

Disability Hate Crime Survey: Guidelines for Supporting Someone



About

United Response is conducting [a survey about disability hate crimes occurring on public transport in England](#).

We are inviting disabled people living with all kinds of conditions to have their say and share their stories with us. The survey's questions will ask about disabled people's experiences of hate crime and the reporting process, and what they think should be done to prevent future hate crimes. Their responses will help United Response campaign for more accessible public transport and criminal justice systems that protects disabled people and their rights.

This document will provide guidance on how to support someone to complete the survey. It is inspired by [Mencap's Big Learning Disability Survey's supporter guidelines \(2019\)](#). We have made changes where appropriate to suit the context of our own research project.

Survey audience

The survey is for disabled young people and adults (aged 16+) living in England who have experienced hate crime on public transport.

We welcome inputs from anyone who identifies as disabled. A formal diagnosis of a disability or chronic condition is not needed to fill out the survey.

Survey format

The survey can be completed online. Unfortunately, we are not in a position to accept printed-out submissions by post.

The survey has been formatted in [Easy Read](#). This is a global standard used by many organisations to present information that is easy to understand for as many people as possible.

There are no audio or video files within the survey. We appreciate that their absence may make filling it out less accessible for some people. We will endeavour to include these accessibility tools in future content. In the meantime, we would advise anyone who would otherwise benefit from these tools to ask someone they trust to help them complete the survey.

Supporting participants

The majority of people whom United Response supports are autistic, have a learning disability, or both. Some may be able to complete the survey alone and others will need support. They may need a carer, family member, friend, support worker, or someone else to help them.

There are different ways you can support someone to fill out the survey. We have listed several ways which you can do this below.

(i) Do the survey in a safe and secure place

Before starting the survey, ask the person about where they would like to complete it. It is important that it is somewhere the person feels safe and secure enough to share their life experiences. This may be a place where there is enough privacy or somewhere the person is familiar with.

(ii) Make people feel at ease

It is essential that the person feels at ease and comfortable before completing the survey. Before you start, talk about how the person would like to fill in the survey. Some may feel comfortable answering it alone, others may need help to answer some or most of the questions. Allow enough time for them to answer each question – they shouldn't feel under pressure to complete the survey as soon as possible. Take breaks if needed.

(iii) Use visuals to help explain the questions and answers

All questions in the survey contain visuals from [Photosymbols](#). These visuals contain direct references to what is being asked in each question. However, some people will need more guidance when answering. If someone is struggling to understand what is being asked or a particular phrase, use the visual prompts to help them. Explain what is going on, what their options are, and ask if they still need clarity.

(iv) Make it feel like a conversation

If you can make filling in the survey more like a conversation, this may ease some anxiety and make it feel less like a test.

Instead of reading out the questions and answer options, you can talk around the topics and **encourage people to answer the questions in their own words first** before prompting them with the answer options. Their answers will likely be close to one of the answer options provided in the survey. Everyone is different, so you will need to adopt the conversation style to the person!

(v) Managing emotional resilience

At the survey's beginning, it includes a trigger warning about some of the questions it asks. These are about difficult topics that cover things like ableism, abuse, physical harm, and violence. Some people may struggle to answer these and share their life experiences.

It is important that the person is not at risk of re-traumatising themselves and they share only what they want to. Assure them that they do not need to relay information that they don't want to. Be empathetic and offer to chat about any issues they may be struggling with separately or in advance of completing the survey.

Gaining and maintaining informed consent

It is essential that you ask the person whether they want to take part in the research. Before doing so, you need to go through the first 4 slides at the beginning of the survey. Doing so will allow you to cover important topics with the person, such as confidentiality, trigger warnings, and how United Response will use any data collected. After you have gone through the information with the person, please check whether they have understood and retained it all.

It's important that you explain to the person that there will be no negative consequences if they don't want to participate in the research. They can stop answering the questions at any time.

Whilst you are supporting someone to complete the survey, please check they are happy to continue as you go on. Someone may change their mind half-way through, and they should be able to stop answering the questions if they want to.

Reporting concerns

For many people, completing the survey will be a chance for them to talk about their experiences and what they think could be done to improve disabled people's safety and access to public transport. However, it is possible that whilst you are supporting someone during the survey, they may disclose something concerning.

If you are supporting someone independently, remain calm and listen to what the person has to say. There are a list of contacts in the next section you can contact.

If you work for United Response or another organisation, please additionally follow all relevant and safeguarding policies, as appropriate.

Further sources of support

For more information about hate crimes, please visit the following organisations' websites:

- [Citizens Advice](#)
- [Crown Prosecution Service](#)
- [Victim Support](#)

If someone whom you are supporting has been affected by any of the issues encountered in the survey or wants to report a hate crime, you can do so through the following channels:

- [Police UK](#)
- [Crimestoppers](#) (0800 555 111)
- [Stop Hate UK](#) (info@stophateuk.org)
- [True Vision](#) (enquiries@report-it.org.uk)

Contact information

If you have any further questions about the survey or wider research project, you can contact the Research Team at policy@unitedresponse.org.uk.