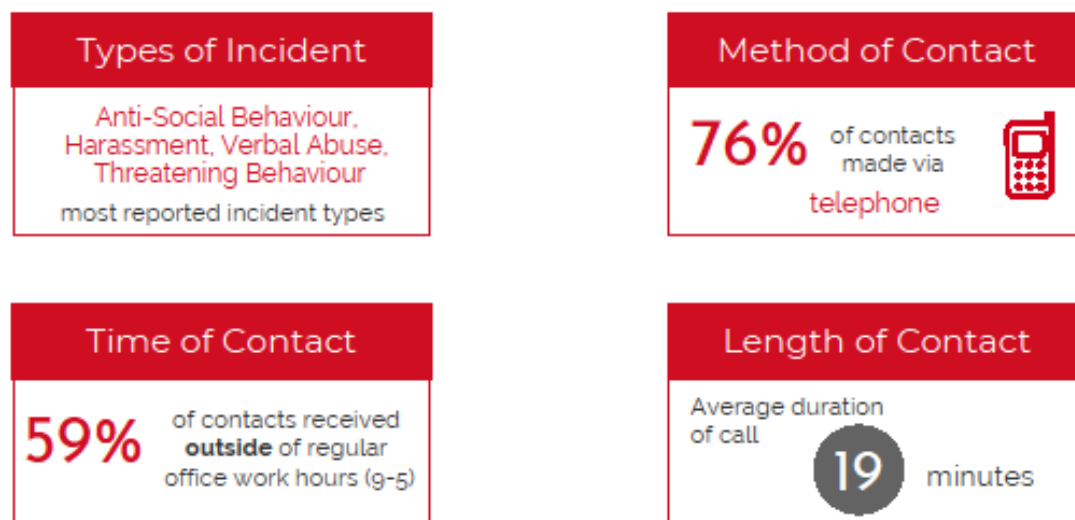


Stop Hate Line Statistics - 2018-2019

Derbyshire



additional information



For further information about Stop Hate UK or the Stop Hate Line, please contact ian@stophateuk.org



Front Cover

The cover summarises the helpline activity for the year
For more information about our range of publicity materials please
contact us on 0113 293 5100 or via info@stophateuk.org

Throughout the fourth Quarter, we have continued to raise awareness of the support and services offered by Stop Hate UK within Derbyshire. New campaign resources have been developed and delivered to organisations in the area. We continue to take a proactive approach to social media to further promote our own services and activities as well as to endorse local partner agencies.

- We finished delivering a series of Hate Crime Awareness training sessions across North Yorkshire and we're just beginning a new series of training for Kirklees council, contact us to find out more about what we can offer you or go to our website for more information on bespoke training available.
- Rose advised Kirklees Hate Crime Strategy Group in Huddersfield; the group was extremely impressed with her input.
- Our No Hate Speech Team, who specialise in online hate, delivered app training to the Calderdale Schools Equality Network.
- Our Business Information Team Leader delivered training at Tameside college.
- As a response to concerns around disorder at polling stations for the recent European elections, Stop Hate UK were asked to provide material at polling stations. Contact us if you would like to organise a similar arrangement.
- Our Chief Executive was on the panel for the Q&A at the Half Me Half You performance alongside its actors and writers.
- We're about to launch a series of full day workshops in partnership with Resolve ASB, our Chief Executive and Business Information Team Leader ran two preliminary workshops at the Resolve ASB conference.
- One of our Support Services Project Workers went to deliver Hate Crime awareness training to a group of children with learning disabilities at the Todmorden Community Resource Centre.
- Representatives of the Hatemeter project came from Trento University, Italy, for their deployment day at our offices. We spent the giving feedback on and helping to develop their tools to help counter Hate Speech online.
- While our Director of London Services gave a talk at the University of Cambridge, our Chief Executive was a keynote speaker at their conference, Reporting Racism at Cambridge.
- Our No Hate Speech Team Leader went to give feedback at the Online Harms white paper, stakeholder input session.

Anyone wanting resources to promote the helpline should contact info@stophateuk.org, our catalogue is available on our website.

Helpline Activity

During quarter 4 of 2018-19 we received 26 contacts to the Stop Hate Line service from Derbyshire.

This included 16 incident reports and 10 calls seeking updates, support and information and advice. Where consent was given, referrals for investigation and additional support were passed to the Police, Other support services and Victim Services.

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

59% of the contacts were outside normal office hours while 76% were by the telephone.

Contacts this quarter albeit less than previous quarter continues the upward trend of contacts albeit a significant number of contacts have come from a small number of repeat callers.

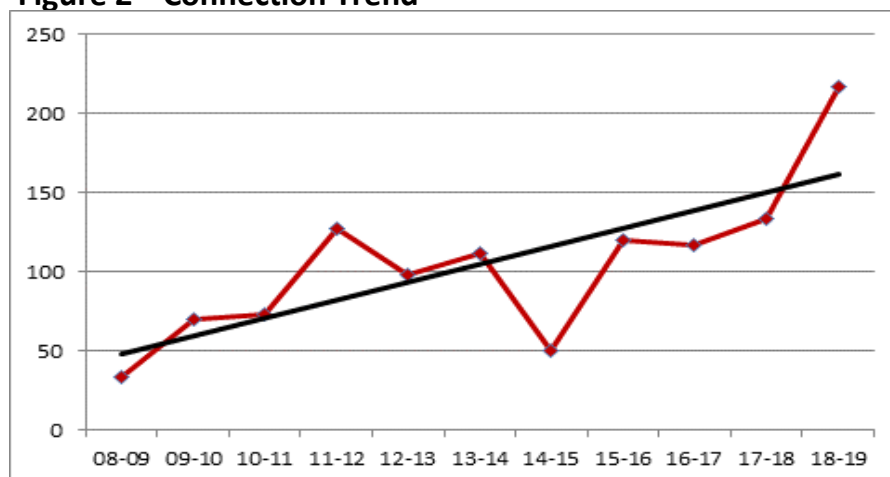
Table 1—Number of connections

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	Total 17-18
33	70	73	127	98	112	50	120	117	134

Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Total 18-19
59	59	73	26	217

Data Comment: 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



Derbyshire: Year End: 2018 - 2019

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Time and duration of calls/contact

Table 2—Day/time of contact

Day/time	Q1	Q2	Q3	Q4	Total
09:00 – 17:00 Monday – Friday ('office hours')	15	26	22	9	72
17:00 – 09:00 Monday - Friday	26	21	30	7	84
Saturdays, Sundays and Bank Holidays	18	12	21	4	55
Total number of connections	59	59	73	26	217
Total number of reports outside 'office hours'.	44	23	51	11	129

Data Comment: 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.

59% 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	32.1	28.6	7.7	13.5
Non-incident connections	27.9	19.5	10.9	14.6
All connections	30.0	24.5	9.3	13.9

Data Comment: 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.

Referrals

Table 4—Referrals made following calls or electronic contact

Referral agency	Q1	Q2	Q3	Q4	Total
Police – full referral	3	6	2	7	18
Police – anonymous referral	-	1	2	-	3
Local Authority	-	1	-	-	1
Housing Association	-	1	-	-	1
Victims Services	2	4	3	2	11
Other Support	-	-	1	1	2

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	25	48	69	22	164
BSL	-	-	-	-	-
Chat	31	4	2	2	39
Email	2	4	1	2	9
Online Form	-	-	1	-	1
SMS	1	3	-	-	4
Letter	-	-	-	-	-
Total	59	59	73	26	217

This year over 24% of the contacts with the Stop Hate Line have been via electronic methods

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

Method	Q1	Q2	Q3	Q4
Council	-	1	1	9
Internet	2	-	1	2
Leaflet/Poster	-	2	-	1
Local organisation	1	4	-	-
National organisation	-	-	2	-
Police	-	1	-	1
Word of mouth	-	-	-	-
Work	1	-	-	1

Table 7—Type of contact

Type of contact	Q1	Q2	Q3	Q4	Total
Incident report	29	32	36	16	113
Update/support	24	19	27	7	77
Enquiry	6	8	10	3	27
Total	59	59	73	26	217

Data Comment: 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.

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 14 contacts with the helpline.

Post Code	Area	Q1	Q2	Q3	Q4	Total
DE1		-	2	-	1	3
DE5		-	-	-	-	-
DE7		-	16	30	8	54
DE11		-	-	-	-	-
DE21		-	-	-	-	-
DE22		1	1	-	1	3
DE23	Derby	1	-	-	-	1
DE24	Derby	-	-		1	1
DE55		2	-	1	1	5
DE56		-	-	-	-	-

Post Code	Area	Q1	Q2	Q3	Q4	Total
DE65		-	1	-	-	1
NG10		-	1	-	-	1
NG20		1	-	-	-	1
S21		-	-	-	1	1
S40		1	-	-	-	1
S41		2	4	3	-	9
S42		-	1	-	2	3
S80		-	1	-	-	1
SK17		1	-	-	-	1
Not stated		20	5	2	1	28
Total		29	32	36	16	113

Mapping is provided for illustrative purposes only. Some incidents will not be captured.
Mapping shows locations from period starting 1st April 2016



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Table 9—Hate motivation

Hate Crime Strand	Q1	Q2	Q3	Q4	Total
Age	-	-	-	-	-
Alternative sub culture	1	2	-	-	3
Disability	12	16	12	8	48
Gender Identity	1	1	-	-	2
Race	4	4	1	2	11
Religion	-	-	-	-	-
Sexual Orientation	6	7	2	1	16
Other	9	10	20	4	43
Non-hate crime	2	-	1	3	6
**Multiple motivations	6	8	-	2	16

Data Comment: * 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.

Table 10—Type of incident reported

Type of incident reported	Q1	Q2	Q3	Q4	Total
Anti-social behaviour	3	6	5	1	15
Bullying	4	2	1	1	8
Criminal Damage	3	3	1	-	7
Cyber Bullying	-	1	-	-	1
Discrimination	-	-	1	-	-
Exploitation	-	-	-	-	-
Harassment	6	5	7	6	24
Malicious communications	-	1	-	1	2
Noise nuisance	1	-	3	-	4
Offensive Language/Material	-	2	3	3	8
Other	1	1	2	1	6
Physical Assault	2	1	-	2	5
Poor service provision	-	-	-	1	1
Threatening Behaviour	14	14	10	7	45
Verbal abuse	19	17	14	8	58
Total	53	53	47	31	184

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

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

Non-incidents

Data Comment: 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	4	6	10	2	22
Enquiry - signposting	2	2	-	1	5
Enquiry - publicity request	-	-	-	-	-
Client updating about case	12	10	19	3	44
Listening and Support	12	9	8	4	33
Total	30	27	37	10	104

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 - Caribbean	-	1	-	-	1
Gypsy/Traveller	-	-	-	-	-
Mixed - White And Black African	-	-	-	-	-
Mixed - White And Black Caribbean	-	-	-	-	-
White - British	3	16	31	8	58
White - Irish	-	-	-	-	-
White - Other White Background	-	-	-	-	-
Not Stated	25	14	5	8	52
Total	29	32	36	16	113

Table 13—Gender

Gender	Q1	Q2	Q3	Q4	Total
Female	3	7	3	4	17
Male	22	21	30	8	81
Transgender	-	1	-	-	1
Not Stated	4	3	3	4	14
Total	29	32	36	16	113

Table 14—Age

Age	Q1	Q2	Q3	Q4	Total
0 To 16	-	-	-	-	-
17 To 19	-	-	-	-	-
20 To 29	-	-	-	-	-
30 To 39	21	19	30	8	78
40 To 49	1	2	1	1	5
50 To 59	1	2	-	-	3
60 To 69	3	4	3	-	10
70 and over	1	1	-	-	2
Not Stated	2	4	2	7	15
Total	29	32	36	16	113

Table 15—Religion of victim

Religion of victim	Q1	Q2	Q3	Q4	Total
Christianity	-	-	-	-	-
Do Not Wish To Disclose Religious Belief	1	-	-	-	1
Hinduism	-	-	-	-	-
Islam	1	-	-	-	1
Sikhism	-	-	-	-	-
No Religion	-	1	-	-	1
Not Stated	27	31	36	16	110
Total	29	32	36	16	113

Table 16— Sexual Orientation of victim

Sexual Orientation	Q1	Q2	Q3	Q4	Total
Bisexual	-	-	-	-	-
Gay	2	4	3	-	9
Heterosexual/ Straight	21	22	30	8	81
Not Stated	6	6	3	8	23
Total	29	32	36	16	113

Table 17—Main Disability of victim

Disability of victim	Q1	Q2	Q3	Q4	Total
Autism	-	1	-	-	1
Chronic Illness	-	2	-	1	3
Hearing Impairments	-	-	-	-	-
Learning Disability/difficulty	-	16	30	8	54
Mental Ill Health	24	7	3	1	35
Physical/mobility	1	-	1	-	2
None Stated	4	6	2	6	18
Total	29	32	36	16	113

Data Comment: 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.

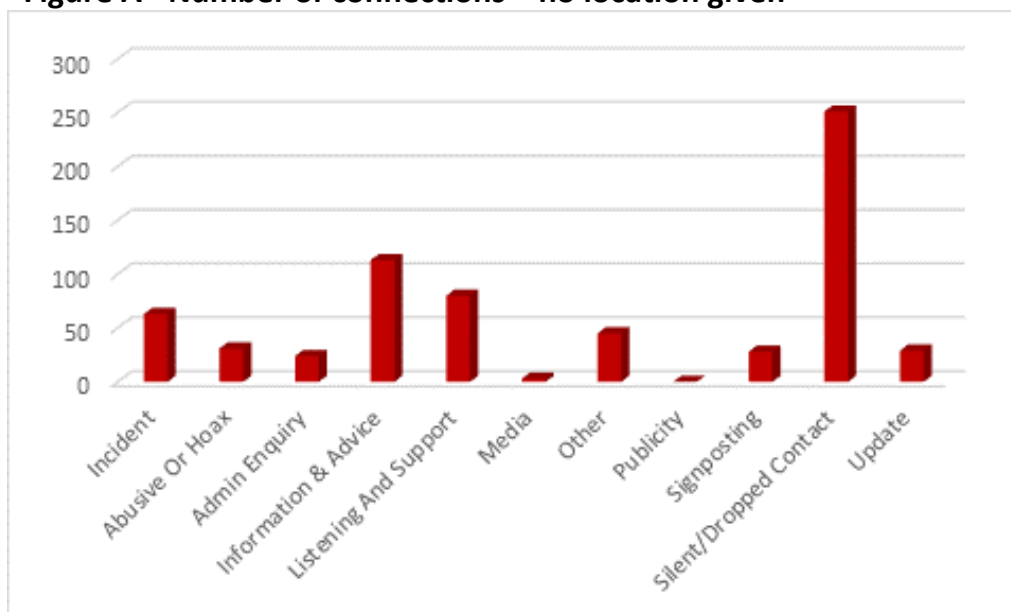
Connections—No Location

Table A - Number of connections – no location given

Type of Contact	Q1	Q2	Q3	Q4	Total
Incident	30	16	17	19	82
Abusive Or Hoax	13	3	15	4	35
Admin Enquiry	6	14	4	1	25
Information & Advice	39	32	42	34	147
Listening And Support	27	29	24	5	85
Media	1	2	-	1	4
Other	10	21	14	15	60
Publicity	-	-	-	-	-
Signposting	8	14	6	14	42
Silent/Dropped Contact	96	92	63	46	297
Update	12	7	10	13	42
Total	242	230	195	152	819

Data Comment: 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 study provides example 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 states 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.

Caller was told of remit of helpline. Caller was provided with a reference number and was told a referral to police will be processed as per her request.

Referral made to Police



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

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ian@stophateuk.org

Rose Simkins - Chief Executive

rose@stophateuk.org

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