

Hate Crime Survey

Findings and recommendations from
Citizens Advice Rushmoor Research &
Campaigns Team



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**citizens
advice**

Rushmoor

Background

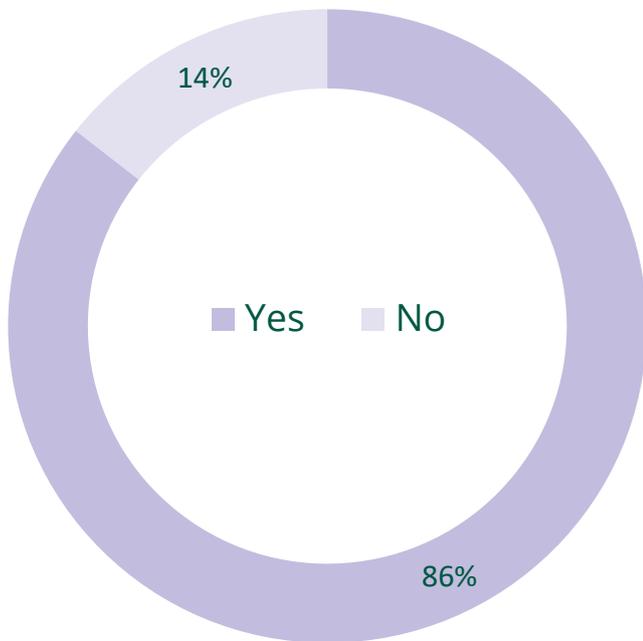
The Research and Campaigns Hate Crime Group at Citizens Advice wanted to understand more about people's experience of hate crime in Rushmoor to ensure our service is meeting the needs of the community.

We launched our hate crime survey via social platforms on 12th of Oct 2020. Up to January 2021 we have had 97 responses.

Here is the analysis of the survey results.

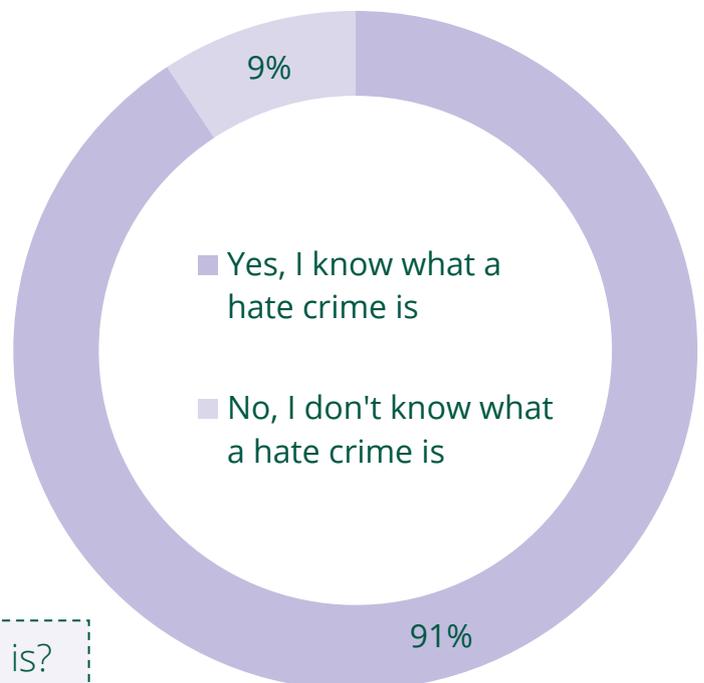


Survey results



1. Do you live in Rushmoor?

The result shows that 86% of the people who participated in the survey were from Rushmoor and rest from different areas within the UK.

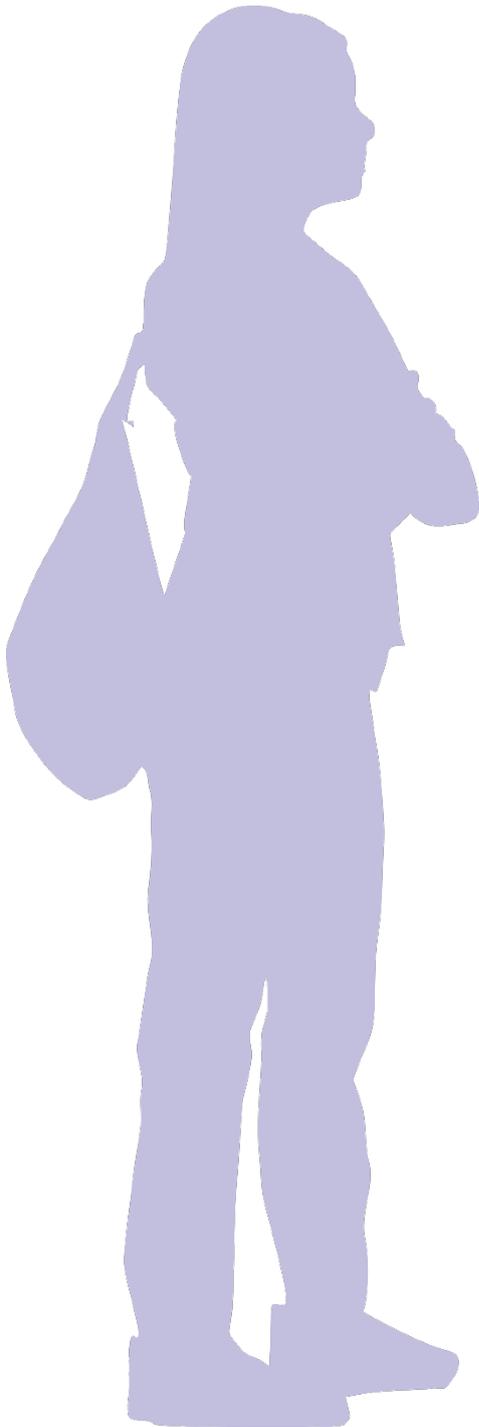


2. Do you know what a hate crime is?

The result shows that 91% of them already knew what a hate crime was and 9% didn't know.

3. In a few words, please explain what you think a hate crime is?

Apart from 2 people, everyone answered this question. Their answers indicate that they have a fair understanding of what a hate crime is.



Some responses:

"Discrimination towards other individuals"

"A hate crime is when you treat someone badly or harm them because you don't like who or what they are"

"Harming or abusing someone unknown due to a personal characteristic"

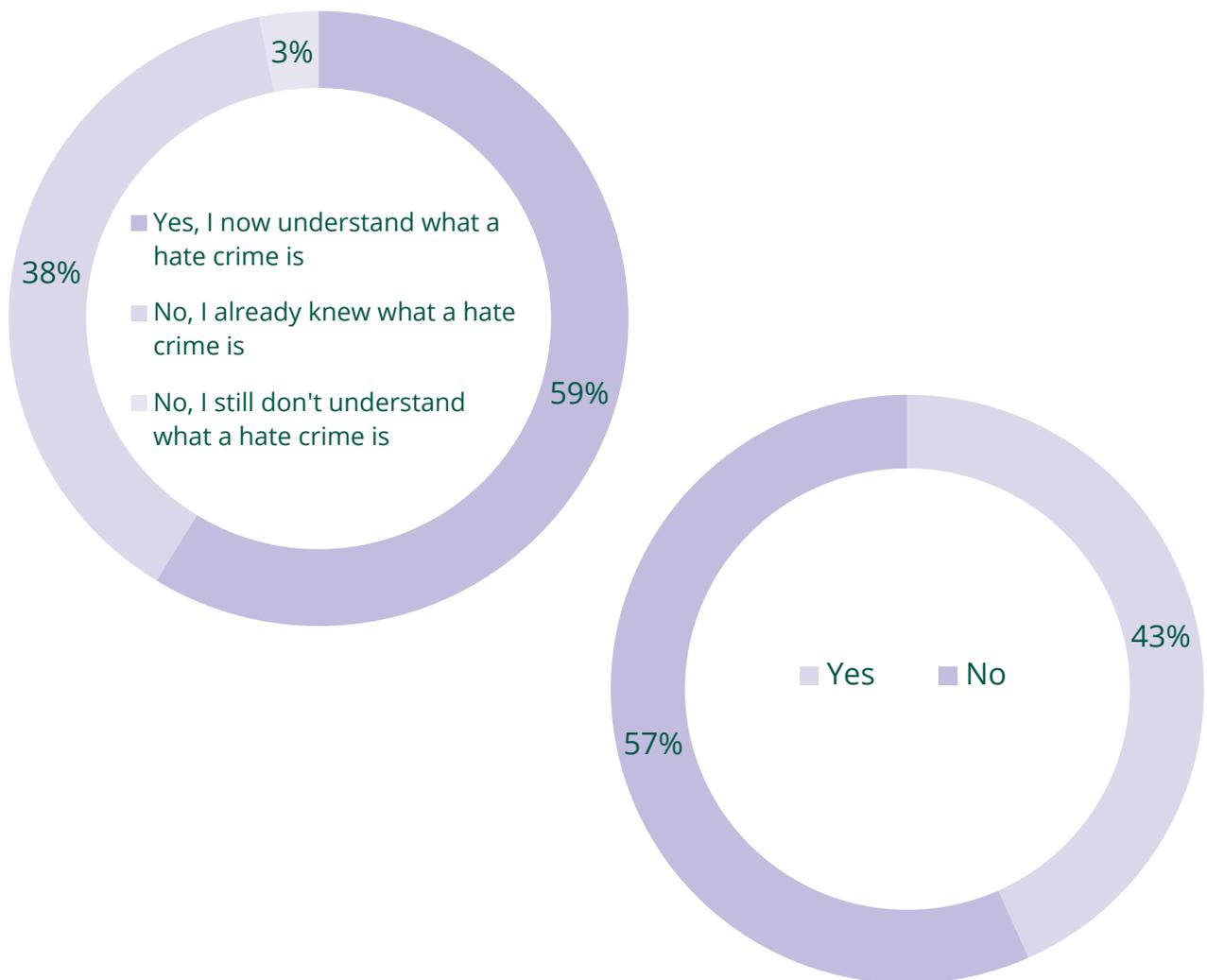
"Actions of hate towards others because of their ethnicity, gender orientation, age or religious beliefs"

"Negative behavior towards someone because of their race, religion, disability etc."

"Racism, anti-gay etc. assault for being different"

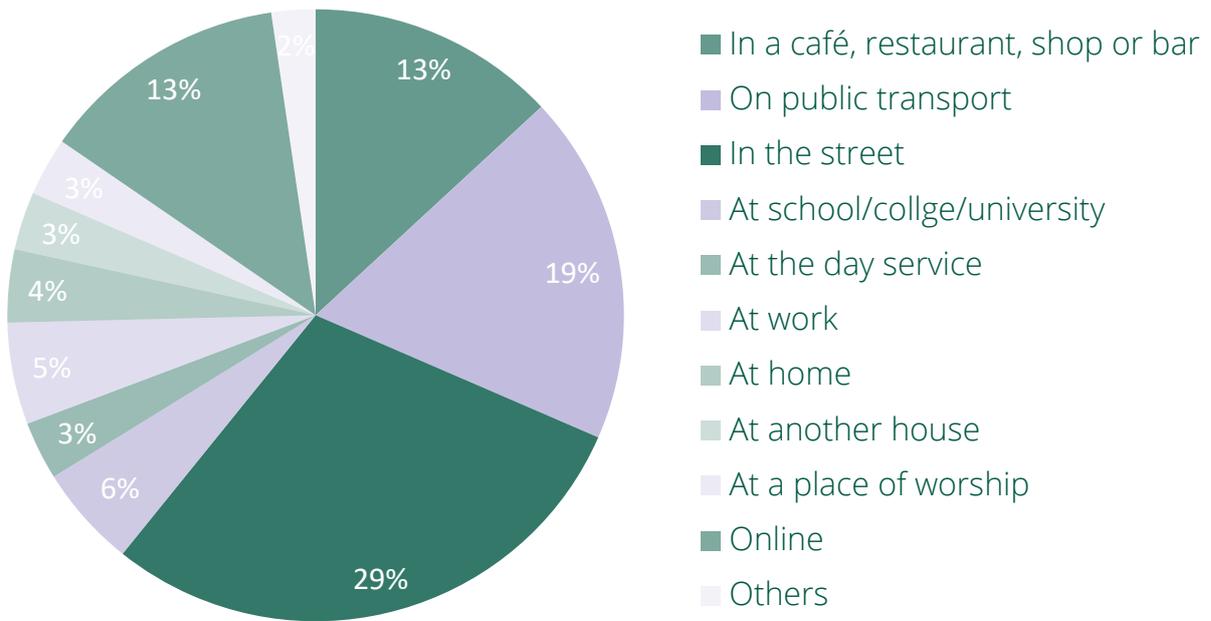
4. Is this information helpful in understanding what a hate crime is?

We included definition of hate crime incident, and some useful links on hate crime in the survey and, asked whether the information was helpful to understand a hate crime. Hence, as shown in the figure, it helped 59% of the people's understanding of what a hate crime is. However, 38% people said they already knew and 3% are still not sure about what a hate crime is.



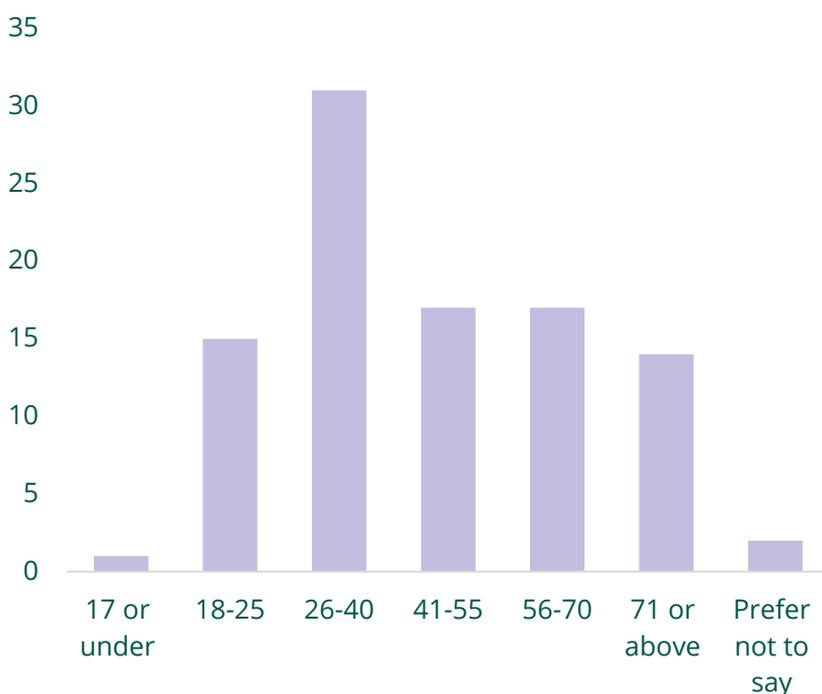
5. Do you feel at risk of experiencing a hate crime in Rushmoor?

As shown in the figure, 57% of the respondents did not feel at the risk however, 43% said that they felt at risk of experiencing hate crime in Rushmoor.



6. Where do you feel most at risk of experiencing a hate crime in Rushmoor?

As shown in the figure, people feel most at risk of experiencing a hate crime in the street. 29% of the respondents reported that. Whereas 19% of them feel at risk on public transport in Rushmoor. It shows that the third most risky place is cafés, restaurants, shops and bars. Also, it shows quite a lot of people feel at risk online too. However, people feel least at risk of experiencing a hate crime at the day service and at a place of worship.

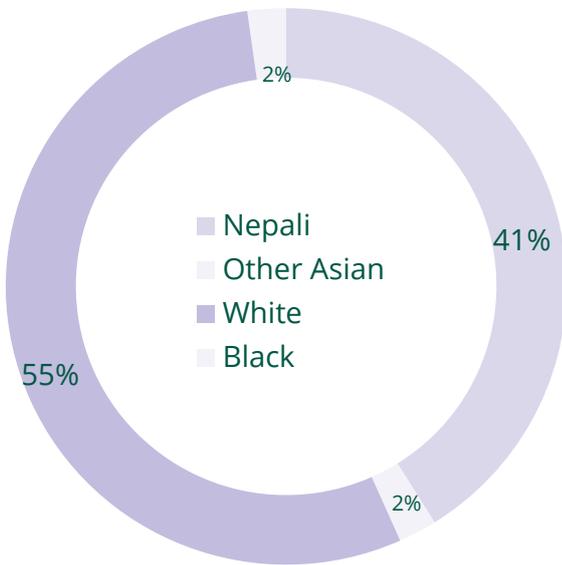
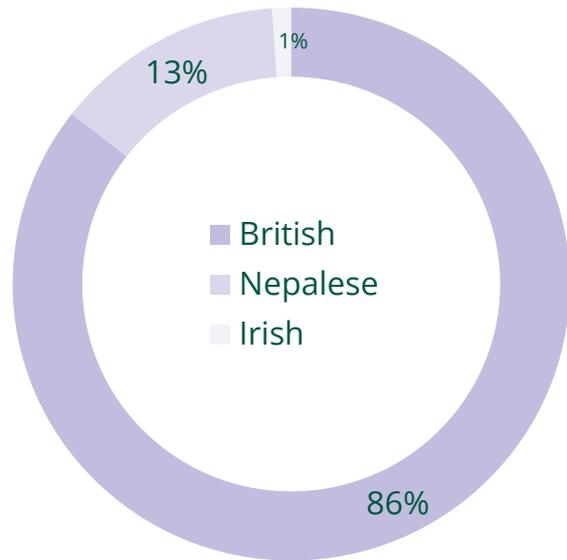


7. How old are you?

All age groups participated in the survey as shown in the figure. Most respondents were between 26-40 years old. But there were also a good number of people from 41-55 years and 56-70 years old. 2 people preferred not to state their age group and 1 person was 17 or under.

8. What is your nationality?

The majority of people, 86% were a British nationality. 13% Nepalese and 1% Irish.

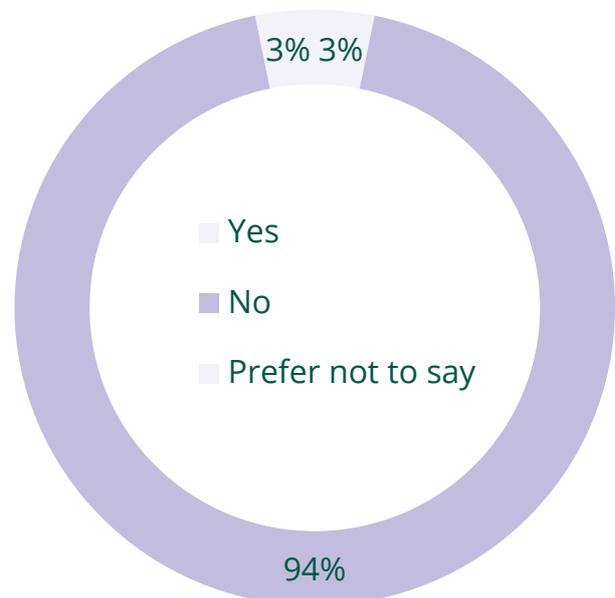


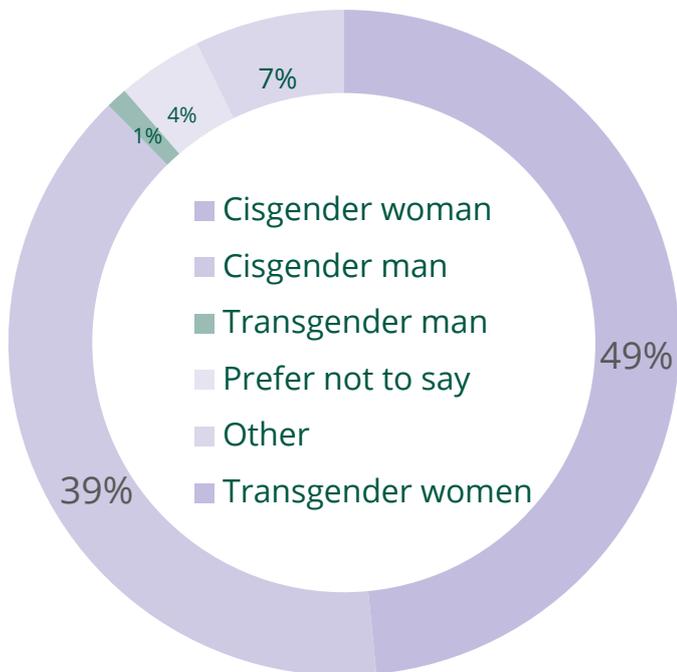
9. How would you describe your ethnicity/race? e.g., Nepali or White

As figure shows, there were only 3 ethnic groups who participated in the survey. The majority of them were from the white ethnic group (55%) whereas, only 2% were from black ethnicity. 43% were Asian which were all of Nepali ethnicity apart from 2%.

10. Are you a member of the LGBTQ+ community?

There were only 3% of the respondents from LGBTQ + community.

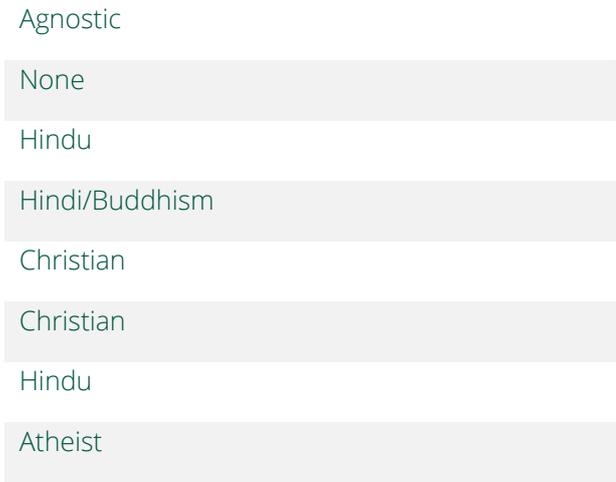
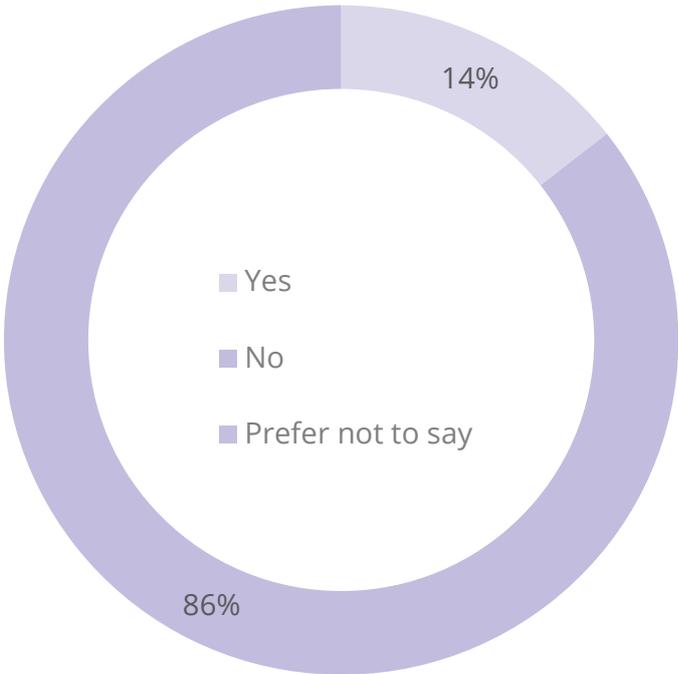




11. How would you describe your gender?

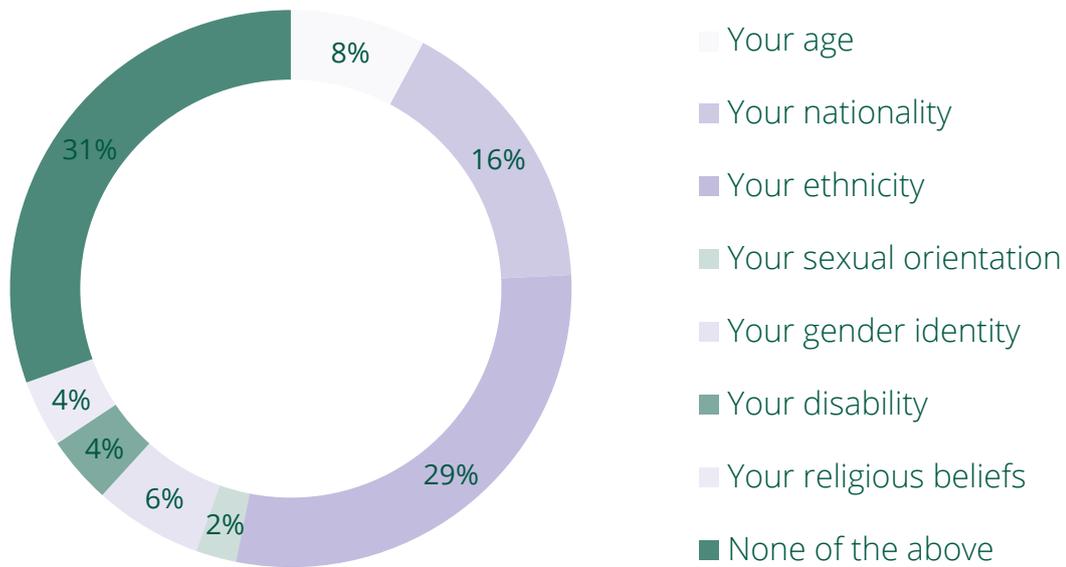
As shown in the figure, the highest number of people who participated in the survey were cisgender women whereas, lowest were transgender man by 1% and no transgender women participated in the survey.

12. Do you have a disability?
14% of the people were with a disability.



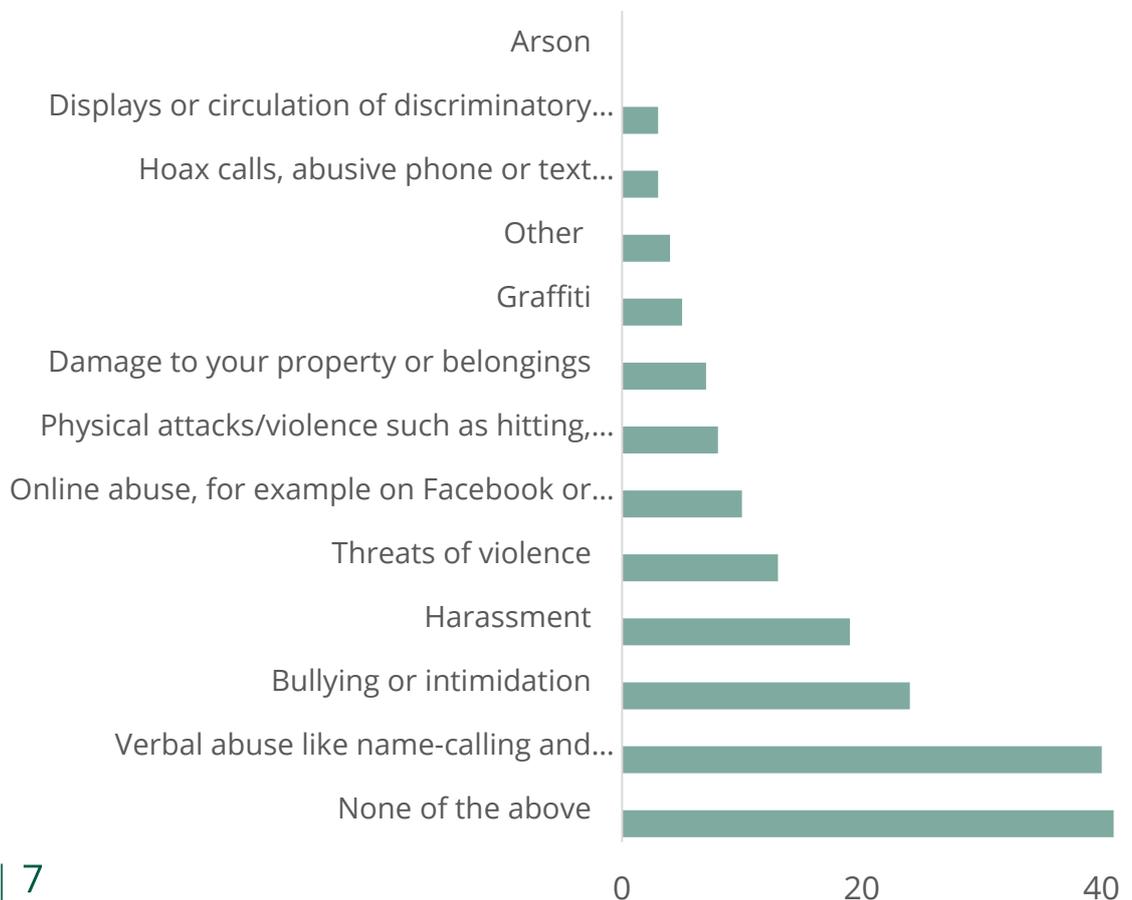
13. What is your religion?

Participates were from varied faith groups and beliefs. Most of them were Christian, Buddhist and Hindu and, some are atheists. However, none of them were from Islam or Judaism religions.



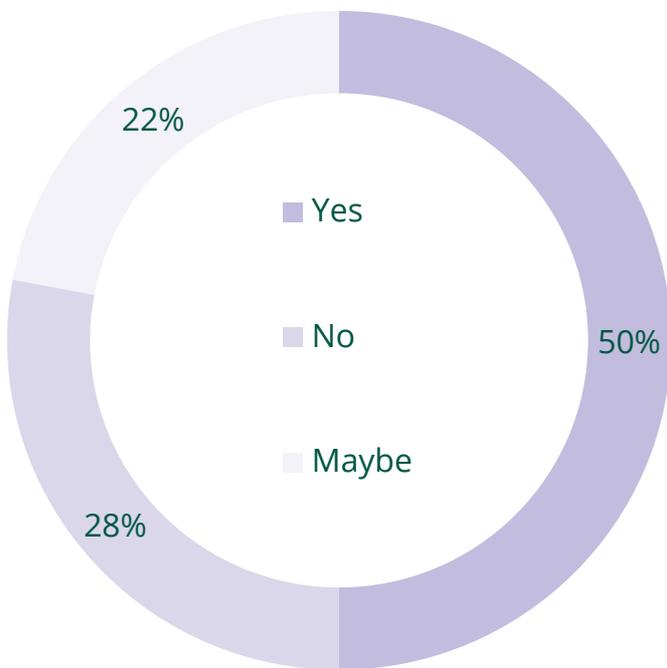
14. Do you think that you have ever been mistreated because of any of the following characteristics?

The figure shows, 31% of respondents have not been mistreated because of their personal characteristics. However, 29% said that they were mistreated because of their ethnicity, and 16% because of their nationality. Very few reported they were mistreated because of their sexual orientation.



15. Have you ever experienced any of the following things in Rushmoor?

The result shows interesting figure, many people said they had not experienced any of the listed incidents in Rushmoor. But, in a same time, most had experienced verbal abuse and likewise, lot of them had also experienced bullying and harassment. However, no one has experienced arson in Rushmoor.

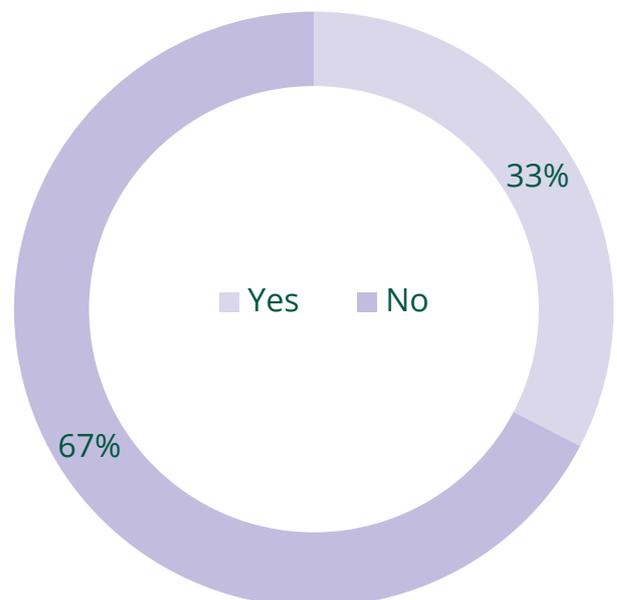


16. Do you think that what you experienced was a hate crime/incident?

Based on total number of 68 responses, 50% of the respondents said that they thought they experienced was a hate crime/incidents whereas, 28% didn't think it was a hate crime and 22% thought it might be.

17. Have you ever witnessed a hate crime or hate incident in Rushmoor?

67% of the respondents answered no to this question and rest 33% reported witnessing a hate crime/incident in Rushmoor.



18. If you are comfortable in doing so, please explain a bit more about what happened when you experienced the hate crime/incident or witnessed a hate crime/incident?

31% respondents have shared their experience with us and they all are very different from one another. Here are some of the responses.

Some responses:

"I was called various names and told that I'm not wanted here in this country".

"People spitting on the car while driving, eggs throwing on doorsteps, shouting senior citizens to go back home, knocking regularly and about and run"

"Once there was one of my colleagues who was explaining a customer about an issue and suddenly she started asking for someone else telling us she couldn't understand her when we never had that issue. My colleague was a British Nepali girl born and raised in UK but the customer didn't wanted to be served by her but preferred to be served by another European staff whose English wasn't even that good"

"While I was at Aldershot park, saw few white young males harassing Nepalese elderly husband and wife".

"When I was in school doing arts after school. Some boys in street came up to me and punched me in my face".

"I was in a nightclub with a girl I was seeing. We were followed around by a few men who pointed at us, shouted stuff at us about having a threesome with them and laughed at us. The men got very close to us and one of them pulled the hair of the girl I was with".

19. What word would you use to describe how you felt when the hate crime/incident happened?

Most respondents gave similar answers to this. They said they felt intimidated, shocked and scared. They found it disturbing and some have even suffered with Post-traumatic stress disorder (PTSD) after experiencing the incident. Some said they felt useless and helpless and, at the same time, some were not surprised because of witnessing hate incidents many times.

Some responses:

"Intimate and shocked"

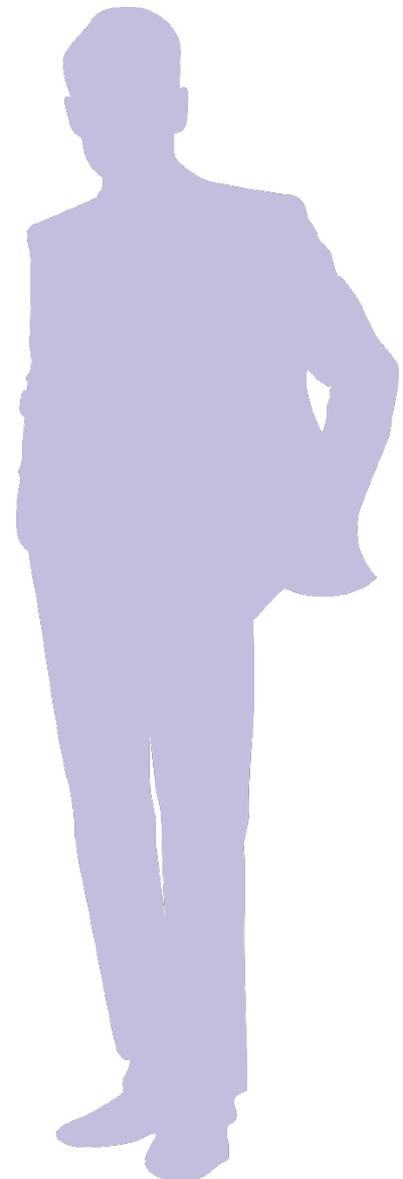
"Scared. I now suffer with PTSD"

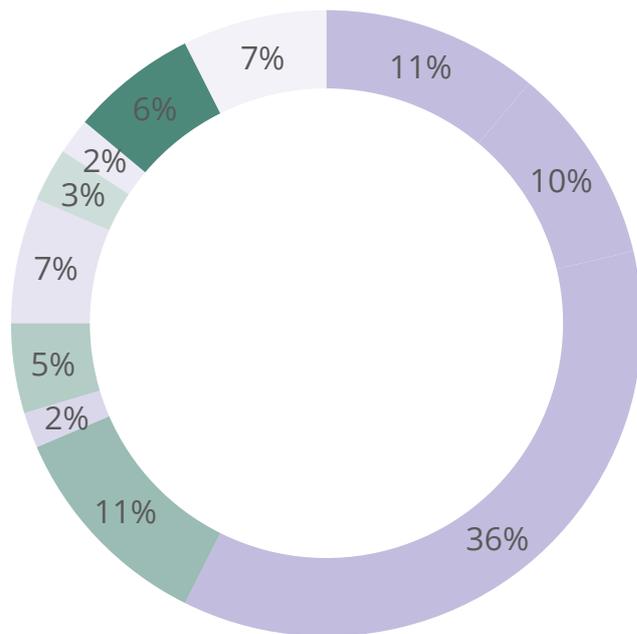
"Useless, helpless, alone, disturbance"

"Extremely angry"

"It's not much serious since it we can ignore it, and as I have witnessed it many times, not surprising"

"Very shaken and it took me days to get up the courage to go out again"





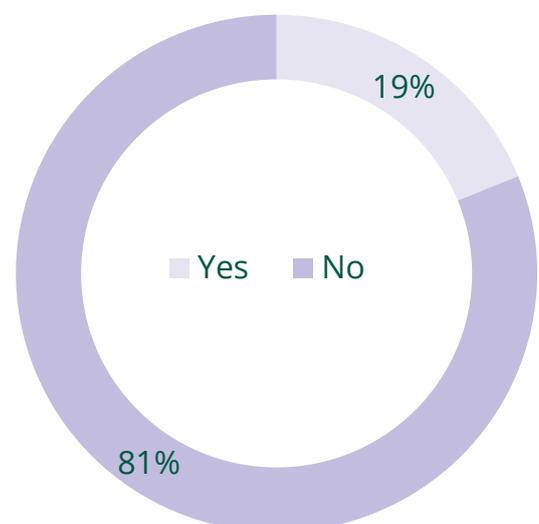
- In a café, restaurant, shop or bar
- On public transport
- In the street
- At school/college/university
- At the day service
- At work
- At home
- At another house
- At a place of worship
- Online
- Other

20. Where did the hate crime/incident(s) happen?

Based on the total number of 57 responses, for 36% of those had experienced hate crime/incidents it was on the street. 11% said it was at school/college/university and in a café, restaurant, shop or bar and 10% said it was on public transport. Fewest respondents (2%) had experienced hate crime/incidents at the day service and at a place of worship.

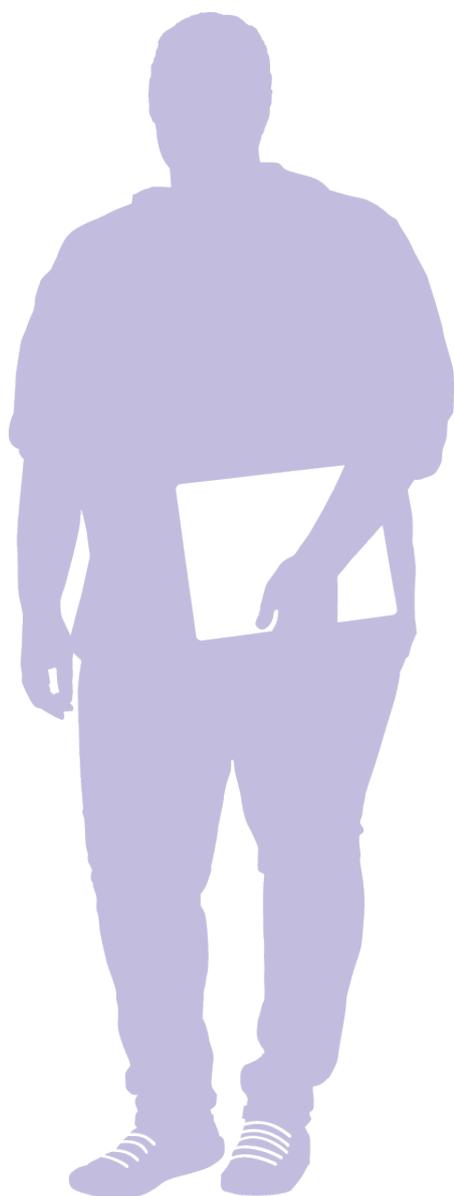
21. When you experienced or witnessed the hate crime/incident, did you report it?

Based on the total number of 56 responses, only 19% of the people reported the hate crime/incident that they had experienced themselves or witnessed. Whereas 81% did not.



22. Who did you report the hate crime/incident to?

The responses to this question are quite varied. Hence, some people had reported to police whereas, some didn't as they did not think the police would take it seriously. They also used social platforms to inform police/ community about hate crime/incidents. There were also some who reported to schoolteachers.



"Police & to the security company"

"Well, I shared a post about it on fb and mentioned about it on a Here For Rushmoor fb group or The Farnborough cops fb page on the comments of a post".

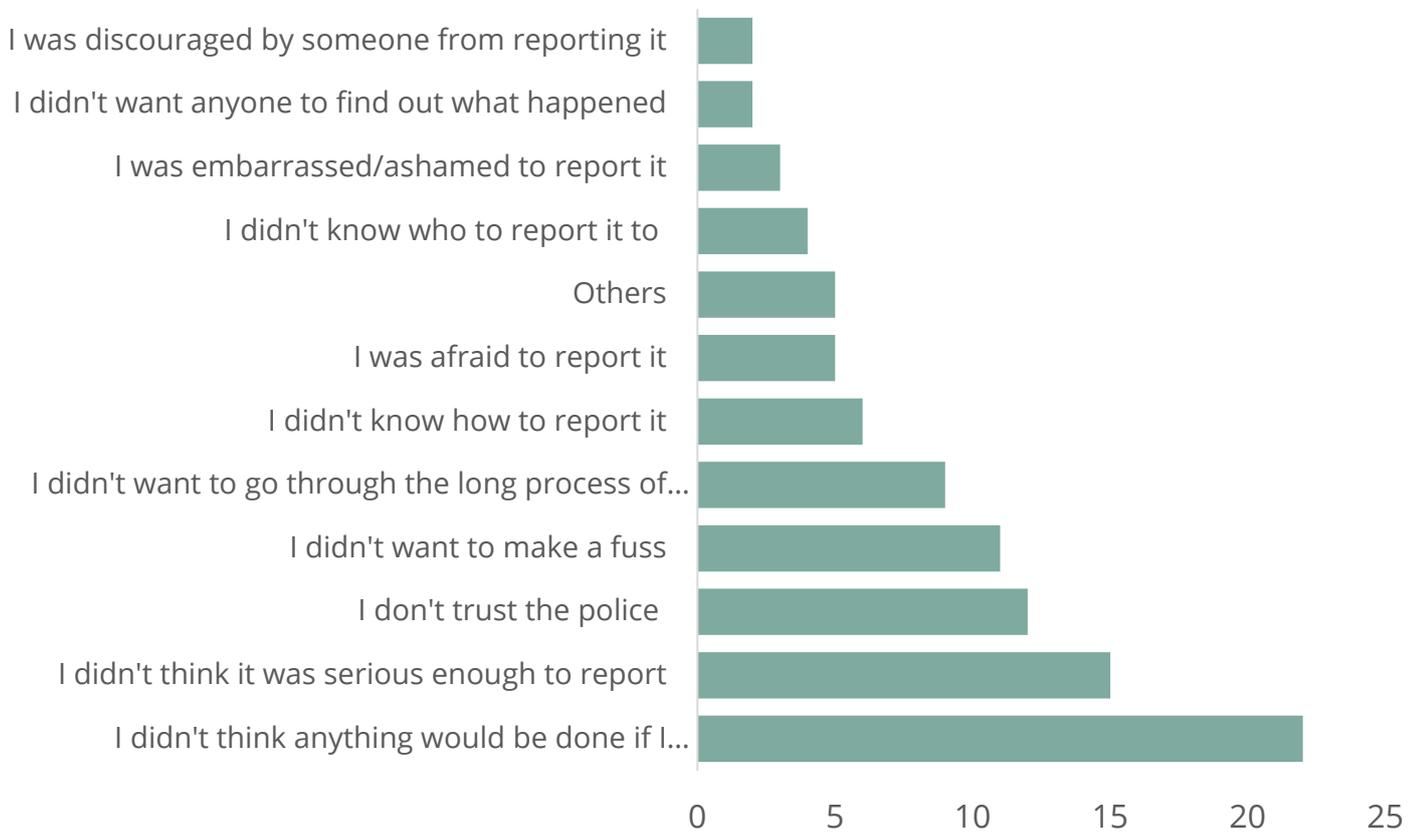
"101, didn't respond".

"Teacher".

"Too many to report knowing it won't resolve".

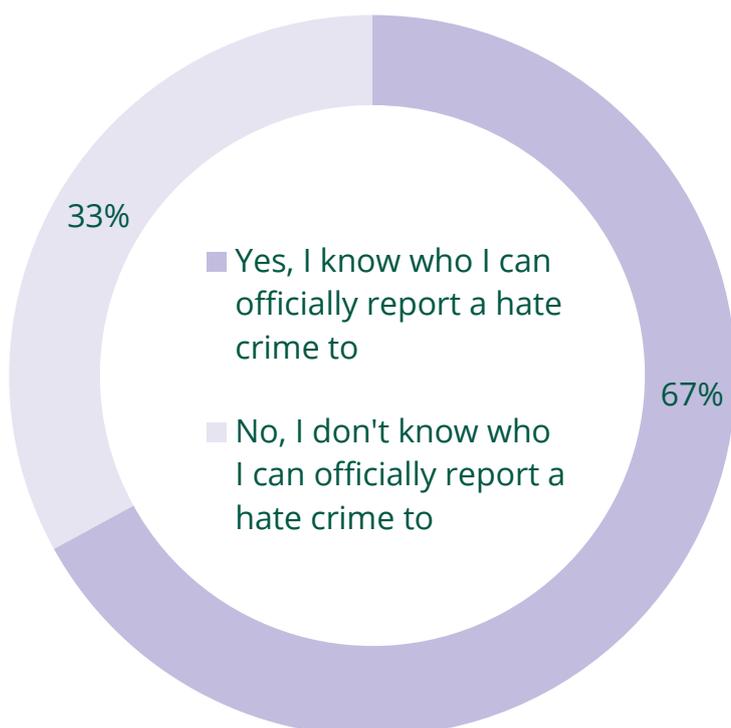
"Because I knew it was a hate crime".

"I didn't because it happens too often and we just brush it off because these kinds of crimes are not taken seriously by the police who are also WHITE".



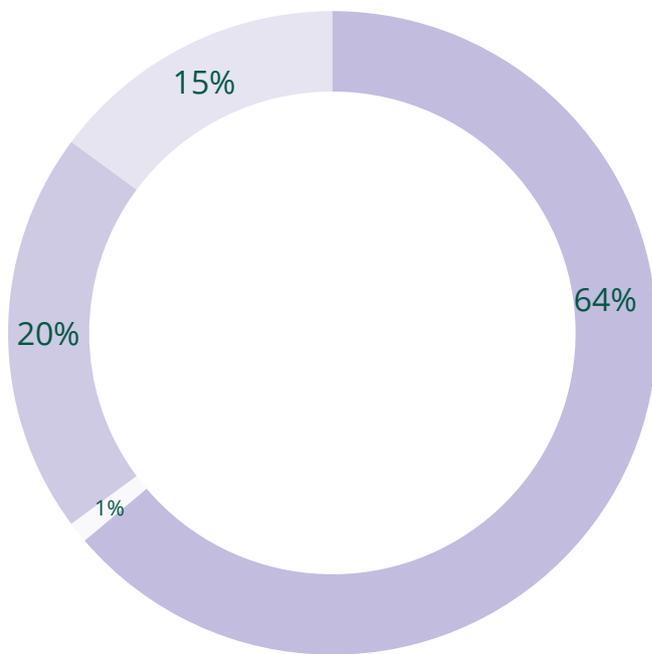
24. Do you know who you can officially report a hate crime to?

67% said they knew where they could officially report a hate crime to whereas, 33% said they did not know on this.



25. Before taking this survey, did you know that Citizens Advice Rushmoor was a Third Party Hate Crime Reporting Centre?

Interesting result here, majority of people did not know that the Citizens Advice Rushmoor is a third party reporting Centre in Rushmoor and the useful information/source was included in the survey.



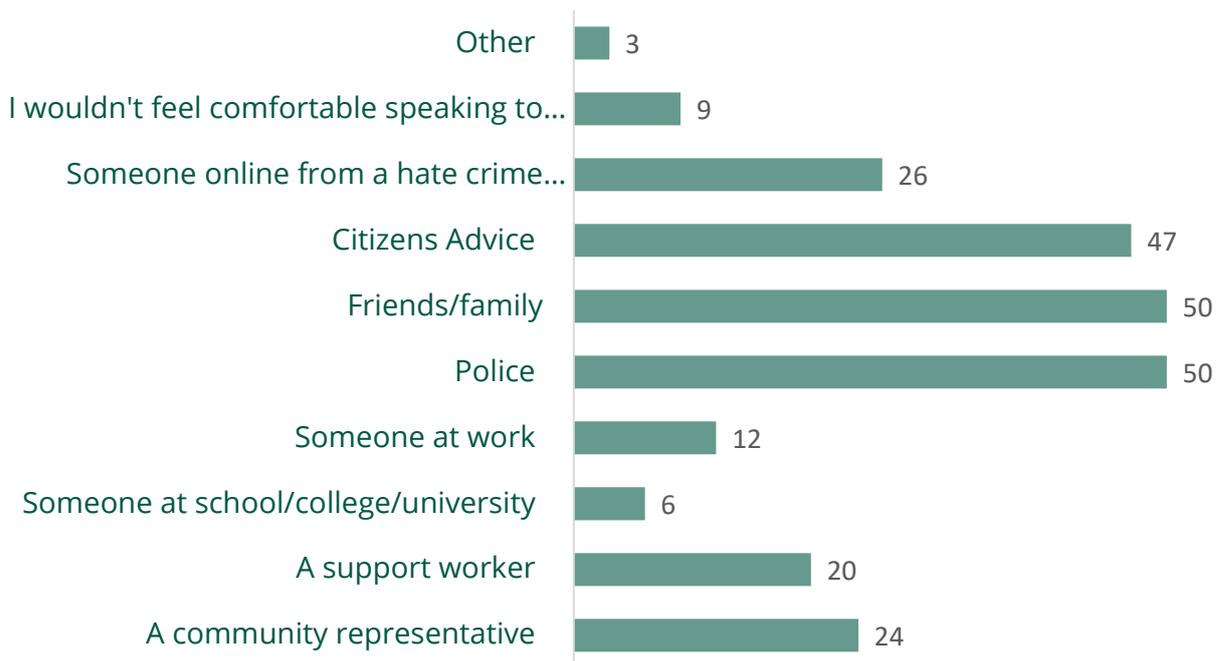
- Yes, I would now be more likely to report a hate crime
- No, I would be less likely to report a hate crime
- No, this hasn't changed how I feel about reporting a hate crime
- I'm not sure

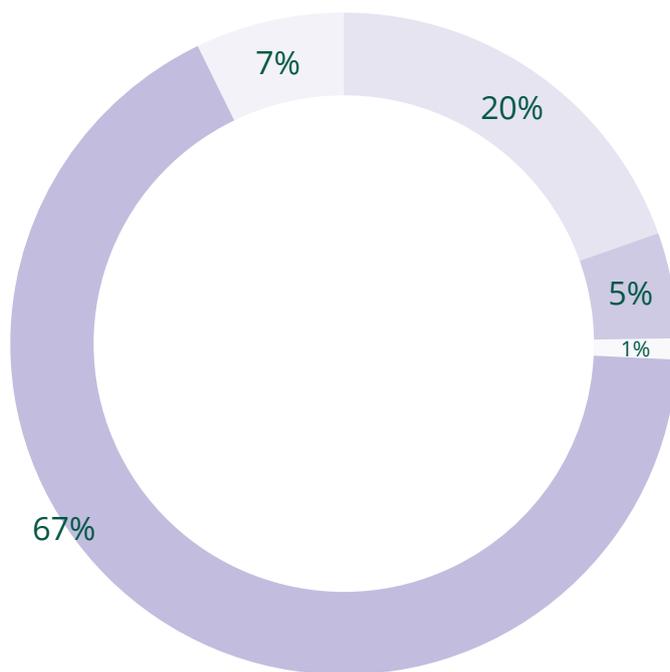
27. Please choose who you'd feel most comfortable speaking to if you experienced a hate crime?

Most people would choose friends/family and police to talk about hate crime that they have experienced. Similarly, they are comfortable to speak with Citizens Advice too.

26. After seeing that there are different ways of officially reporting a hate crime, would you now be more likely to report one?

The majority of respondents, 64% would now be more likely to report a hate crime whereas, 20% of people said this had not changed how they feel about reporting a hate crime.





- Focus groups
- Follow-up telephone call to discuss your experience with hate crime
- Video interview to discuss your experiences with hate crime
- I'm not interested in taking part in future research
- Other

28. Thank you very much for completing the survey. Our research into how hate crime affects Rushmoor's community is ongoing. Would you be interested in taking part in any future studies? Please tick the areas you'd be interested in. We also welcome any research suggestions you may have.

29. If you would be interested in taking part in further research, please email anusha.ag@citizensadvicerrushmoor.org.uk

Not a lot but few people said they are interested and also some has given their email address.

Reflection and recommendations

Reflection

We did not fully reach to our targeted audience, the people who are mostly likely to be discriminated because of their race, religion, sexual orientation, disability and transgender identity.

- No survey participation from transgender women
- Only 14% with a disability

Results show that people feel most at risk of experiencing a hate crime in the street, public transport/public areas.

81% out of 56 respondents didn't report the hate crime/incident which they had experienced or witnessed.

The top reasons why people didn't choose to report the hate crime/incident,

- Didn't think anything would be done if the report was made
- Didn't think it was serious enough to report
- Didn't trust the police

20% of the respondents are interested to take part in a focus group.

Recommendations

Partnership work to be carried out in order to reach and work with targeted audience,

- *Pending idea on FB page (struggling to reach to different people/organisations in Rushmoor)*
- *Liaising with targeted community groups*
- *Working with schools/younger people (brief informative presentation on hate crime from teachers)*

Further works on raising awareness on hate crime and reporting methods in public area,

- *S&I and Innovation lab is working in promoting reporting method (emergency number) via stickers in the buses and bus stops in Rushmoor*

Further work needed to raise awareness about reporting methods,

- *Coming with easier and quicker ways to report hate crimes and incidents such as, QR reporting code in public places (public transport, streets, shopping centres, restaurants,).*

Further work on raising awareness should be carried out,

- *Online or offline sessions on hate crime awareness regularly should be carried in partnership with local police. This can raise awareness and can build trust within locals and police.*

Partnership work with the local council or police is a good idea.

- *Focus groups can include a range of people from Rushmoor, with different identity, religion, race, age and disability, in order to find out more about the hate crime situation and the impacts on an individual.*

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We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



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