller feels this needs to be addressed.

Our helpline operator discussed with the caller about reporting options and referrals and the caller preferred that we sent an anonymous report to the police but a full report for investigation to the local council. The caller also asked that the council contact her directly at first and not visit her or the neighbour as she is worried for repercussions.

The caller described ongoing harassment from her neighbour, which she believes is motivated by her identity as a single, Indian, Hindu woman. She lives in a maisonette with a shared pathway and her neighbour is an Afghan Muslim male.

The caller told Stop Hate UK that there have been altercations about the bins, resulting in a deterioration in the relationship. She said that her neighbour has:

- told neighbours she is crazy; - threatened to slap her; - broken her bin lid; - broken strings she had used to fix the bin lid; - broken her outside tap; - damaged her fence; - damaged her shed. The caller believes the neighbour is using a sharp object or knife to do the damage.

Our helpline operator listened while the caller described her experiences. Our operator advised the caller to continue logging the incidents and collecting evidence if possible.

Report made to the local authority ASB Team.

The caller was about to collect her kids from school, and she was wearing abaya and hijab. On the way there was a small road and while walking a woman suddenly spat on her and when the caller turned around the woman cross the road and again spat with anger on her face looking towards her. The caller was shocked, and the perpetrator did not do that to man behind her.

Our helpline operator explained how Stop Hate UK can assist refer her case to the council as the caller had already reported to the police and explained how if there any more hate incidents, they can always contact Stop Hate UK 24/7.

Report made to Council

Case Notes

The caller lives in a shared house. The tenants have individual bedrooms and bathrooms but share a kitchen. They are on individual tenancy agreements. The caller identifies as non-binary.

The caller was in the kitchen when their housemate came in and started asking why they wear nail polish. The housemate then became threatening and aggressive, stating LGBT doesn't exist and you shouldn't do those things. The caller felt it was clearly hate motivated due to the conversation and the things he said. There have been previous incidents but non so obviously motivated by caller's identity.

The caller said they have reported to the police, and it is being investigated as a hate crime. The caller said the property is privately rented and they are unsure about telling the landlord. Our operator listened and provided support due to fear of recriminations.

"I was called a pathetic little man and told the perpetrator would come around and rip my fence down. Made to feel vulnerable and worthless. I have muscular dystrophy and am a permanent wheelchair user. I also have severe heart failure."

The client told Stop Hate UK how two men stopped their car and started assaulting me verbally. They made unpleasant comments based on the client's sexual orientation 'do you like sucking dicks' 'suck my dick' etc. They also followed the client for a few minutes and then drove away. The client has a picture of their plate number.

Report made to Police and Council

*"2 young men attended the bar I work in (I'm a trans woman) and decided to start scribbling hate speech on the window, words such as 'tr*nny', 'gay c*nt' and 'f*ggot'. After I went outside to let them know they won't be allowed back inside, the older of the 2 decided to start screaming in my face calling me any slur he could think of and trying to intimidate me by getting in my face. Thankfully this is all that happened and nothing escalated any further but it definitely got close to a physical confrontation judging by his body language."*

Case Notes

"On the 212 bus in the direction of Chingford, as I was coming down the stairs a man was blocking the way. He did move but has his hands around his crotch area. He got off at the same stop and started asking me questions, if I was ok, where was I going, did I have a home to go to. he was getting quite close. I was waiting for someone to pick me up but set off to start walking to get away, but he followed so I turned back. My lift arrived and I got in the car and he tried to open the door to the car. Thankfully I had hit the lock button."

Report made to the Police.



What They Say!

"Many, many thanks for replying to my email with the below...Thank you also for pointing me in an additional direction - it was a case of 'I know there was channels to go through, but didn't quite know where to begin.'"

"Thanks for coming back to me! This is perfect. "

"Thank you for your support and the reporting,- other helplines are not as accessible."

"Thank you so much for your kind response. Your comment was wonderfully insightful considering you rushed to put it together in short notice! "

"You've been wonderful, so kind, I really appreciate it - you make such a difference"

Stop Hate UK

Key Contacts

Contacts



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[@stophateuk](https://twitter.com/stophateuk)



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