

For anonymous independent support, we're here:

STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE
Text Relay 18001 0800 138 1625

online **post** **text**
www.stophateuk.org Stop Hate UK Head Office 07717 989 025
 (webchat, online form, email) PO Box 484 | Leeds LS7 9BZ

HANDS UP FOR NOT LIVING IN FEAR



The Stop Hate Line is run by Stop Hate UK, an independent charity which aims to raise awareness and understanding of discrimination and Hate Crime, encourage its reporting, and support the individuals and communities it affects.

Registered charity no. 1062692.



Feb 2011

Disability Gender Identity Race Religion Sexual Orientation

STOP HATE UK®

What is Hate Crime?
How can you report it?



Information in 45 languages

English	English	2	Kurdish-Bahdini	کوردی بادینی	26
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www.stophateuk.org

STOP HATE UK
0800 138 1625
24 HOUR HELPLINE

Disability Gender Identity Race Religion Sexual Orientation

Stop Hate UK: Statistics Report

Derbyshire

Year End - 2017-2018

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



Front Cover

The front cover shows the cover of our Languages booklet. We will soon be adding **Bulgarian, Lithuanian, and Ukrainian**. If areas have any other languages that are used locally we can add those as well. Please let us know

For more information about our range of publicity materials please contact us on 0113 293 5100 or via info@stophateuk.org

We have continued to work within Derbyshire to raise awareness of Hate Crime and the support that is available. Equally we intend to work with partners in the coming year to increase awareness of the services provided by Stop Hate UK.

Our activity has included, but is not limited to:

We have maintained discussions with partner agencies regarding embedding use of the service within the area so it continues to be seen as a recognised 3rd party reporting option within the area.

We have continued to develop campaign resources to support local campaigns and encourage agencies to access these resources to promote awareness of Hate Crime and the availability of the Stop Hate Line service within the county.

Through our work with a number of funders we have promoted the reporting of on-line Hate - a growing area of concern – and we continue to develop our proactive approach to challenging online Hate Speech through a range of activities

Through our various social media platforms we have raised awareness of activity in Derbyshire and assisted with spreading the word on important Hate Crime campaigns delivered locally by partner agencies.

We have provided bespoke data and monitoring information to Remedi to assist with project management.

We have provided publicity and literature to local organisation including Derbyshire County Council and Derbyshire Police to support local Hate Crime initiatives. Much of this publicity was provide free of charge due to the continued commissioning of the Stop Hate Line service in Derbyshire.

During the year Chief Executive, Rose Simkins and Mike Ainsworth the Head of London Services, were appointed to the HMICFRS group of experts for the inspection of Police Forces on Hate Crime issues.

During October, in partnership with 17-24-30 we had another successful National Hate Crime Awareness Week. Stop Hate UK staff delivered talks, training and attended events across the country. The responses and messages of support on social media during this week gave us a good indication of just how successful the week was.

Anyone wanting resources to promote the helpline should contact info@stophateuk.org

Helpline Activity

During 2017-18 we have received 134 contacts to the Stop Hate Line service from Derbyshire. This included 58 incidents and 76 calls seeking updates, support and information and advice. Where consent was given, referrals for investigation and additional support were passed to the police, victim services and Housing Association.

The highest forms of hate motivation identified this year were **Disability** and **Race**. Most common types of incidents reported included those involving, **Verbal Abuse, Threatening Behaviour, Harassment, and Anti Social Behaviour**.

This year 48% of the contacts were outside normal office hours. Contacts were received throughout the Derbyshire area demonstrating that the service is recognised within communities as a trusted reporting option. Access to the service was mainly by telephone (78%) but with some usage of other services.

This year has seen the highest number of contacts since the service began in Derbyshire and continues the upward trend seen over previous years.

Table 1—Number of connections

Total 08-09	Total 09-10	Total 10-11	Total 11-12	Total 12-13	Total 13-14	Total 14-15	Total 15-16	Total 16-17
33	70	73	127	98	112	50	120	117

Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
30	48	21	35	134

Figures given in the quarterly reports are always for the number of individual calls or electronic contacts. We call these *connections*, in order to cover phone calls as well as conversations held over SMS, webchat, email etc.

Figure Z—Connection Trend

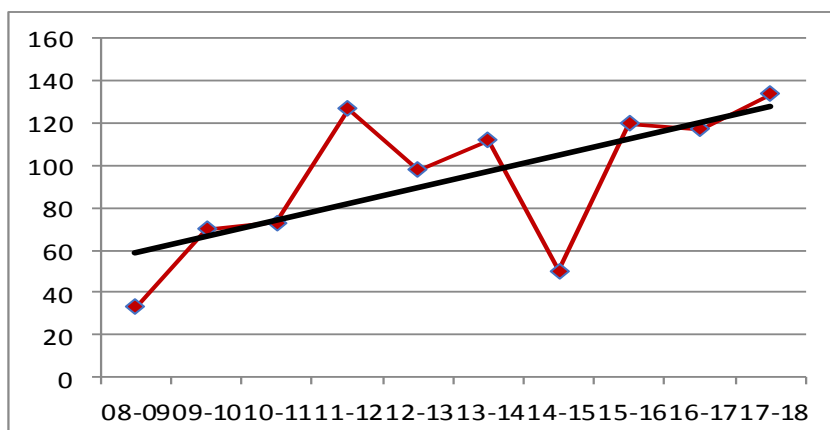
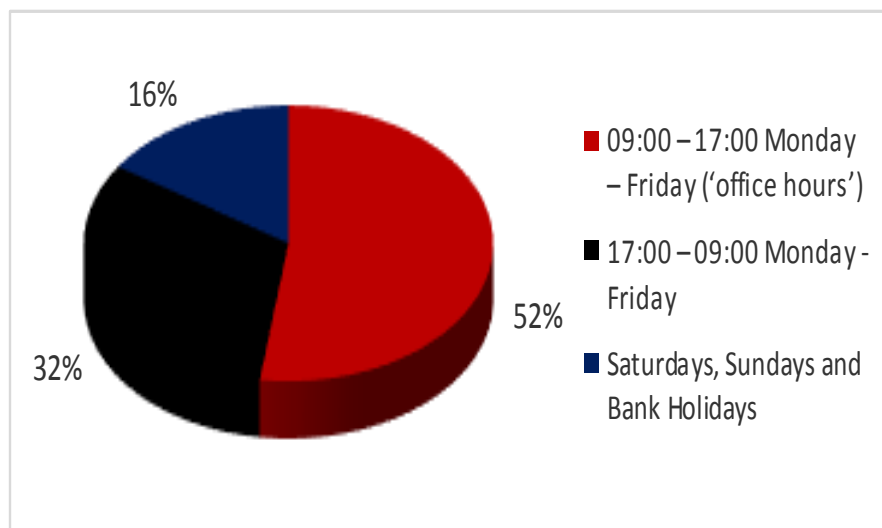


Table 2—Day/time of contact

Day/time	Q1	Q2	Q3	Q4	Total
09:00 – 17:00 Monday – Friday ('office hours')	16	23	14	17	70
17:00 – 09:00 Monday - Friday	11	18	5	9	43
Saturdays, Sundays and Bank Holidays	3	7	2	9	21
Total number of connections	30	48	21	35	134
Total number of reports outside 'office hours'.	14	25	7	18	64

Times for helpline calls and SMS or web chat conversations are logged at the beginning of the conversation. Times for online forms and emails are logged when the form is submitted or when the email is sent. Time of contact is not included for letters.

Figure 1—Day/time of contact: 2017-18



48% of contacts with the Stop Hate Line have been outside office hours this year.

Table 3—Average duration of connections (minutes)

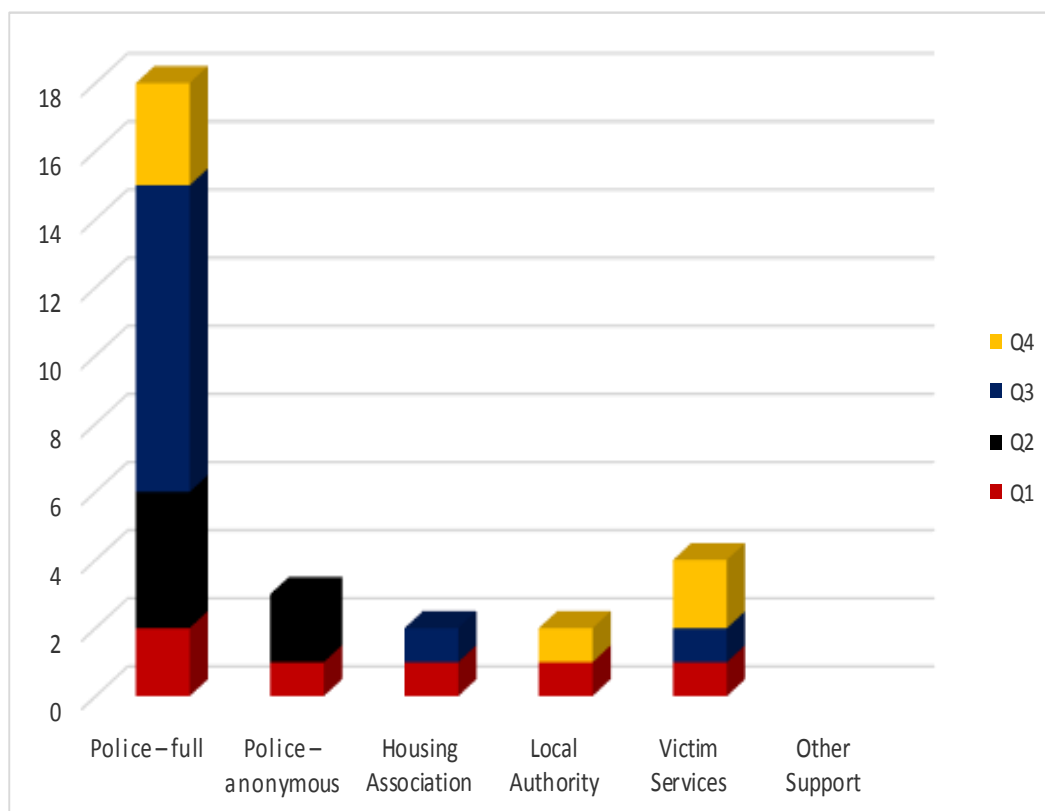
Type of contact	Q1	Q2	Q3	Q4
Incident connections	22.1	21.4	16.3	17.6
Non-incident connections	19.9	13.7	23.9	21.5
All connections	20.9	16.0	19.0	19.5

This data is only available for connections where the contacting person communicated with an operator in real time i.e. telephone, web chat or SMS.

Table 4—Referrals made following calls or electronic contact

Referral agency	Q1	Q2	Q3	Q4	Total
Police – full referral	2	4	9	3	18
Police – anonymous referral	1	2	-	-	3
Local Authority	1	-	-	1	2
Housing Association	1	-	1	-	2
Victims Services	1	-	1	2	4
Other Support	-	-	-	-	-

Figure 2 —Referrals made following calls or electronic contact: 2017-18



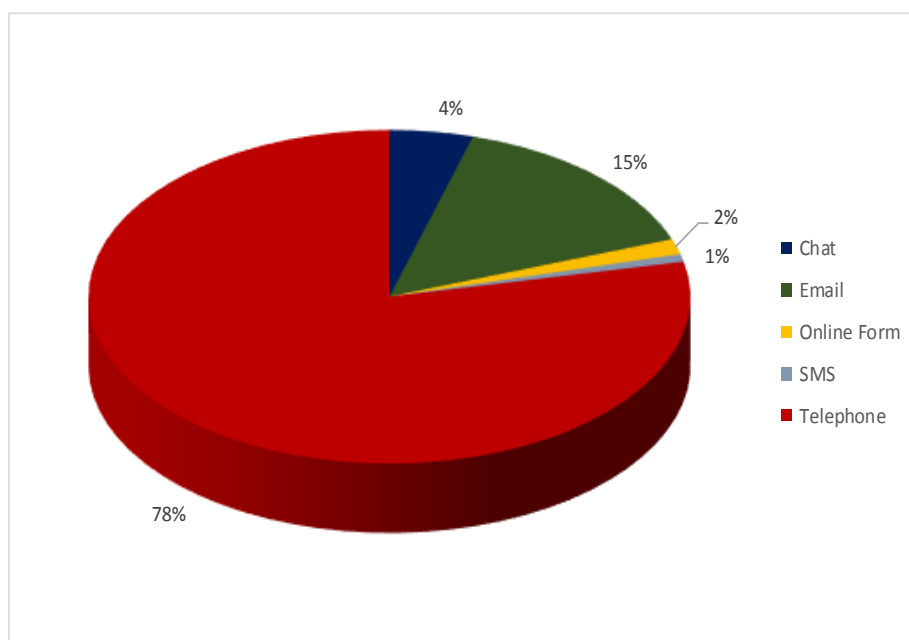
Stop Hate UK makes referrals on behalf of callers to local agencies to investigate and provide further support.

Table 5—Method of contact

Method	Q1	Q2	Q3	Q4	Total
Telephone	23	35	17	30	105
BSL	-	-	-	-	-
Chat	3	1	-	2	6
Email	4	12	3	1	20
Online Form	-	-	1	1	2
SMS	-	-	-	1	1
Letter	-	-	-	-	-
Total	30	48	21	35	134

Stop Hate UK provides a range of contact methods for people to report Hate Crimes. Although our 0800 number is still very popular we are seeing an increase in the use of electronic reporting methods, the webchat facility in particular.

Figure 3—Method of contact: 2017-18



This year over 78% of the contacts with the Stop Hate Line have been via telephone.

Repeat Callers

There were 4 repeat callers during Quarter 4, some calls were new incidents and some were updates or enquiries. The repeat callers accounted for 17 contacts with the helpline.

Table 6—How contacting person heard about the Stop Hate Line

Method	Q1	Q2	Q3	Q4
Council	-	1	-	-
Internet	1	7	3	3
Leaflet/Poster	-	2	1	2
Local organisation	2	2	4	1
National organisation	-	-	-	-
Police	10	5	2	4
Word of mouth	-	-	1	1
Work	-	-	-	-

Promoting the Stop Hate Line is vital to its success. There are many ways to do this including training. Stop Hate UK can provide bespoke training on request and of course our large range of electronic and printed resources.

Very often callers cannot recall where they heard about the Stop Hate Line - which could be an indication of the strength of our brand profile in the area

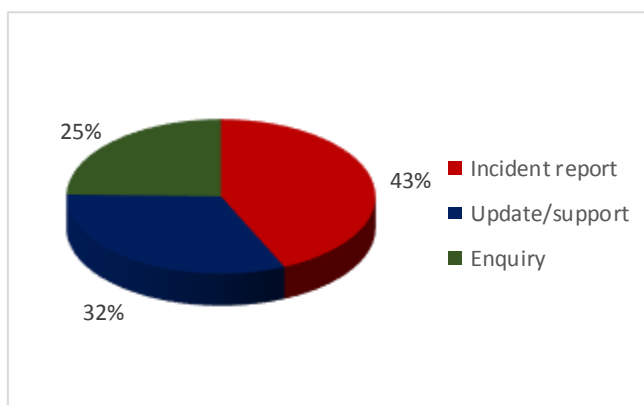
Table 7—Type of contact

Type of contact	Q1	Q2	Q3	Q4	Total
Incident report	14	14	14	16	58
Update/support	10	18	3	12	43
Enquiry	6	16	4	7	33
Total	30	48	7	35	134

Enquiries include requests for information about Stop Hate UK and the Stop Hate Line as well as enquiries about our publicity materials. We are also able to signpost contacts to other agencies in Derbyshire when appropriate. This allows contacts to receive the best service for their situation and improves cross agency working.

Update/support calls are those where the contact wants to discuss their situation but does not have an incident to report. They may just want to provide an update on their case or request additional referrals. Contacts may be upset or frustrated, so we listen and provide support whilst managing expectations ensuring that contacts speak to the right agency at the right time.

Figure 4—Type of contact: 2017-18



This year 43% of contacts from Derbyshire were to report an incident

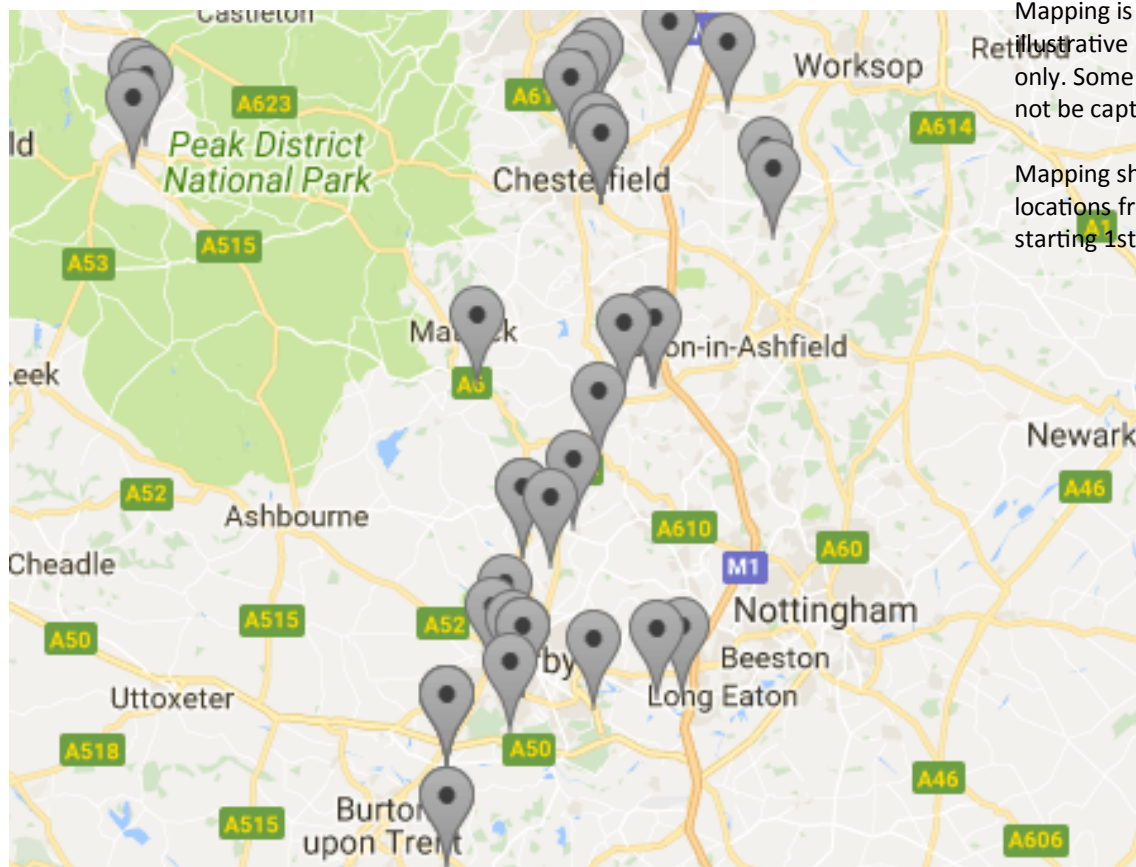
Incidents

Table 8—Incident Location

Post Code	Area	Q1	Q2	Q3	Q4	Total
DE1		-	1	1	-	2
DE5		-	-	-	-	-
DE11		1	-	-	-	1
DE21		-	-	1	-	1
DE22		-	1	1	-	2
DE23	Derby	-	2	2	2	6
DE24	Derby	1	-	-	2	3
DE55		2	1	1	2	6
DE56		-	-	1	1	2

Post Code	Area	Q1	Q2	Q3	Q4	Total
DE65		-	1	-	-	1
NG10		-	2	-	-	2
NG20		-	-	1	-	1
S40		-	-	1	-	1
S41	Chesterfield	4	2	-	2	8
S43	Chesterfield	-	-	2	-	2
S80		-	-	-	1	1
SK17	Buxton	1	1	-	-	2
Not specified		5	3	3	6	17
Total		14	14	14	16	58

We now list incidents by the location of the incident rather than the location of the victim. In some cases, the incident may have happened in the Commissioning Area but the victim may live in another area.



Please note:

Mapping is provided for illustrative purposes only. Some incidents will not be captured.

Mapping shows locations from period starting 1st April 2016

Table 9—Hate motivation

Hate Crime Strand	Q1	Q2	Q3	Q4	Total
Age	-	-	1	-	1
Alternative sub culture	-	-	1	-	1
Disability	5	5	6	6	22
Gender Identity	1	1	-	-	2
Race	2	4	6	4	16
Religion	-	2	1	1	4
Sexual Orientation	1	4	-	2	7
Other	2	-	2	-	4
Non-hate crime	3	2	1	3	9
**Multiple motivations	-	2	4	-	6

* Stop Hate UK records incidents that are perceived by the caller to be motivated by hate but which do not fall into one of the monitored strands. Non-hate crimes are incidents where the caller does not believe there was a hate motivation involved.

**Sometimes the victim or informant will cite more than one hate motivation for an incident. All motivations are recorded.

Figure 5—Hate Motivation

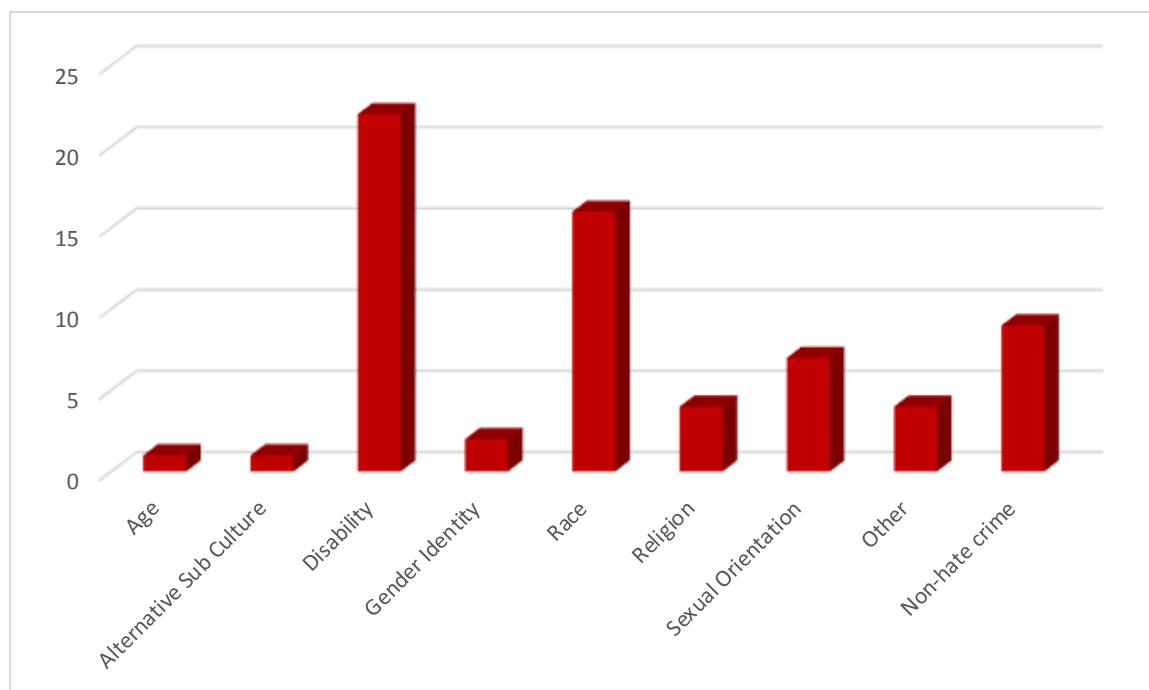


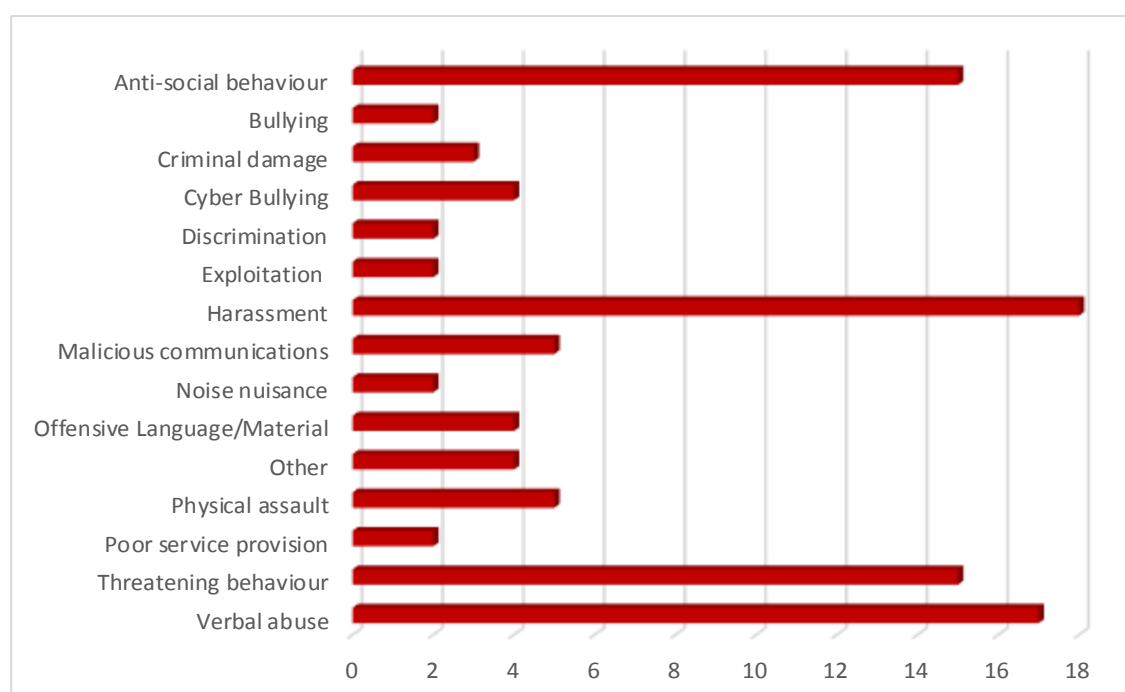
Table 10—Type of incident reported*

Type of incident reported	Q1	Q2	Q3	Q4	Total
Anti-social behaviour	4	4	3	4	15
Bullying	2	-	-	-	2
Criminal Damage	2	1	-	-	3
Cyber Bullying	-	1	1	2	4
Discrimination	1	-	1	-	2
Exploitation	-	1	-	1	2
Harassment	3	4	4	7	18
Malicious communications	-	-	2	3	5
Noise nuisance	-	-	-	2	2
Offensive Language/Material	1	1	2	-	4
Other	1	-	1	2	4
Physical Assault	2	1	2	-	5
Poor service provision	-	1	-	1	2
Threatening Behaviour	4	2	4	5	15
Verbal abuse	4	7	5	1	17
Total	24	23	25	28	100

* Callers may report more than one type of incident. These are recorded in each relevant section.

Anti Social Behaviour, Harassment, Threatening Behaviour and Verbal Abuse are the most commonly reported incident types this year.

Figure 6—Type of incident reported: 2017-18



Non-incidents

Non-incidents include enquiries, update/support contact (where the contact wants to discuss their case or situation but does not disclose information about a specific incident, or has already reported that incident to us), hoax/abusive or spam contact and silent calls. Stop Hate UK also signposts callers to other agencies where appropriate and helps contacts manage their expectations of all agencies involved in their case.

Table 11—Type of Non-Incidents

Type of non-incident	Q1	Q2	Q3	Q4	Total
Enquiry - Information and Advice	3	14	3	6	26
Enquiry - signposting	2	1	-	1	4
Enquiry - publicity request	1	1	-	-	2
Client updating about case	7	13	3	3	26
Listening and Support	3	5	1	9	18
Total	16	34	7	19	76

Clients regularly update Stop Hate UK about the progress of their cases.

Table 12—Ethnicity

Monitoring Information - victims

Ethnicity	Q1	Q2	Q3	Q4	Total
Asian Or Asian British - Indian	-	1	-	-	1
Black Or Black British - African	-	-	-	1	1
Black Or Black British - Other Black Background	-	-	-	-	-
Gypsy/Traveller	-	-	-	-	-
Mixed - White And Black African	-	-	-	-	-
Mixed - White And Black Caribbean	-	-	-	1	1
White - British	2	2	3	3	10
White - Irish	-	-	-	-	-
White - Other White Background	-	1	3	-	4
Not Stated	12	10	8	11	41
Total	14	14	14	16	58

Table 13—Gender

Gender	Q1	Q2	Q3	Q4	Total
Female	7	6	6	7	26
Male	4	5	4	1	14
Transgender	-	-	-	-	-
Not Stated	3	3	4	8	18
Total	14	14	14	16	58

Table 14—Age

Age	Q1	Q2	Q3	Q4	Total
0 To 16	-	-	-	-	-
17 To 19	-	-	-	-	-
20 To 29	-	-	1	-	1
30 To 39	1	1	-	-	2
40 To 49	-	1	2	-	3
50 To 59	2	3	2	4	11
60 To 69	3	3	1	2	9
70 and over	1	-	1	-	2
Not Stated	7	6	7	10	30
Total	7	14	14	16	58

Table 15—Religion of victim

Religion of victim	Q1	Q2	Q3	Q4	Total
Christianity	1	1	1	2	5
Do Not Wish To Disclose Religious Belief	1	1	-	-	2
Hinduism	-	-	-	-	-
Islam	-	-	-	1	1
Sikhism	-	1	-	-	1
No Religion	-	-	-	1	1
Not Stated	12	11	13	12	48
Total	14	14	14	16	58

Table 16— Sexual Orientation of victim

Sexual Orientation	Q1	Q2	Q3	Q4	Total
Bisexual	-	-	-	-	-
Gay	4	4	-	1	9
Heterosexual/ Straight	3	2	2	4	11
Not Stated	7	8	12	11	38
Total	14	14	14	16	58

Table 17—Main Disability of victim

Disability of victim	Q1	Q2	Q3	Q4	Total
Autism	-	-	-	1	1
Chronic Illness	-	2	1	-	3
Hearing Impairments	-	1	-	-	1
Learning Disability/difficulty	-	-	1	-	1
Mental Ill Health	8	5	1	5	19
Physical/mobility	1	1	2	-	4
None Stated	5	5	9	10	29
Total	14	14	14	16	58

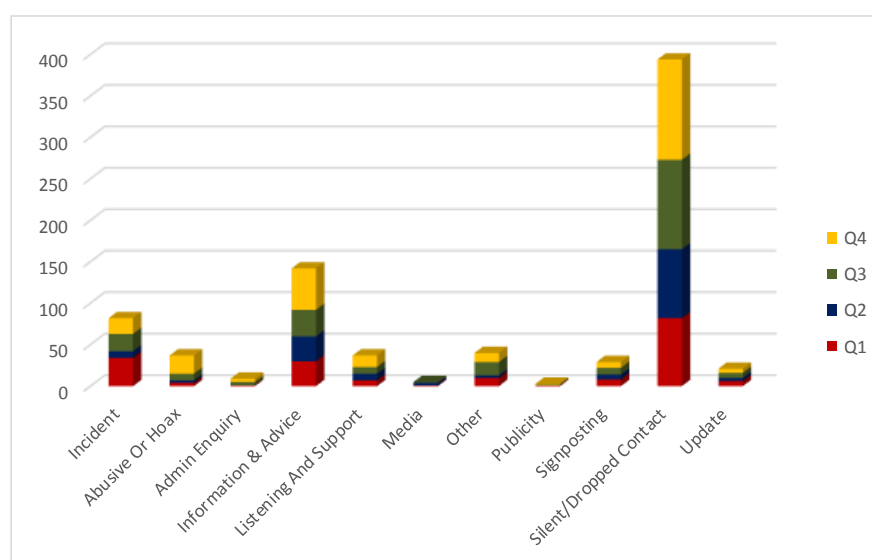
Our team try to obtain as much ‘monitoring’ information as possible (e.g. age, gender, ethnicity) about the victim. However, sometimes victims are unwilling to share these details or, if the contacting person is reporting on behalf of another person, they may not know the information. Sometimes it is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

Table A - Number of connections – no location given

Type of Contact	Q1	Q2	Q3	Q4	Total
Incident	34	8	21	19	82
Abusive Or Hoax	4	3	8	22	37
Admin Enquiry	1	-	4	4	9
Information & Advice	30	30	32	50	142
Listening And Support	7	8	8	14	37
Media	1	3	1	-	5
Other	10	3	16	11	40
Publicity	1	-	1	1	3
Signposting	8	6	8	7	29
Silent/Dropped Contact	82	83	108	121	394
Update	6	4	6	5	21
Total	184	148	213	254	799

Connections where the contact did not disclose their location may have been from Derbyshire. Even if a caller chooses not to disclose their location, there is a lot a Stop Hate Line operator can do to support them during the conversation. Stop Hate UK believes that we can provide a contact with more targeted support if we know their location. Therefore we always attempt to get this information. However it is not always appropriate to ask i.e. if a contact is particularly distraught or wishes to remain anonymous.

Figure A - Number of connections – no location given



Callers who have never reported incidents before sometimes start by talking to us anonymously. As they gain confidence they will often provide more details about who they are and where they come from. Stop Hate UK understands this and works with victims with the aim of ultimately reporting incidents to local agencies so they can be investigated and dealt with.

Case Studies

The following case studies provide examples of the nature of contacts made to the Stop Hate Line service and the issues affecting service users within Derbyshire and the support offered by Stop Hate UK:

INCIDENT DETAILS: Caller explained that over recent months an unknown male she recognises has spat in her face on two occasions, and has called her 'nigger'. She describes herself as mixed race* and lives in a predominantly white area. She called the police after the second incident and they told her that if it happens again she must call them immediately.

She feels racism has been stirred up recently since the Brexit campaign, and she is finding herself bumped into and barged when she is out and about in town. She is starting to feel vulnerable and increasingly anxious as a result of these micro aggressions.

Empathised and encouraged the caller to call the police immediately if it happens again so they can respond straight away. Advised to try to gather any evidence or witnesses if it happens again. Suggested a referral to Victim Services, which the caller agreed would be good. The caller wants help to feel more empowered so she is less vulnerable and anxious when she is out and about. Discussed seeing GP again. Caller is also going to write to MP about the increasing racism and how this is affecting her, and ask what they plan to do about it.

Referral to Victim Services.

INCIDENT DETAILS: Caller contacted the helpline to talk about his situation in which he was receiving malicious communications (abusive emails) from a particular suspect. The abusive emails were a personal attack on the caller, such as calling him a narcissist for instance. The caller states he is disabled as he was diagnosed with Aspergers*. The caller knows the suspect as they were both part of a mental health support group, in which the suspect was a volunteer. The caller said this person has often targeted others but he feels that he is an easy target due to his disability. The caller simply wanted it to stop as he felt the situation is going out of hand. I explained about our service and offered a referral to Derbyshire police, which the caller agreed to. I advised the caller to keep hold of the email and discuss this when he is contacted by the police and also recommended that he considers to mark the emails as SPAM if they start to impact his well being in anyway, or contact the police on 101/999 for faster/urgent contact in the event of an emergency or if the caller gets more abusive in the mean time. I noted caller details and concluded the call after explaining the referral process,

Referral to Derbyshire Police.

*** Callers often use terminology which may not be used by Stop Hate UK—however we report a caller's words as spoken.**



For further information about Stop Hate UK or the Stop Hate Line, please contact:

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