

Hate crime experiences of Refugees and Asylum Seekers

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1. Executive summary - key findings & recommendations

Key findings

- > Hate crime¹ is sadly a common occurrence for refugees and asylum seekers in the UK. Ten of the 12 BRC operational staff survey respondents reported being made aware of at least one hate crime per month against service users. Six of the 16 Voices ambassador² respondents said they received hate crime incidents directed at them at least once per month. Despite this, there were some positive findings that some refugee and asylum seeker respondents felt safer in UK compared to other European countries or their country of origin.
- > Hate crimes were reportedly experienced in towns, on public transport or in accommodation. The types of hate crime incidents reported ranged from verbal abuse, often at night and perceived to be fuelled by alcohol, intimidating behaviour such as dumping rubbish or excrement in gardens and throwing eggs at accommodation. In the most extreme incident mentioned by staff was a violent assault, where a young man was physically attacked by a stranger in the street and verbally abused.
- > Respondents noted numerous barriers to reporting incidents of hate crime. The most frequently cited barrier was fear of the authorities based on experiences in their country of origin. Refugee and asylum-seeking respondents also said that lack of confidence to express oneself due to language barriers and fear of negative repercussions of reporting hate crime on their immigration application or asylum claim were key barriers. Other barriers mentioned by staff included lack of awareness of what hate crime is and to a lesser extent, fear of authority/police based on their experiences in the UK and lack of confidence in other agencies to respond positively.
- > To remove these barriers, it was suggested by respondents that there need to be clear firewalls between hate crime reporting and immigration enforcement, and reassurances that there would not be negative repercussions on their asylum claim. Access to quality interpretation is important. Greater awareness raising of what hate crime is and how to report, available in refugee languages is also needed. There are also several examples of good practice of proactive police forces seeking to build trust and confidence in refugee communities which could be replicated.

Recommendations

1. Police should recognise that if they choose to focus on a person's immigration status rather than the crime, it will undermine their ability to identify and prosecute hate crime.
2. Processes should be designed so that victims are given greater clarity and reassurance that regardless of their immigration status they will be treated fairly by the police once they report the crime and it will not affect their asylum or immigration claim.

¹ Hate incidents and hate crime are acts of violence or hostility directed at people because of who they are or who someone thinks they are. For example, it could include verbal abuse by someone in the street because of a disability or due to being from a different country. This definition was agreed between the CPS and the British Red Cross for the purposes of this report

² Voices ambassadors are experts by experience – a group of refugees and asylum seekers who have received training and support and can speak out about issues that affect refugees and asylum seekers

3. Building on existing best practice, the police should seek to build positive relations with people from refugee communities through facilitated interactions to educate communities on the role of police in the UK and how to report a crime.
4. More should be done to enable community integration and cohesion through social projects at the local level. Activities based around shared interest, rooted in contact theory³, can provide opportunities for different communities to interact and build positive relationships in order to break down barriers.
5. Police should provide access to high quality interpreters for people who cannot speak English or speak limited English.
6. Police, Voluntary Community Sector Organisations (VCSO) and other stakeholders should raise awareness of what hate crime is and how to report it. In order to engage effectively and disseminate messages that resonate, people from the target community should be involved in developing and implementing awareness raising campaigns.
7. Provide accessible clear guidelines and support for people, in their own language, to make anonymous and free reports.

The British Red Cross is keen to continue collaboration on these issues with the UK public authorities and assist where possible. As the UK's largest refugee support organisation, and given our neutrality and our auxiliary role to the UK public authorities in the humanitarian field, the British Red Cross is well-placed to provide support, particularly through continuing and strengthening its work in the following areas;

- > Raising awareness amongst refugees and asylum seekers of hate crimes, their rights and how to report
- > Creating opportunities to foster positive relationships between refugee and asylum-seeking communities and the police
- > Providing insight into the experiences of refugees and asylum seekers with regards to hate crime and barriers to reporting.
- > Fostering community integration and cohesion through social projects at the local level

2. Definition – hate crime

Hate incidents and hate crime are acts of violence or hostility directed at people because of who they are or who someone thinks they are. For example, it could include verbal abuse by someone in the street because of a disability or due to being from a different country.

Hate incidents can take many forms. Here are examples of hate incidents:

- > verbal abuse like name-calling and offensive jokes
- > harassment
- > bullying or intimidation by children, adults, neighbours or strangers
- > physical attacks such as hitting, punching, pushing, spitting
- > threats of violence
- > hoax calls, abusive phone or text messages, hate mail
- > online abuse for example on Facebook or Twitter
- > displaying or circulating discriminatory literature or posters
- > harm or damage to things such as your home, pet, vehicle

³ Contact theory purports that intergroup contact under appropriate conditions, which include individuals working towards common goals and shared interests, can effectively reduce prejudice between majority and minority group members. A recent example of research on the positive impact of contact on improving tolerance between different groups can be seen here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/634118/Diversity_and_Social_Cohesion_in_Oldham_schools.pdf

- > graffiti
- > arson
- > throwing rubbish into a garden
- > malicious complaints for example over parking, smells or noise.

The one common factor in a hate crime or incident is hostility on the grounds of race, religion, disability, sexual orientation or transgender identity. In order to flag a crime as a hate crime, the police and Crown Prosecution Service (CPS) use the following definition: “Any criminal offence which is **perceived** by the victim or **any other person**, to be motivated by **hostility or prejudice**, based on a person’s disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or a person who is transgender or perceived to be transgender.”

3. Background information

The British Red Cross helps people in crisis, in the UK and overseas. As part of a global voluntary movement, we respond to conflicts, natural disasters and individual emergencies, helping vulnerable people to prepare for, withstand and recover from emergencies. The British Red Cross is the UK’s National Red Cross Society, a prerequisite for which is an officially recognised role and status as an auxiliary to the UK public authorities in the humanitarian field. Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality. The British Red Cross is respected as a leading provider of support for refugees and asylum seekers in the UK. Last year alone our Refugee Support, Restoring Family Links team & Anti-Trafficking (RSRFLAT) supported over 34,000 refugees and asylum seekers, including their dependents.

A National Scrutiny Panel (NSP) on Hate Crime will be held in the autumn of 2019. NSPs are organised by the Crown Prosecution Service (CPS). Members are invited according to the topic under discussion but will include agencies, police, Government departments and community stakeholders. The general purpose of NSPs is to discuss an issue in the round, seeking views on current practice and experience and working towards the goal of identifying what practical steps can be taken, collectively, and by individual partners, to address any concerns raised. The CPS has used this mechanism over the past 5 years to develop more effective practice, to include a community perspective and to help shape policy and guidance.

The CPS recognises the potential challenges for refugees and asylum seekers in respect to hate crime and asked if the British Red Cross could provide insight into this issue, barriers to reporting and potential solutions. The British Red Cross has endeavoured to reply to the CPS’ request for our insights on this important issue as expeditiously as possible. Whilst the report is based on the operational experience of frontline staff and our Voices Ambassadors, it was produced relatively quickly, based on existing resources and budgets, as opposed to, for example, a detailed consultant’s report. This report is therefore perhaps best viewed as a starting point for dialogue on this important issue. We would like to continue to be part of this dialogue, particularly through our auxiliary work and we are grateful that the CPS consulted us on this matter.

4. Refugee and asylum seekers in the UK

The impact of hate crime on refugees and asylum seekers is likely to be disproportionately high due to their experiences in their country of origin, their journey to the UK and their current circumstances. Most refugees and asylum seekers lack established support networks in the UK, and may have experienced loss of friends, family, and will often be facing isolation and loneliness. Language barriers create difficulties for people understanding what is happening to them when a hate crime incident occurs, and in reporting the incidents. Some people will be recovering from trauma or suffer from mental health issues as a result of their past experiences. Having faced persecution in their own countries, feeling safe and secure will often be a priority. Asylum seekers who have been fully refused are particularly vulnerable as their support for accommodation and financial aid is stopped and they may likely end up destitute, sleeping in parks and other open spaces. Their irregular status also makes them at risk of detention or removal from the UK which is likely to increase their fear of the authorities.

Most asylum seekers receive accommodation whilst waiting for their claim, offered on a no-choice basis. Introduced as part of the Immigration and Asylum Act 1999, the objective of the asylum accommodation dispersal policy is to redistribute asylum seekers receiving state support around the UK to prevent their concentration in the south-east of England. Asylum seekers are often housed in the most deprived parts of the UK⁴. Local authorities are responsible for the provision of services such as education and basic health care, however, they do not receive additional funding for this, putting additional strain on already disadvantaged areas which can lead to community cohesion issues.

5. Aim and objectives

The overall aim of this short report is to briefly explore some of the experiences of refugees and asylum seekers with regards to hate crime.

The objectives are to investigate:

1. How frequently are refugees and asylum seekers exposed to hate crime incidents?
2. What kind of hate crimes do refugees and asylum seekers experience?
3. What barriers exist in reporting hate crime incidents?
4. How might these barriers be overcome?

6. Methodology

An online survey was circulated to UK frontline operational staff at the British Red Cross in the Refugee Support, Restoring Family Links and Anti-Trafficking Directorate. These staff have significant experience working with refugees and asylum seekers and gave their professional perspective and insight into the issue of hate crime. 12 responses from staff were received from 11 different areas in the UK.

16 Voices Ambassadors from the Voices Network provided their views through the survey. Voices ambassadors are experts by experience – a group of refugees and asylum seekers who have received training and support and can speak about issues that affect refugees and asylum seekers⁵. Voices ambassadors who participated in the survey lived in Glasgow, Newport and Wrexham.

⁴ <https://www.theguardian.com/world/2017/apr/09/its-a-shambles-data-shows-most-asylum-seekers-put-in-poorest-parts-of-britain>

⁵ <https://www.redcross.org.uk/about-us/what-we-do/how-we-support-refugees/avail-project>

The perspectives of ten young refugees aged from 17 to 23 were captured in a focus groups through the Surviving to Thriving Peterborough group⁶.

7. Key findings

1. How frequently are refugees and asylum seekers exposed to hate crime incidents?

Ten of the 12 staff survey respondents reported being made aware of at least one hate crime per month against service users. Eight staff reported hearing of approximately one or two instances of hate crime per month, and two reported two to five instances per month. One staff member reported hearing of roughly three per year, and one staff member reported typically hearing of none. For more information on locations, please see the appendix. It is important to note that this will be an underestimate, as it only covers those hate crimes that staff are aware of. Some staff noted that they suspect hate crime is vastly under reported, even to the British Red Cross.

Six of the 16 Voices ambassadors said they received hate crime incidents directed at them at least once per month. Five Voices ambassadors reported approximately 2-5 incidents per month and one Voices ambassador reported 1-2 incidents per month. For more information on locations, please see the appendix.

“I experience hate crime every time I go into town. On the bus, in the street... I hear people shouting but I don’t really know what they are saying. Because of this I try not to spend time in town, especially in the dark. I just go from my house to the college. I feel safe in college.”

Young Refugee

The findings indicate that hate crime is sadly a common experience for many refugees and asylum seekers. Whilst some individual refugees and asylum seekers reported no direct experience of hate crime themselves, the findings from Red Cross staff, who come across a high volume of refugees and asylum seekers in the course of their work, indicate that instances of hate crime are frequent. Despite this, from the focus group discussion it is positive to note that some young refugees highlighted that they feel safer in the UK compared to other European countries or their country of origin.

“When I was in Germany, I had hate crime all the time, from lots of people, but in the UK I feel safe. People are good to me here.”

Young Refugee

“I feel safe here, much better than my own country!”

Young Refugee

⁶ <https://www.redcross.org.uk/about-us/what-we-do/how-we-support-refugees/surviving-to-thriving>

2. What kind of hate crime do refugees and asylum seekers experience?

Responses from Operational staff

Several staff respondents mentioned hate crime occurring where refugees and asylum seekers live, including dog excrement being thrown over the fence of asylum accommodation and an asylum seeker being harassed at her property by neighbours with eggs thrown at windows and banging on doors late at night. One staff member said that refugees and asylum seekers were being stereotyped and verbally abused by landlords.

Other incidents of verbal abuse occurred in town centres or public transport. One staff respondent mentioned that incidents of verbal abuse occurred in town by local white youths and another described an incident on a public bus where the driver refused to allow them to board, saying the bus was full when it clearly wasn't and refusing to transport halal produce. Being told to "go back to your country" is reportedly a common occurrence. Alcohol is perceived to be a contributory factor to hate crime especially at night. One staff member had not come across incidents of hate crime but noted the barriers and potential prejudice faced by refugee and asylum seekers accessing public services such as council services; often strong advocacy from Red Cross is required to enable people to access their entitlements.

In the most extreme incident mentioned by staff was a violent assault, where a young man was physically attacked by a stranger in the street and verbally abused. The attack was unprovoked, so the suspicion is that it was a racist act or predicated on some other form of perceived difference. The individual concerned was very scared of the police and so didn't report it saying he "*didn't want trouble*".

Responses from Voices Ambassadors

Most Voices ambassadors had experienced hate crime at some point. One person in Newport spoke of issues with neighbours, where rubbish was dumped in front of their house. The perception was that the neighbours felt empowered to behave in this way as they were aware of their asylum-seeking status which might make them reluctant to report issues:

"One of the neighbours always put their rubbish in front of our house. And they look like waiting for us to speak to them in order to start a fight. They know that we are asylum seekers and we might not be in a position to report them."

Voices ambassador

Most had experienced verbal abuse at some point. In one example, a Voices ambassador had a negative experience with an interpreter who behaved inappropriately and was felt to be judgemental. A negative experience with an interpreter such as this can be highly distressing due to the feeling of powerlessness that can arise from feeling unheard and misunderstood, particularly if the message being relayed is highly personal and sensitive. Other respondents spoke of hearing offensive language in the street or threats of violence. All perceived that these incidents were as a result of their asylum-seeking status, country of origin or religion. Several people who experienced verbal abuse mentioned that the language barrier created an additional element of confusion and distress as they were not fully able to understand what was being said or why they were being targeted.

“I am so worried about what happens around in my city.” Voices ambassador

“Bad behaviour, she thought that she is the only one who knows everything, she treated at me like I'm stupid. Shouting and talking in her language.” Voices ambassador

Responses from Young Refugees

Young refugees spoke of verbal abuse in the streets, often the result of gangs and driven by drugs or alcohol. They felt that people from some countries, notably Pakistan, were at higher risk of hate crime. One young person spoke of being physically assaulted in the street without knowing why or understanding what the attacker was saying to him due to language barriers

“One time somebody hit me in the street. I didn't know why, I didn't understand him. I didn't speak to him. I didn't tell the police because I don't like to speak to the police. I didn't want to make any trouble. It is easier not to make problems. I just left the man.”

Young Refugee

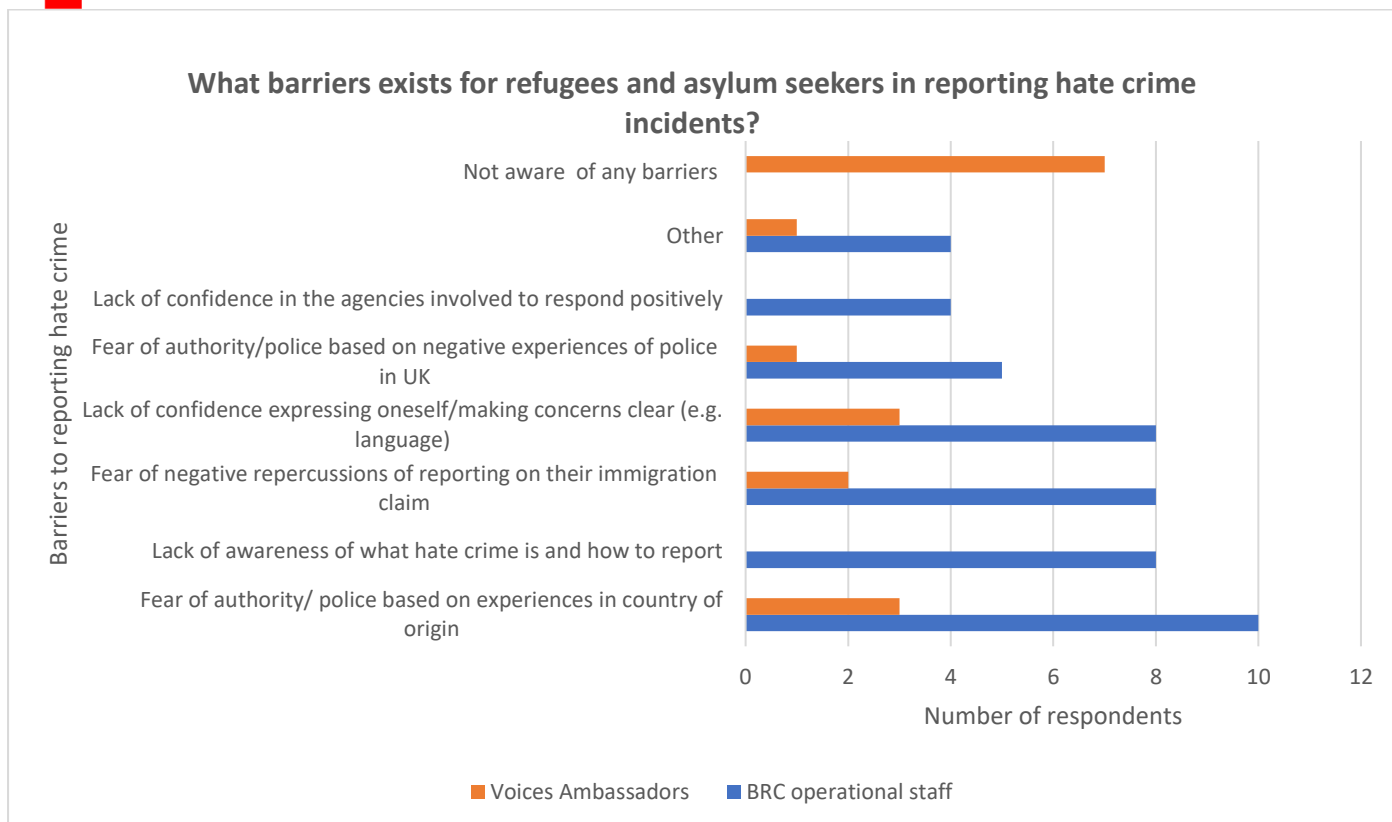
“Normally it is just crazy people on the street, and people who are drunk”.

Young Refugee

Although hate crime issues for refugee children at schools did not arise through this report, we are aware through our operational work that this can be an issue for refugees and asylum seekers. This is potentially an area for future investigation.

3. What barriers exists for refugees and asylum seekers in reporting hate crime incidents?

Graph 1 on the next page shows that seven of the 16 Voices ambassadors were unaware of barriers to reporting. The most frequently cited barrier was fear of the authorities based on experiences in their country of origin, which is in line with what staff suspected the main barrier to be. The next most frequently cited barrier was lack of confidence to express oneself (e.g. due to language barriers), followed by fear of negative repercussions of reporting hate crime on their immigration application or asylum claim. One person cited fear of police/authority based on their negative experiences in the UK as a barrier.



Graph 1 – responses from frontline operational and Voices ambassadors

In comparison, overall Red Cross staff perceived there to be more barriers to reporting. The most frequently cited barrier was fear of authority/police based on their experiences in country of origin, followed by lack of awareness of what hate crime is and how to report, fear of negative repercussions of reporting hate crime on their immigration claim and lack of confidence in expressing oneself and making concerns clear (e.g. language). No respondents were unaware of barriers to reporting. A possible reason staff reported more barriers than the Voices ambassadors could be due to the higher volume of clients they come across with a range of vulnerabilities, needs and confidence levels.

“I feel fear that the same person who I made a complaint on him/her to do something bad or not good for me later”

Voices ambassador

Responses from Young Refugees

In the focus group, young refugees spoke of a lack of knowledge as to what hate crime is or how to report it. Many of the young people did not know either the emergency number or community number to contact the police. Some young people knew what hate crime was from sessions in college, however, many did not know that it was an offence and that the police would listen to them if they reported it.

At least half of the young refugees said they had had negative experiences with the police in their country of origin. One said he was fearful of all police officers because of what they did to him in his country (he was shot in the leg by a police officer). He said he will never speak to police in the UK and will always cross the street if he sees them. Nobody reported having had a negative experience with the police in the UK. Some said it makes them feel safer

when they see police officers in the city. One young person said they think it must be a very hard job because there are lots of problems to solve. Most of the young people compared the British police to police they had encountered in other European countries they had passed through and strongly felt that police were more trustworthy here.

There was a general feeling amongst the young people that involving the police in a situation of hate crime would create “problems” for them. A couple mentioned their asylum claim by name, whereas others said they would be scared that the perpetrators would seek revenge. There was clearly a fear of vindictive behaviour from the aggressors.

4. How might these barriers be overcome?

Responses from frontline Operational staff

Suggestions from staff were as follows:

- > Increase confidence in victims that regardless of their immigration status they will be treated fairly by the police once they report the crime and it will not affect their asylum or immigration claim. Police choosing to focus on a person’s immigration status rather than the crime they are reporting will undermine their ability to identify and prosecute hate crime. Greater clarity and assurances should be provided on this.
- > Build positive relationship between police and people from refugee communities through facilitated interactions to educate communities on the role of police in the UK and how to report a crime, and the police on the circumstances of people from refugee and asylum-seeking background. It is important to demonstrate that it is safe to report, and the police will help rather than ask about their immigration status.
- > Do more community integration, community cohesion and social education projects at the local level. Activities based around shared interest, rooted in contact theory⁷, can provide opportunities for different communities to interact and build positive relationships in order to break down barriers.
- > Police should always provide access to quality interpreters.
- > Greater awareness raising of what hate crime is and how to report it. Provide accessible clear guidelines and support for people, in their own language, to make anonymous and free reports. Not everyone is aware of third-party reporting, including some agencies and the third sector. To raise awareness and promote reporting, testimonies from people who have reported before with positive outcomes could be used as well as raising awareness through media, social media and community events
- > English courses so people feel more confident to articulate themselves. This would also help break down barriers between communities.

There are several examples of good practice already taking place which help to break down barriers;

“We invite PCSOs [i.e. Police Community Support Officers] to attend group functions to establish good relationships with the

⁷ Contact theory purports that intergroup contact under appropriate conditions, which include individuals working towards common goals and shared interests, can effectively reduce prejudice between majority and minority group members. A recent example of research on the positive impact of contact on improving tolerance between different groups can be seen here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/634118/Diversity_and_Social_Cohesion_in_Oldham_schools.pdf

refugee community. We have arranged visits to the local police station to remove the sense of fear. We give information in welcome packs placed in families' homes on arrival”

Refugee Support staff at the British Red Cross

“We make use of telephone and face to face interpreters when necessary and distribute hate crime leaflets in their own language. We ask ESOL [i.e English for Speakers of Other Languages] teachers to go over what to do”

Refugee Support staff at the British Red Cross

Responses from Voices Ambassadors

Three ambassadors spoke of the importance of inspiring confidence in refugee communities to speak out. Two spoke of the importance of providing reassurances that the police will take them seriously and will not demonstrate corrupt behaviour they had witnessed from police in their country of origin. Knowing that they would have access to a good interpreter was mentioned as an important factor in enabling disclosure of hate crime occurrences. Three people spoke of the importance of reassurances that reporting hate crime will not affect their asylum claim and spoke to fears of negative repercussions at a later stage. Increased awareness of what hate crime is and how to report was also mentioned.

“Be given the right to report any thing happen to us by any British citizen without fear of this to affect our application process.”

Voices ambassador

“I need feel that I'm safe that no one will do something bad for me and the police make a pledge that those people will not do something bad for me later”

Voices ambassador

“By a good interpreter and telling people that reporting hate crime doesn't affect their seeking asylum process “

Voices ambassador

Responses from Young Refugees

Young refugees wanted more knowledge about how to contact the police or report a hate crime. They spoke of the importance of building trust in the authorities that the police will help them.

“More knowledge about how to contact the police because they can help situations”

Young Refugee

“Now the boys are scared to make trouble but slowly slowly they can trust again and the police will help them”

Young Refugee

8. Conclusion & Recommendations

While the limited scope of this report means we cannot make estimates of the scale and prevalence of hate crimes against refugees and asylum seekers, our findings indicate that sadly many refugees and asylum seekers are likely to face hate crime at some point in the UK which could range from verbal abuse to physical assault. Although hate crime issues for refugee children at schools did not arise through this report, we are aware through our operational work that this can be an issue for refugees and asylum seekers at school. Red Cross staff also reported concerns that incidents of hate crime is under reported, even to Red Cross, and the scale of the problem could be much larger.

Several barriers were identified to reporting. The most significant barriers reported are fear of authority/ police based on experiences in country of origin, lack of confidence to express oneself and fear of negative repercussions of reporting hate crime on their immigration status or asylum claim. Other barriers mentioned were lack of awareness of what hate crime is and how to report and to a lesser extent, lack of confidence in the agencies involved to respond positively or fear of authority/police based on negative experiences of police in the UK. To remove these barriers, it was suggested that there need to be clear firewalls between hate crime reporting and immigration enforcement, and reassurances that there would not be negative repercussions on their asylum claim. However, those without an outstanding claim and with irregular status in the UK will likely face the highest barriers to reporting to the police due to the risk of detention and removal and may be particularly at risk of hate crime due to their precarious situation and increased likelihood of destitution. Access to anonymous reporting mechanisms is particularly important for this group of people. Refugees and asylum seekers also need confidence that they will be able to access quality interpretation so they will be heard and understood. Greater awareness raising of what hate crime is and how to report, available in community languages is also needed. There are also several examples of good practice of proactive police forces seeking to build trust and confidence in refugee communities which could be replicated.

Recommendations

1. Police should recognise that if they choose to focus on a person’s immigration status rather than the crime, it will undermine their ability to identify and prosecute hate crime.
2. Processes should be designed so that victims are given greater clarity and reassurance that regardless of their immigration status they will be treated fairly by the police once they report the crime and it will not affect their asylum or immigration claim.
3. Building on existing best practice, the police should seek to build positive relations with people from refugee communities through facilitated interactions to educate communities on the role of police in the UK and how to report a crime.
4. More should be done to enable community integration and cohesion through social projects at the local level. Activities based around shared interest, rooted in contact theory⁸, can provide opportunities for different communities to interact and build positive relationships in order to break down barriers.

⁸ Contact theory purports that intergroup contact under appropriate conditions, which include individuals working towards common goals and shared interests, can effectively reduce prejudice between majority and minority

5. Police should provide access to high quality interpreters for people who cannot speak English or speak limited English.
6. Police, Voluntary Community Sector Organisations (VCSO) and other stakeholders should raise awareness of what hate crime is and how to report it. In order to engage effectively and disseminate messages that resonate, people from the target community should be involved in developing and implementing awareness raising campaigns.
7. Provide accessible clear guidelines and support for people, in their own language, to make anonymous and free reports.

The British Red Cross is keen to continue collaboration on these issues with the UK public authorities and assist where possible. As the UK's largest refugee support organisation, and given our neutrality and our auxiliary role to the UK public authorities in the humanitarian field, the British Red Cross is well-placed to provide support, particularly through continuing and strengthening its work in the following areas;

- > Raising awareness amongst refugees and asylum seekers of hate crimes, their rights and how to report
- > Creating opportunities to foster positive relationships between refugee and asylum-seeking communities and the police
- > Providing insight into the experiences of refugees and asylum seekers with regards to hate crime and barriers to reporting.
- > Fostering community integration and cohesion through social projects at the local level

9. Appendix

Table 1 – responses from Operational staff to the question “approximately how many hate crime instances do you come across a month directed at our services users?”

Approximately how many hate crime instances do you come across per month directed at our services users?	Which area do you operate in?
0	Leicester
1-2	Stoke On Trent
1-2	Portsmouth
1-2	Portsmouth
1-2	Birmingham
1-2	Rotherham
1-2	Leicester
1-2	City (Luton)
1-2	Peterborough
2-5	Leeds
2-5	Greater Manchester
roughly 3 a year	Ceredigion west wales

group members. A recent example of research on the positive impact of contact on improving tolerance between different groups can be seen here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/634118/Diversity_and_Social_Cohesion_in_Oldham_schools.pdf

Table 2 – responses from Voices ambassadors to the question “*approximately how many hate crime instances do you come across a month?*”

How many hate crime incidents do you come across in a month?	Which area do you live in?
0	Glasgow
0	Glasgow
0	Glasgow
0	Glasgow
2-5	Glasgow
2-5	Newport
0	Newport
1-2	Newport
2-5	Newport
0	Newport
2-5	Newport
0	Newport
2-5	Newport
0	Newport
2-5	Newport
0	Wrexham
0	Wrexham
0	Wrexham