

Reports of racism in Ireland

Racism:
see it
send it
end it.

www.iREPORT.ie



Authored by
Dr Lucy Michael

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send it
end it.

WWW. **iREPORT** .ie



Ireland
Working
collectively
to eradicate
racism
in Ireland



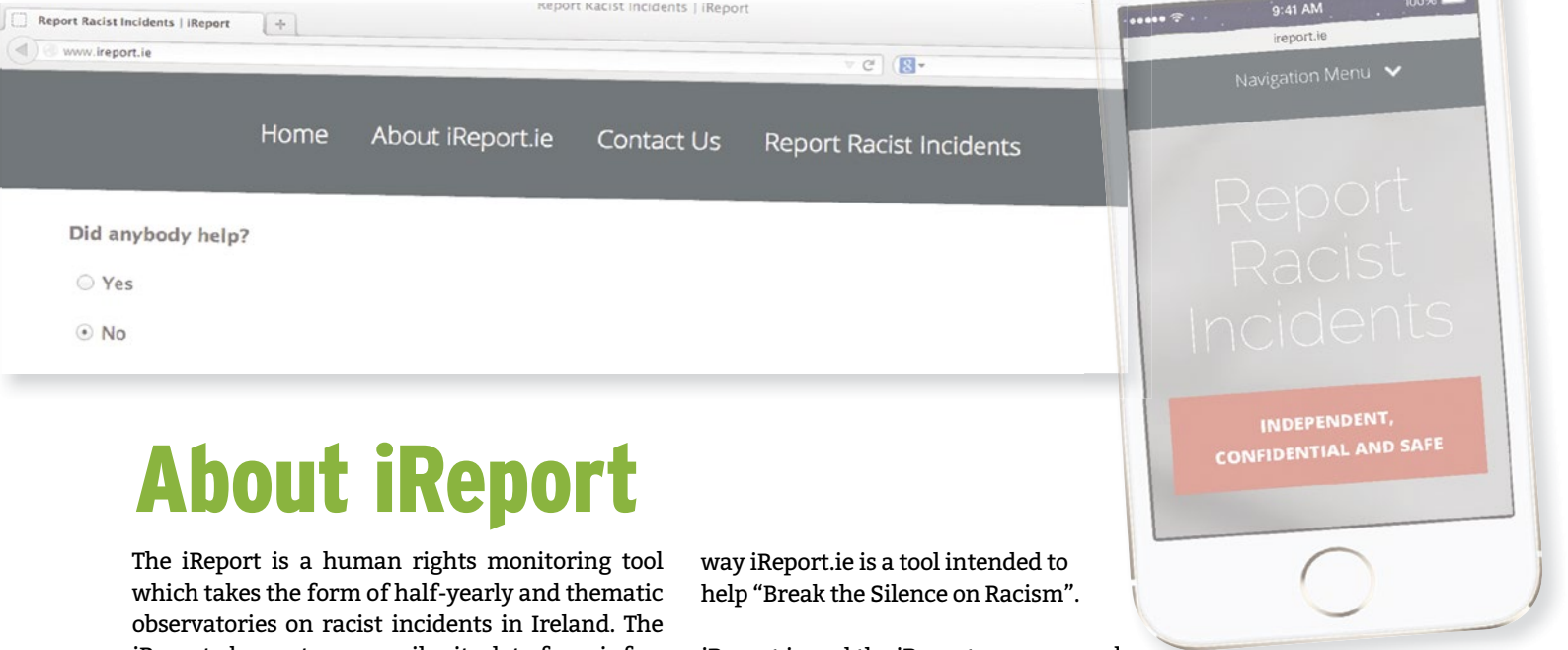
government supporting communities



European Network Against Racism
Réseau européen contre le racisme

ENAR Ireland Network Members





About iReport

The iReport is a human rights monitoring tool which takes the form of half-yearly and thematic observatories on racist incidents in Ireland. The iReport observatory compiles its data from information submitted by people who have been subjected to racism, by frontline anti-racist organisations, trade unions and other organisations that are committed to combating racism, and by the general public. It uses iReport.ie, an online racist incident reporting system which can be found at www.iReport.ie

iReport.ie is a system that makes it as easy as possible for people to self-report racist incidents by using the online form. It is a way for people whose voices are often unheard, to have those voices heard and to participate in the national conversation on racism. To facilitate this, the reporting mechanism is designed to be as inclusive of all communities as possible, and one which strives to overcome many of the barriers to reporting.

Barriers to recording include: A reluctance by people who experience or witness racism to report to police or other state bodies (our own research suggests that, for a variety of reasons, 5 out of 6 people would not report to Gardaí or official bodies); a reluctance to risk exposing oneself to further victimisation by sharing identifying details; a reluctance to engage in a lengthy legal or other process(es); a reluctance to use forms that use complicated technical language and other off-putting vocabulary and; a reluctance to use a reporting system that is lengthy and unwieldy. These barriers mean that people from minority ethnic communities experience racism which goes unrecorded and unacknowledged by the state and wider society.

To overcome these barriers the iReport.ie reporting form guarantees confidentiality, is short and easy to use, is written in plain English, and can be filled in anonymously, if the person so wishes. The system also allows for people to be supported in recording racist incidents by organisations working with those communities most at risk of racism. In addition to this, witnesses and by-standers can also report, as can third parties who have heard of incidents in their communities. In this

way iReport.ie is a tool intended to help “Break the Silence on Racism”.

iReport.ie and the iReport are managed by ENAR Ireland, the Irish Coordination of ENAR, the European Network Against Racism. ENAR Ireland and ENAR work to coordinate common civil society led responses to racism and racial discrimination at local, national and European level. iReport.ie was launched on 11 July 2013.

iReport.ie is a fully confidential and independent, civil-society based Racist Incident Reporting System. It is used for human rights monitoring, in line with best practice as set out by the OSCE's Office for Democratic Institutions and Human Rights (ODIHR), and the recommendations from the Council of Europe's European Commission on Racism and Intolerance (ECRI) 2013 report on Ireland. The report generates data that is compatible with the monitoring requirements of UN CERD, the EU Fundamental Rights Agency (FRA), the ODIHR, and other international Human Rights bodies. As such, the system should be seen as neither an alternative to, nor an extension of, the criminal justice system's own recording mechanisms.

This system is embedded in a network of over 80 locally-based organisations working in anti-racism and allows for locally gathered information to be fed into national data and analysed separately. While locally based and sectoral organisations retain locally gathered data, which they use to inform localised and sectoral responses to racism, the national data is analysed and compiled into half-yearly and thematic reports, and used to inform the public, support lobbying submissions, and contribute to a broader national conversation on racism.

To ensure the analysis of the iReport system is in line with robust international standards of data collection and analysis, and for comparators with relevant international research, ENAR Ireland has partnered with Dr Lucy Michael, Lecturer in Sociology at Ulster University and President of the Sociological Association of Ireland. Dr Michael is an authority on hate crime recording systems and on the impact of hate crimes on communities.

Our definitions

ENAR Ireland uses the definition of Racism as established by the UN International Convention on the Elimination of all Forms of Racial Discrimination (CERD) (1969): 'Any distinction, exclusion, restriction or preference, based on race, colour, descent, national or ethnic origin, which has the purpose of modifying or impairing the recognition, the enjoyment or exercise on an equal footing of human rights and fundamental freedom in the political, economic, social, cultural, or any other field of public life constitutes racial discrimination.'

What is a racist incident?

Following the above definition, a racist incident is any incident which has the effect of undermining anyone's enjoyment of their human rights, based on their background. ENAR Ireland follows international best practice in adopting the definition set out by UK Lord McPherson in his Report of the Inquiry into the Murder of Stephen Lawrence (1999), namely that a racist incident is: 'any incident which is perceived to be racist by the victim or any other person'.

A racist incident is any incident which has the effect of undermining anyone's enjoyment of their human rights, based on their background

This definition has been adopted by police forces across the UK (where the Association of Chief Police Officers welcomed it for the 'clarity' it gives police forces) and was also adopted by An Garda Síochána, the Irish police force. The definition is also consistent with the standards set by the OSCE's Office for Democratic Institutions and Human Rights (ODIHR), and which are used in the iReport.ie online questionnaire:

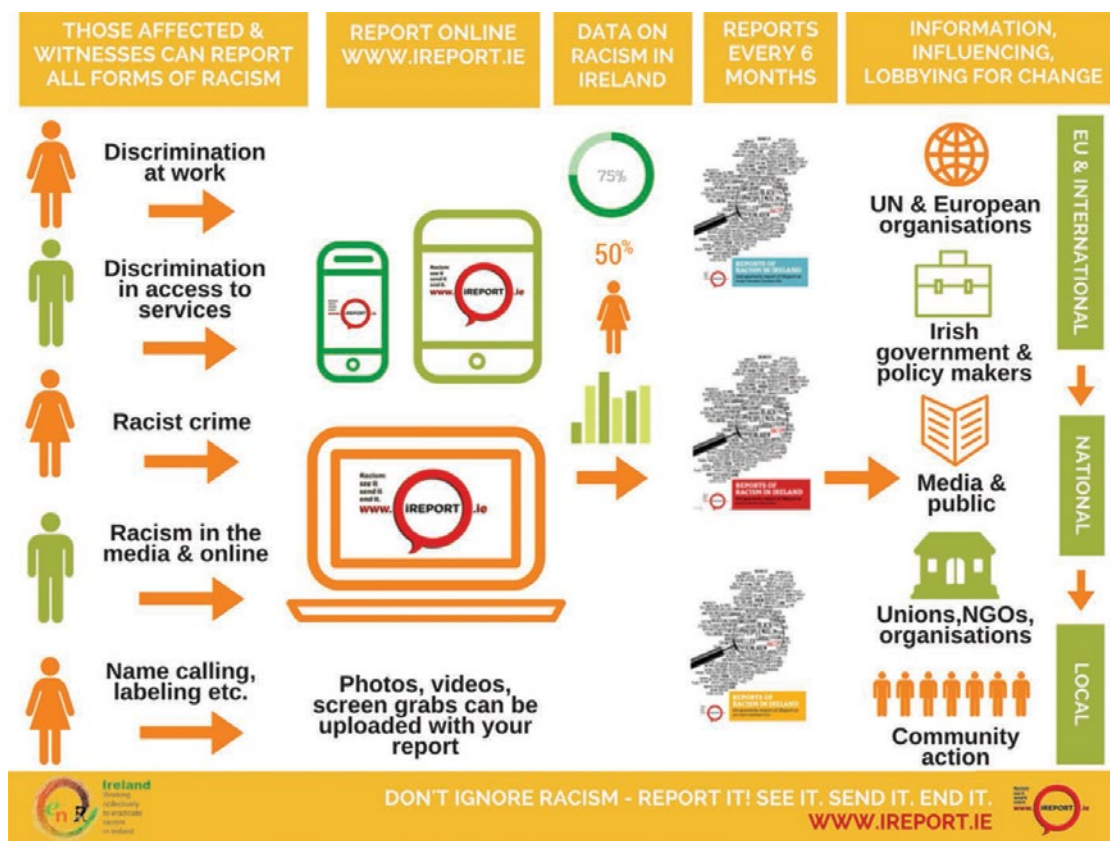
Why would you or the person it happened to say the incident was racist?

- Racist language was used
- Language about the person's religion was used
- There did not appear to be any other possible motive
- It was about something else, but racism came into it

Racist incidents (as distinct from racist crimes) include a range of acts which are racist but which may or may not meet the criteria for being considered criminal offences, or which may be deemed by law enforcement to be too difficult to secure convictions with. While some incidents are deemed too hard to prosecute, they are nevertheless important to capture, since research shows them to have an effect on individuals, communities and community relations that is much more harmful than their 'mildness' might suggest. Patterns of these 'minor' incidents can also act as warnings of more serious incidents. For the same reasons, the UK Association of Chief Police Officers (ACPO), in its guidelines on monitoring incidents, recommends that police forces record all racist incidents, criminal and non-criminal. To date, An Garda Síochána does not do so.

How we count crimes

Under Garda counting rules, one offence is counted per victim for any crime incident (i.e. criminal event). So, irrespective of the number of offenders it is the number of victims of an incident that dictate how many offences will be recorded. iReport.ie reflects this system by counting the number of reports made, rather than each individual criminal offence or other type of incident. Under crime counting rules, a continuous series of offences against the same victim involving the same offender counts as one offence. Thus reports to iReport.ie against a single victim or family are counted as a single offence if the offender is known or likely to be the same person(s), to reflect the counting rules of An Garda Síochána. The same rules apply to our reports to ODIHR and other bodies.



Why report?

Reporting racist crimes and discrimination goes a long way to support work across Ireland by ENAR members to achieve better services for victims of crime and discrimination, better protection for those likely to be targeted, and hold statutory agencies and government accountable for failures in this area.

Reporting takes time and can bring up distressing feelings and memories. It can also bring some relief to report what has happened. But the most important thing about reporting is that it brings benefits to other people potentially targeted by racism and to making Irish society more equal and inclusive. If you make a report, your report will help ensure that what happened is less likely to happen again.

Civil society organisations across the world host independent reporting systems to capture the patterns and extent of racism in their societies. These are used to balance state data, which often underestimates the problem, and usually reflects under-reporting to police and under-recording by police. iReport.ie is Ireland's independent racism reporting system. It enables us to build a more accurate picture of the extent and forms of racism in our society.

Collecting data, analysing it and reporting on hate crime can provide communities and Civil Society

Organisations (CSOs) with a powerful tool with which to present their concerns to government, law enforcement, media and others. Through iReport.ie, ENAR Ireland collects civil society data on racist hate crimes and racist discrimination which can be shared with the public and reported to international organisations. To date, ENAR Ireland has used iReport.ie data in reports to the United Nations, European Commission, EU Fundamental Rights Agency (FRA), and OSCE/ODIHR.

Credible data provides the facts needed to advocate for improved public policies which, in turn, both act to prevent and to combat hate crime and provide services which respond to the needs of victims of hate crime and hate-motivated incidents. Hate crime and hate speech motivated by racism are a daily reality in Europe. However, most countries do not effectively monitor hate crimes or take the necessary steps to counteract it. Nor are victims provided with essential support.

ENAR Ireland and Dr Lucy Michael have both also drawn on the iReport.ie data to contribute to the training of civil society organisations across Europe through the CEJI Facing Facts! programme (facingfacts.eu). The data has additionally been used to contribute to reports on Islamophobia in Europe (islamophobiaeurope.com) and ENAR Shadow Reports on Racism in Europe (enar-eu.org/Shadow-Reports-on-racism-in-Europe-203)



Director's foreword

2017 was a significant year globally for far-right ideologies, on the rise since the global economic crisis and now increasingly influencing the political mainstream. This has direct and drastic consequences for minority communities who are often caught between racial violence and official and structural exclusion, discrimination and marginalisation. At Charlottesville VA, the Trump effect manifested in the so-called “Alt-Right” rally which incited white supremacist violence to murder, in response to which the US President bafflingly tweeted that he condemned violence “on all sides”. At the same time the aftershocks of the Brexit campaign have led to a huge increase in documented attacks on mosques and on Muslims, and a parallel explosion in hostility towards migrants. In central and eastern Europe, the once Europhilic and liberal political class is now increasingly authoritarian, rolling back against women’s and LGBTQ rights, while popular sentiment is too often apologetic of the wave of xenophobic and islamophobic violence right across the EU. The multiplier effects of these global ideological shifts are now falling on fertile ground even in Ireland where the gap between rich and poor is wider than ever, and the housing and homelessness crises deepen. It is in this context that we must make sense of the further rise in reports of racist incidents received through the iReport.ie system in this period.

Ireland in 2017 has been a year both of significant milestones and significant missed opportunities in the development of our capacity as a society to recognise and combat discrimination, racism and hate crime. In January *The Irish Times* published what can only be called a fake news apologia for the “Alt-Right”, generating hours of sensationalist talk-show air time, but little sense. In February the government published its “Migrant Integration Strategy”, a brief document outlining 76 aspirations, but which falls far short of meeting the standards of a UN Durban Declaration-compliant National Action Plan Against Racism. In March the government recognised Traveller ethnicity, bring-

ing it in to line with Travellers’ self-identification as well as expert academic and international human rights consensus. This position is one to which the state had been dragged thanks to decades of tireless work by Traveller activists and organisations. However this victory has yet to translate into concrete gains for Travellers. It remains the hope of Travellers that improved regard from agencies will facilitate better health, education, employment or accommodation outcomes. But as this report shows, Travellers and Roma still experience high levels of hostility in every aspect of their everyday lives. This report also highlights continuing high levels of hostility towards Muslims, reflecting global and national media islamophobic tropes and discourses, as well as against people of African descent who also continue to face very high levels of discrimination in the labour market.

In 2017, ENAR Ireland continued its work with a range of civil society organisations to gain all-party support for a Private Members Bill on hate crime that is tailored to the needs of the Irish criminal justice system and meets the recommendations of international experts in the field. At the same time Ireland’s inability to protect people from hate crimes is the focus of an ongoing investigation by the European Parliament’s PETI committee, which was triggered by ENAR Ireland, citing our obligations under the EU’s Framework Decision on Racism and Xenophobia. This year, the Irish state did not submit any data to the annual European hate crime data published by the OSCE’s Office for Democratic Institutions and Human Rights (ODIHR) whose report relied almost wholly on ENAR Ireland’s data generated through iReport.ie. Garda data on hate crime remains appallingly poor. And while the An Garda Síochána still blames people for not reporting, our data clearly shows that what is at fault it is the force’s ability to respond appropriately. This gives urgency to our call for an overhaul of our capacity to tackle hate crime and all manifestations of racism.

Shane O’Curry

Racism by numbers

330 reports received

19 racist assaults

26 cases of ongoing harassment

69 other hate crime cases

20 cases in the workplace

12 cases against children

28 cases against Muslims

111 reports of hate speech online

51 reports of hate speech in newspapers

32 reports of serious psychological impact

Reporting up **33%** on previous period

Racist crimes

19
assaults

3
arson

3
sexual
assaults

13
threats
to kill or
cause
serious
harm

Serious criminal harms

Assault appeared in 19 cases in this period. Weapons were used in 6 cases of assault and attempted assault. Thirteen cases of threats to kill or cause serious harm were reported. Sexual assault was reported in 3 cases. Below is a short summary of some of the cases of assault reported.

In other incidents of physical abuse reported by the victims:

- A couple with young children were subjected to racist language and threats from their neighbour in Dublin, who slammed their door causing injuries to the man's head and leaving the family so fearful they are unable to go to work.
- A man aged between 25 – 34 attacked a South Asian man during the evening on a city street. He began shouting racist slurs from a distance and this escalated rapidly, leaving physical damage on the victim's face.
- A student was out in a pub/club in Limerick with friends when several strangers removed his turban from his head and made racist comments. When he tried to defend himself he was removed from the premises.
- A group of children were walking to a Mosque in Dublin, led by several adults including a Muslim woman. Three young teenagers attacked them with eggs, which scared many of the children, however members of the community passing them did not stop to help.
- Whilst working as a taxi driver, a Muslim man was called racist names and punched when dropping a man off in the city centre. The situation escalated when the man refused to pay his taxi fare. The Garda were informed.
- In a city fast food restaurant at lunchtime, a stranger under the influence of alcohol, questioned a Muslim woman as to why she was there and then proceeded to hug her against her will.
- A man from a 'mixed background' was walking down a city street with several friends and children after a day out when a man who lived near them, began yelling at them and threatening them. When they acknowledged the man one of the members in the group was punched in the jaw and threatened with a hammer. The Garda and Ambulance services were called. Shortly after they continued to receive death threats aimed at their children and moved house.
- A South Asian male was attacked in his home by another tenant. He was attacked with objects in the kitchen, damaging his arm and leg. This was reported to the Garda.
- Due to his accent, a man was subjected to an assault and mugging.

In physical incidents reported by others:

- In a busy shop in a large town, it was reported by a bystander that a child from the Irish Traveller community was pulled screaming out of a shopping centre for stealing. The child was distressed and the incident reported to Gardaí.
- A young Black African male was physically dragged by bouncers out of a club and knocked off his feet without giving him the option to walk. He was handed over to police who agreed to him going home, but later issued a fine for public disorder.
- Children were targeted by a neighbour in their home due to them being from a 'mixed background'. The neighbour used racist slurs and drove their car at a toddler, who moved just in time to not get hit, causing distress for the weeks following in the child's behaviour. Whilst revving the engine of the car, in a separate incident, they drove at a child on a bike, causing them to fall off and injure themselves.
- A young woman wearing a burka was targeted by a group of teenage boys in a city street, who called out racist comment and threw food at her, as reported by a bystander who spoke to them afterwards.

Violence with a weapon

A family assaulted by a single perpetrator then joined by others were terrified by the encounter:

"We were returning from our [day] trip. There were 8 of us, 3 children in our group. On our way home a man decided to start harassing us. He asked why we are walking on his street. My friend who is Irish confronted the man. The man then started telling him that it was ok for him to walk there as he is Irish, but isn't for us. He kept harassing us and my friend was punched in the face. He lost consciousness and started bleeding. Then the man's friends brought a hammer and he started fighting us with it. I called the Gardaí then the ambulance. While I was calling the Guards my brother's wife and friend's wife were assaulted. We have never been in a situation like this. We were threatened with death of our [racist term] children."

Responses to racist assaults

It is important that people who are assaulted because of their identity find support in the aftermath. However, repeatedly the iReport data shows that further psychological damage is done by poor and even further racist responses to them. This is demonstrated by a case in this period of a student and his friends who were forcibly removed by security from a nightclub after a vio-

'F**k off back to India' - Irish woman's racist abuse caught on camera on Limerick train

Irish Rail has reported the incident to the Gardaí



The incident was filmed on a train from Limerick to Limerick Junction

Article in Irish Independent, 18th April, 2017

lent attack on him by strangers. Security refused to view CCTV evidence of the attack or address the perpetrators.

Criminal Damage, Theft and Graffiti

Twelve reports in this period concerned single or multiple counts of criminal damage. This does not include criminal damage arising from graffiti, which is reported separately.

There were 18 reports of racist graffiti in this period. Two of these were on playgrounds, two in schools, and one near an ethnic/religious community building. Cases of graffiti included:

- Swastika on children's playground equipment in a public park
- Swastika spray painted on Dublin street
- Anti-refugee stickers distributed around city streets
- 'White pride' stickers
- 'Muslims out' graffiti on shopping centre
- "Multiculturalism is genocide" sticker

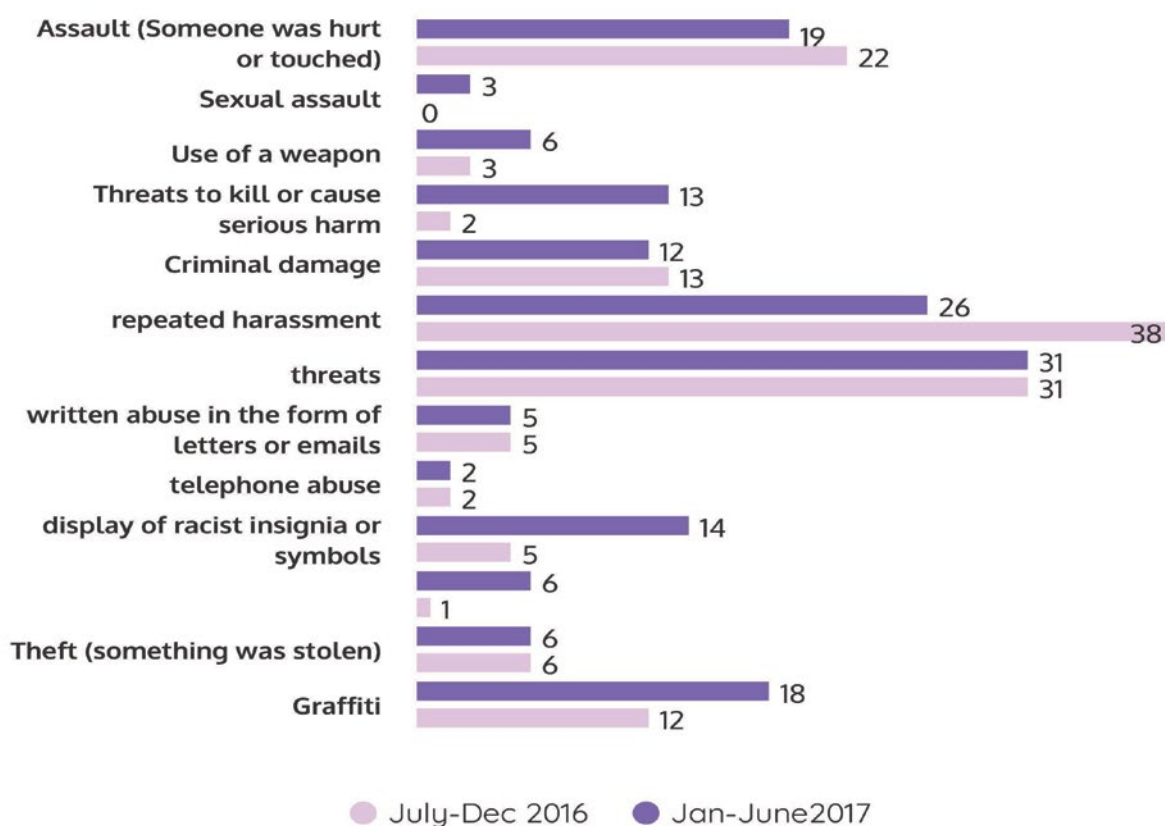
There were also 6 cases of theft in this period.

Incidents of threat

There were 31 cases of threat in this period. Below are examples of the cases reported.

- An Indian woman on a Limerick train was verbally abused by another passenger. The incident was recorded on video, shared by social and national media, and investigated by Gardaí.
- A male aged between 35-44 from a Black/African background was subjected to verbal abuse whilst using public services in Limerick. The group of strangers shouted threats and used inappropriate language, which has been a pattern of harassment.
- In a shopping centre in a rural town, a Muslim man from a Black/African background was threatened and verbally assaulted in a shopping centre. The issue was not about 'race' to begin with, however it was brought into it. It was reported to a staff member of the organisation and the Garda.
- A Muslim woman with her children was threatened by a group of children aged 12 – 14 on several occasions in a Dublin playground. She received threats both to herself and her children,

Type of Crime



which now makes it difficult for her to bring her children to this area. It was reported to the Garda.

- Whilst walking down a suburban street, a young Latin American was threatened and intimidated by a group of teenagers using metal poles as weapons, using slurs regarding 'taking over the country'. Although she was not hurt she was very scared and contacted the Garda.
- On public transport in Dublin, two people under the influence of alcohol and possibly drugs, threatened a woman from an African background as she tried to sit down, telling her they would harm her if she tried to move.
- The Irish-Palestine Solidarity Campaign received emails from an off-shoot, US based proscribed far-right terrorist organisation. These emails included racist language, threats and abuse which causes concern as they have been known to attack pro-Palestinian organisations and individuals in the past. It was reported to Gardaí.

There were 5 cases of written abuse in the form of letters or emails, and 2 cases of abuse by telephone.

In 14 cases, there was threatening display of racist insignia or symbols (a three-fold increase on the previous period), and in 6 cases, display of other offensive materials. The presence of these displays makes the threat appear more severe.

Repeat harassment

Repeat harassment usually starts with a series of low level aggressions, and escalates. That is why it is so important that low level threats and aggressions are reported and recorded. A report of threats to children by a neighbour is particularly disturbing, and has had severe psychological impact on them.

"A toddler was walking on footpath. A car drove at speed right up to him. He froze and dropped his toy. The woman revved the car engine twice and then drove toward him as he was bent over picking up the toy. He got out of the way just in time. This is part of ongoing harassment."

This was the latest in a string of incidents. In an earlier incident, the same woman, a neighbour, drove at an older child with speed. The child fell off his bicycle and injured an ankle. *"Later the woman made racist comments about those type of kids doing injuries to themselves."*

In addition to these threatening incidents, she also harasses the family in other ways. *"She turned up volume on tv to a deafening level when the children went to bed", and also "banging on her window, shouting at them, threatening them while they are in the garden."*

There were 26 cases of repeat harassment in this period.

Non-criminal racist incidents

Sub-crime

This section explores the range of incidents which are neither addressed by criminal law nor the laws on discrimination. Incidents of verbal abuse, 'racist jokes' or aggressive questioning frequently accompany or precede the types of incidents addressed by law, and are therefore important indicators of the environment for ethnic minorities and members of minority ethno-religious communities.

There were 14 such incidents reported directly by those targeted, and 19 by third parties. This pattern reflects patterns in the data for other categories, in which those targeted are more reluctant to attribute racism than those who witness incidents.

Verbal abuse

"I was on a road trip with some friends in Dingle. After dinner we were in the street talking (in Portuguese) and someone just walked in front of us and said "go back to your country"."

"I was called the n word and a cow, told to go home."

"I was arguing with another person over a separate matter, a third person started yelling slurs at me."

"I'm a father of 3 kids. There is a lot of children on our estate playing together. [A neighbour] started threatening kids including my 11 years old son. She knocked at my door and started verbally abusing me. She stated "I should go back to my (swear word) 3rd world country-(swear word) Polish." I am originally from Poland and has been resident in Ireland for the past 13 years."

A Muslim woman was out walking and experienced racist verbal abuse from a group of 4 teenagers, leaving her afraid to go out walking there again.

"My girlfriend and myself were sat in our car at a train station. An elderly man got into the car next to ours and banged the door quite hard. My girlfriend got out just to check the car as it was a hire to make sure there was no damage. After asking what she was doing and hearing

her British accent he told us to go back to our own country." (White British-Irish)

"A cyclist knocked on my car window to express his frustration by me overtaking him. Then he started yelling and saying racist statements 'you all are [swear word] Muslim suicide bombers' and 'piece of s...'. It all seemed sudden and completely unprovoked. Random almost. I wasn't afraid but rather shocked and embarrassed." (Muslim man)

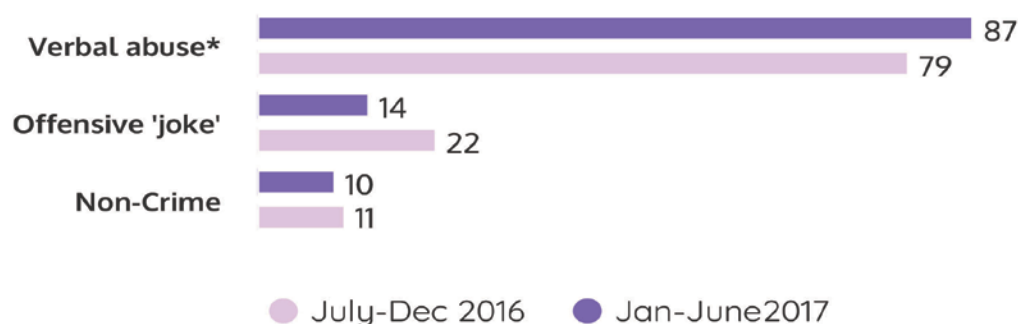
A Muslim woman was out walking and experienced racist verbal abuse from a group of 4 teenagers, leaving her afraid to go out walking there again

Aggressive questioning

"I decided to bring my chair to my office, since it is very comfortable. I had also my backpack and my sport bag with me. I was wearing a short pants and a shirt. A car stopped by where my house is. A man in 30s asked me whether I was ok. I thought initially that he was just being nice to ask, since I was carrying an office chair. Then he said that I looked suspicious. I requested him to elaborate. He said I looked suspicious with my beard, especially after Manchester attack. I do not have a thick facial hair and it was short. I was shocked and just told him that I was just trying to go to my office."

A passenger of mixed background who was questioned about her ethnic background by a taxi driver until she admitted having part African heritage felt very unsafe after the taxi driver then described her as 'half-caste'. She got out of the taxi early and found another taxi home.

Type of Non-Criminal Behaviour



Exclusion

At a community forum meeting, a member of Council staff delivered feedback from a group as its moderator, and specifically excluded the ideas of two ethnic minority representatives. An intervention by another community representative (white Irish), who recognised the exclusion, ensured their ideas were represented in the final discussion.

The everyday nature of incidents of verbal abuse is evident from narratives like the following, which put individual incidents into the larger context:

"I was standing on a bus stop waiting for my bus after a short day in college. An older gentlemen cycled passed me and spat at me without saying anything. The only reason I can think of is my religious background as I am a muslim female and I wear the Hijab as part of my dress code. The type of racism I have experienced in the past was all verbal like people telling me to "go back home", or to "go fight ISIS" or foolishly screaming "[racist abuse]" or "Osama Bin Laden", or stopping me in town to remind me that I must be happy in Ireland since I would be oppressed back home. But this is the first time something like this happened to me. It's important to mention that I had a conversation about what happened to me with another Muslim friend who experienced the same thing in the same area from an older gentlemen. This may not be this man's first time!"

Impact

The impact of these types of incidents are often underestimated. The psychological hurt caused can even be surprising to those who experience it, and can cause further isolation as people targeted by such incidents seek to protect themselves from future incidents.

"This was witnessed by my wife and 3 kids at home. My wife could not sleep all night as she just could not believe what she said. As I am writing now I feel highly offended as that never happened to me [before]. I am very well integrated always supporting locals."

"As a gay man from [another country], and having already experienced abuse many times, I thought I had a thick skin. However, I feel so helpless, and scared right now, because I cannot do anything about it. Even though I think that the number of people with this attitude is not too much, but still I am feeling really sad especially for some other ethnic minorities, who have to face this kind of incident more frequently."

"We felt excluded and vulnerable. As it appeared that the intended goal was to crush our voice on a local community level."

"I am afraid to go out walking/jogging anymore."

"This incident has effected the way I see my life here .When it initially took place I met a friend and while explaining what happened I cried about it. This man done what he done out of ignorance. What he didn't realise was the effect it had on a 20 year old girl who was already struggling with identity. For months after this incident I thought I would never be accepted in Ireland."

"Angry, hurt. For the first time ever, unwelcome in Ireland."

"Never in my life I was a target for racist behaviour, I felt humiliated, shocked and scared."

"I don't know what was on in his mind or why he felt he could say that. I was polite and nice to him. I'm so confused."

"I have a small daughter who has olive skin and I (for the 1st time) felt afraid for her, for how will people treat her..."

Reporting to An Garda Síochána

Reporting rates

Only thirty percent of those reporting crimes to iReport.ie also reported them to An Garda Síochána. More than two-thirds chose not to report to Gardaí, preferring to report elsewhere. Of the 18 incidents of violence reported by those targeted, only 11 reported their experience to An Garda Síochána. Trust in Gardaí to act after previous incidents was the most mentioned reason for not reporting, followed by the time it requires to report an incident.

Thirty-three percent reported crimes to other organisations instead, including predominantly ethnic minority, migrant or anti-racist organisations, public and private sector employers of the perpetrators, and rights organisations. Others reported to residents' associations, citizens' advice centres, housing organisations, councillors, public transport bodies and educational institutions.

Reporting experiences

Experiences of reporting to Gardaí were mixed. There were cases of good practice as well as cases reflecting continued failure to address this area adequately. One Dublin division demonstrated repeated good practice in responding to calls for immediate assistance, although there are still areas for improvement in preventing the escalation of incidents.

Barriers to reporting are still not taken sufficiently seriously by An Garda Síochána. It is not clear to the public how to report racist incidents, and insufficient information about the process, including diversion during reporting for unexplained reasons to other offices or Ethnic Liaison Officers deters even those who are initially motivated to report.

"I found a number for the Garda Racial and Intercultural Unit. I rang and left a message and was called back first thing the following Monday. He checked on the system and no-one had reported the incident and informed me that to have the incident reported, I had to go to Kevin Street. At this stage I had spent at least 15 minutes on the phone to him telling him what had happened - I thought I was reporting the incident - but apparently not. At that point I decided not to go to Kevin Street and report it. My observation is that it is not made easy to report racist incidents."

Hostile treatment

Descriptions of Garda responses both to victims of crime and witnesses highlight examples of hostility towards ethnic minorities. As in previous periods, this includes refusing to hear the victims' accounts before speaking to perpetrators. The failure to properly record the facts of the case, and even examples of Garda aggression towards the person reporting the crime, are reflected in more serious psychological impacts of racist crimes.

Hostile responses like this are unpredictable, and further terrorise the victim at the point where they most need help and support

A taxi driver who was racially abused by passengers refusing to pay their fare flagged down passing Gardaí for help. His case was reported by an organisation helping to support him afterwards as he coped with the impact of the Garda response.

"When he [the taxi driver] tried to explain what was happening, they ignored him and started talking to the passenger. When he tried to explain again the guard walked towards him fast and aggressively with his fist balled up and said, 'I told you to Shut your mouth'. In the end the guards let the passengers go. The Guards simply said we will investigate it and get back to you."

This example demonstrates vividly one of the reasons why ethnic minorities often choose not to report to Gardaí. Hostile responses like this are unpredictable, and further terrorise the victim at the point where they most need help and support.

Failure to respond promptly

While failure to respond promptly was a repeated theme in reports, in two cases, victims described how the failures of Gardaí to act promptly was severely detrimental to their wellbeing. One call to Gardaí about a violent threat on a lone woman in her neighbourhood received no response at all.

"While walking near my home a man with a baseball bat yelled [racist term] at me. I asked my husband to come meet me after it happened because I was scared. I called the Garda 20 minutes later, mainly because of the bat and the close proximity to my home. The police said they would come and check it out but they never came."

In another case, a violent mugging by strangers on a lone man was also ignored by Gardaí, who took a report, but failed to act or communicate with the victim.

*"I was approached by 3 men who told me to hand over my wallet and 'f*ck off home you [racist term]'. I reported this to the police who took no immediate action. The incident has caused me to suffer from insomnia and clinical depression which I am receiving treatment for."*

In both cases, the failures of Gardaí increased the impact of the original crime, because they reinforced the vulnerability of the victims to future attacks and the lack of access to justice and support for victims.

Failure to properly address repeat harassment and escalation

Good policing practice requires risk assessments for repeat harassment, and in the cases of repeat incidents, a harm reduction strategy to be drawn up for each case. While An Garda Síochána have introduced such assessments for domestic violence cases, there is no such policy for racist harassment. Cases of repeat harassment in this period demonstrate the vulnerability that targeted families and communities feel as a result.

A family suffering violence and threats against their children called local Gardaí, but were not given any support or information to address the ongoing harassment. *"I did ring the Garda and reported the incident and I was told to ring 999 if things escalate....To be honest with you, my kids live in fear and we are sick from the continuous abuse."*

A woman threatened and racially abused by a group in her neighbourhood called Gardaí on her return home and reported the incident by phone. *"I am completely petrified, horrified and scared that they will decide to actually hit me with the same or other improvised weapons. I do not know how to defend myself, my family or anyone else against a threat like this and I am certain that this group of people will strike sooner or later."*

Even where cases are attended by Gardaí in accordance with good practice, there is evidence that the responses are inadequate to protect victims from ongoing abuse and violence. A Garda station in Dublin sent one Garda to an apartment building where a family were being threatened, racially abused, and their door damaged by an abusive neighbour. The incident had gone on from 9pm until 3am, when the Gardaí attended and attempted "to calm things down". The Gardaí spoke with the perpetrator but took no further action. After the Garda left, the neighbour continued the abuse, causing injury to one of the family, and continuing racist verbal abuse and criminal damage through the rest of the night. The targeted family were afraid of what would happen next.

"We are not able to go work, our children are terrorized, my 2 years old son is crying all the time and got sick. I am living in fear, afraid of going out with my children, dropping them to school because of the threats against them."

Failure to provide information to victims

Despite the right of victims to information about the investigation of crimes reported to An Garda Síochána under the Victims Rights' Directive, there is continuing evidence of the absence of communication with victims. This has a continuing impact on the fear that victims feel.

One woman reported how a violent racist attack on her near home made her fearful of being outside the house. The difficulty of explaining the incident to Gardaí while she was still in shock and the lack of communication afterwards from Gardaí made her feel very vulnerable.

"I was walking home, and a man started yelling at me from across the road, tons of racist abuse as well as sexual comments about what he was going to do to a 'filthy [racist term] like me polluting his air.' He crossed the road over to me and got in my face. He swung at me and I ducked and he fell over. When I got in I was very upset and I rang my friend and she persuaded me to call the guards which I did. They came around and took a statement but nothing happened."

I was very shaken afterwards as it was daytime and so close to my house. I stopped going to the shops near me and now do my shopping in the city centre instead. It left me feeling very vulnerable and unwanted and a bit dirty. The stuff he said was really vile."

Bias in policing

In previous iReports, there has been evidence of explicit surveillance of ethnic minority people, and direct threats to them. This is particular-

Recording racist crimes in Ireland

Although there is no specific hate crime legislation, all crimes should nonetheless be reported to Gardaí, investigated and can be prosecuted under existing criminal legislation. Under current law and practice, the bias motivation should be recorded and investigated by Gardaí, and forwarded to prosecutors. A judge may take evidence of racism into account in sentencing, but is not obliged to do so and there is no mandatory sentencing for the bias element.

In 2002, An Garda Síochána adopted the MacPherson definition of a racist incident, which allows any person to define an incident as racist in reporting to police. However Gardaí did not start recording racist motivations on Pulse until December 2015, and still require independent evidence of the racist motivation, falling short of the MacPherson definition.



Gardaí stop and search Roma women in Dublin

Victims of racist crimes are entitled to the same rights as other victims during the process. This includes a crime number, communication with a Victim Support Officer and information about the outcome. All of these follow the initial case recording by Gardaí.

- In iReport submissions over 3 years, we have identified patterns of systematic failure in An Garda Síochána in this area, which require strategic attention at senior level as well as training of front-line Gardaí. These include:
 - Refusal to advise or act in cases of racist crime
 - Failure to attend ongoing violent crimes
 - Refusal to speak to perpetrators or relevant witnesses
 - Hostile treatment of witnesses
 - Failure to collect relevant evidence of crime and of bias element
 - Failure to provide crime numbers to victims
- Diversion of victims and duplication of reporting
- Failure to provide information on status of case to victims, including to respond to direct and repeated queries from victims
- Failure to give crime prevention advice to victims
- Hostile interactions with ethnic minority public, including racial profiling, harassment and unwarranted searches
- Investigation of immigration status before investigation of racist crimes
- Lack of expertise in recording and investigating racist elements of crime
- Limited training and resourcing of Ethnic Liaison Officers
- Advice to victims which contradicts research on repeat harassment and endangers victims
- Unclear policies for dealing with repeat harassment and escalation

ly the case in rural towns rather than cities. A young woman who regularly wears clothes associated with a particular ethnic/religious group described the daily harassment she experiences from Gardaí in the local town.

"I just moved out here and every time I go outside or walk down the street the cops follow me and or drive by me then do a U-turn right in front of me. They're harassing me and not hiding the fact that they're bothering me or watching me/harassing me."

This is not the first iReport case of young ethnic minority women being harassed in this way by Gardaí.

In another case, Garda aggression towards a par-

ticular ethnic group was demonstrated by refusal of service. A Garda acted inappropriately towards the ethnic minority driver of a damaged car after a collision in pressuring them not to make a complaint, and warning them repeatedly not to claim damages for injury, before making racist statements against them. He accused the driver of being likely to sue because of their ethnic identity. The driver of the vehicle who had caused the damage was allowed to leave the scene without providing insurance details.

Examples of police hostility towards ethnic minorities, and explicit surveillance of them based on racial profiling, are sufficient to decrease trust in Gardaí and drive down reporting rates when these groups are targeted for racist violence.

Discrimination

Discrimination in Employment

Thirteen cases in this period concerned discriminatory treatment at work. Irish law governs discrimination in the workplace as well as in job seeking. The latter is often harder to prove. Discrimination in work is, in reports submitted to iReport.ie, usually accompanied by verbal abuse and sometimes physical abuse, as well as lesser treatment. Bullying, harassment, being given worse jobs because of ethnicity and being forced to quit employment (constructive dismissal) are all contrary to equality law in employment.

- A Polish man was forced to quit his employment after continuous harassment and falsified accusations against him in order to replace him
- African temporary workers in catering were systematically harassed, bullied and demeaned by a senior member of staff. An example of her bullying behaviour was her insistence on calling them all by the same nickname and refusing to use their real names.
- A Muslim man was harassed by colleagues at his new job who repeatedly discussed terrorism and the likelihood of his being a 'bomber'.
- A young woman is repeatedly expected to complete shifts without payment, repeatedly given unpaid overtime, and given the worst jobs, on the basis of her not being Irish. This treatment is illegal under Irish law.

Seven cases involved discrimination in applying for jobs.

- A UCD graduate with a 1G visa described being turned away by multiple companies who would not employ a person without a Stamp 4 visa.

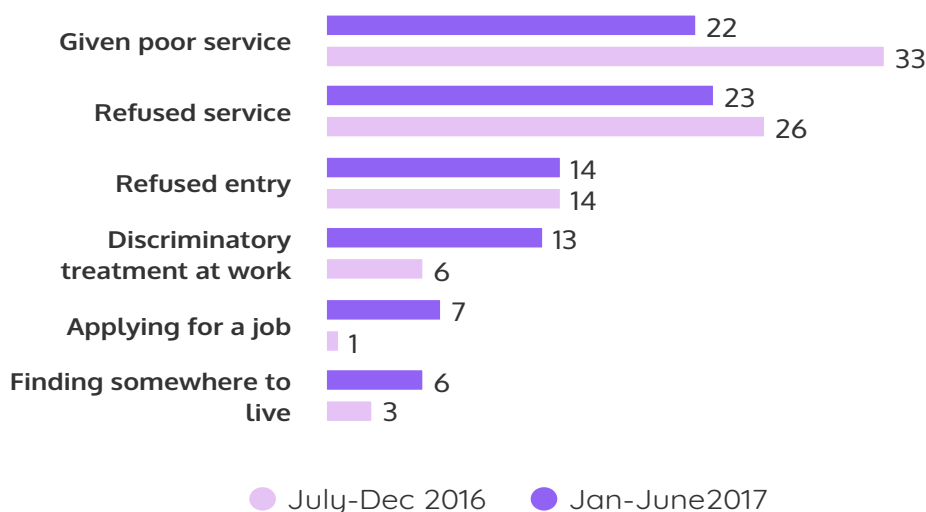
Discrimination in Access to Goods and Services

Twenty-two cases involved people given poor service because of discrimination against their ethnic or religious background.

- A Traveller woman eating in a fast food diner with her 4 year old son and 3 week old baby was served a burger stuffed with eggshells. Both the Chef and Manager laughed at her complaint, and she was told to leave the restaurant and not return.
- A Black-African woman who regularly bought ice-cream for her children was given the wrong change, and when she queried the apparent error, was told "you people are always like that, you people are always trying to steal". When she reported to the manager, the manager refused to deal with it and she was told to report it to Head Office instead.

- An Eastern-European man was given the wrong change in a local corner shop, and when he queried the apparent error, was told "I don't want to see you in this shop again".
- The parents of a Traveller boy discovered in secondary school that he could not tell the time, and started to query his progress in other subjects. They felt extremely let down by the education system, having ensured he attended and had the necessary resources. "I knew he wouldn't be able for different subjects so I reported it to the principal and the attendance officer, and she said we'll look into this and I was assured it would get better. And so I paid for all books, school bag, everything. I noticed again at the end of the year the books weren't written in so I met and raised it again that he wasn't being taught. This is to the attendance officer but she didn't look into it. She said it wasn't her responsibility so I called another meeting with the teachers but they denied it that. I asked them to show me one thing that he had done but they couldn't. I felt that they ignored my child and didn't teach him and they denied it."
- A Traveller man and 6 year old boy were verbally insulted in the shop and accused of stealing and not paying for goods in a shop. "The sales assistant in a loud voice called the boy to pay for goods and ashamed him. When the man stood up for him and said there's no need to scream as he is going to pay and is just a child, she said she doesn't want another Traveller to steal from her. When the man said that he is not that thief and he has nothing in common with him she told him to "F... off."
- A LUAS driver directed ticket inspectors to check the tickets of a large group of Black-African men, and not other passengers, and on finding 1 expired ticket had the whole group removed before he would continue the journey. The holder of the expired ticket was not allowed to buy a new one. The driver told another person "its the same crowd all the time and they should be sent home". It was reported by a passenger who witnessed it and felt it was discriminatory and unfair.
- A Black-African woman getting on a bus was having trouble hearing the driver tell her the fare. Another passenger reported, "He began to enunciate really rudely and then said 'BYE BYE' really loudly and obnoxiously. It was clearly aggressive behaviour."
- A pupil of mixed background on a school trip was called extreme racist epithets by staff at a bowling hall and given broken equipment. He could not sleep for days afterwards.

Discrimination in employment, goods & services



Twenty-three cases involved the refusal of service to people based on discrimination against their ethnic or religious background.

- A taxi driver who discovered that his passengers were of Traveller ethnicity stopped the car mid-way to their house and refused to take them any further, even when they offered to pay upfront. One of the passengers forced out of the car was heavily pregnant. One passenger called the Gardaí, but the driver refused to give a reason to Gardaí and the attending Garda told the passengers simply to take it up in court.
- An equipment hire firm refused to allow a Traveller man use their services. The intending customer offered an increased deposit but was refused.
- An asylum seeker living in direct provision was told that the management would do nothing about a broken bed. He was told by a staff member "You are lucky you have a bed – many people don't" and made to feel that the homelessness problem in Ireland was his fault. When a fellow resident asked for something else, he was told, "We didn't make any request for you to come here to Ireland – you can leave any time you want, we are not requesting you to stay".
- A Tesco store refused to serve a customer providing a Polish passport card for the sale of alcohol, insisting that it was policy to only accept Irish passports and ID cards.
- A Maynooth pub refused service to 4 University students on the basis of their Traveller ethnicity.

Fourteen cases concerned the refusal of entry to people based on discrimination against their ethnic or religious background.

- A Traveller woman and her 10 year old son were refused access to a hotel for Sunday lunch.
- A Traveller man was refused access to a boxing

club because of his ethnicity.

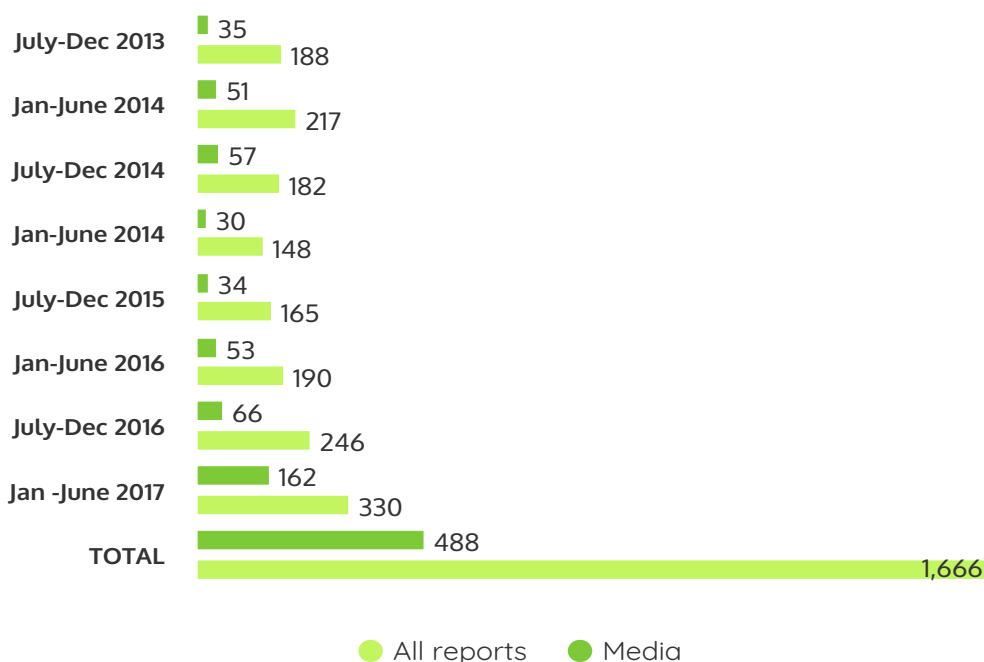
- A Traveller couple who were regular customers at a local pub were refused entry when the bar woman said "I am serving no Travellers". The refusal has severely affected them, as they used their regular visits to the pub for social connectedness to address the isolation of mental health issues. They had never previously had any problems there. The couple are embarrassed to go anywhere else in case they are refused.
- Two Travellers and their 3 children entered a pub. The bar staff refused to serve them and told them to leave. They then called other local pubs to warn them to close as Travellers were about. The other pubs then put down their shutters.

It is a sign of the ongoing discrimination against Travellers in Ireland that in each of these cases there are repeated attempts by those targeted to ameliorate the discrimination through, for example, offering to pay upfront for services or to provide additional assurances. These strategies, although occasionally successful, hint at the range of social, political and economic barriers that Travellers face in their everyday lives.

Six cases involved discrimination in finding somewhere to live.

- A couple experiencing harassment from their landlord suffered extreme mental anguish as a result. The woman suffered very badly, starting to cut herself and not leaving the house. "We have appealed our case to the RTB in regards to the rent arrears, and illegal eviction which took place, but we are worried that the adjudicator will not take the mental stress, and pain from what we have endured up to now into consideration."

Reporting Trends 2013-2017



Social Welfare offices repeatedly feature in submitted reports for racist statements, demeaning and humiliating behaviour, harassment and illegal refusal of service. In this period:

- A war refugee with a stamp 4 visa could not acquire employment without completing a Certificate course equivalent to his existing Bachelor degree. He experienced months of racist treatment by a Social Welfare officer refusing access to education and jobseeker's allowance claim. He was verbally abused and told he would 'never' get benefits 'from the Irish people', and to 'go home' and get his family to help him. The man became homeless as a result.
- A student identifying as Black-African was verbally abused and discriminated against in applying for educational assistance after acceptance to a third level course.
- An EU citizen (white) was discriminated against by a Social Welfare officer who refused to give information, continuously questioned how she had 'found out' about educational access funds, and "insulted and humiliated" the woman. The treatment was demeaning for her. "I have 874 applications, and only 6 acknowledgements of receiving my CV. I constantly knock at doors to find a job, and my biggest wish is a full-time job-work and pay taxes. I keep track of proofs and records of all my job seeking efforts, courses, etc."
- An EU citizen who left her abusive partner applied to Social Welfare to have her means recalculated. She was told "go back to your country and do things like that there, this is Ireland", "you have been warned not to do this, this is a fraud", "there is an investigation going on against you", "you are wasting our time and money" (by dis-

puting the allowance amount), and particularly serious, given the difficulty of leaving the abusive relationship, "it was your choice to be in that relationship".

- A Social Welfare Officer told a Traveller man with a disability that she "was sick giving him money". She called security and had him removed from the premises. The man suffers from depression and is in chronic pain which the Welfare Officer is aware of. He felt pushed into a corner and discriminated against.

Anti-English discrimination is reported too. An Irish citizen who experienced an assault because of his

English accent reported leaving the country afterwards, and described the assault as part of a larger continuum of discriminatory treatment in Ireland.

"I had previously experienced racism in being refused services, employment and the opportunity to rent a flat due to my English accent, despite being an Irish passport holder with Irish citizenship."

There has been consistent low-level reporting of anti-English sentiment in every iReport period since 2013, however we expect that there is under-reporting of this type.

Reporting discrimination

Reporting of discrimination was generally low. The first point of reporting was usually An Garda Síochána (7%) because of accompanying verbal abuse, or in the absence of knowledge about where else to report.

Reports were also made to businesses (4%) where discriminatory treatment was experienced, and to ethnic minority, migrant or anti-racist organisations (3%). A wide range of other reporting points were also used including medical staff (because of ill health or injury), educational institutions, and public transport organisations. Reports in single figures were made to a housing body, the RIA, a residents' association, Citizens Advice, IHREC and the Workplace Relations Commission.

The author wishes to thank Cassie Murray for work on the descriptions of criminal incidents, and Sahar Zena for her development of the framework used to analyse the impact of racist incidents.

Targeted groups

Ethnic, religious and racialised identities

Data concerning the ethnic, religious and racialised identities of people experiencing racism was captured in 138 reports of abuse and discrimination. Groups targeted in media-only and graffiti-only reports are dealt with separately in those sections.

People identified as 'Black' were targeted in 31 cases, including 4 assaults and 11 other bias crimes. South Asians were targeted in 20 cases, including 6 assaults and 8 other bias crimes. Fifty-three of the targeted persons were described as White, with 27 White European (EU citizenship reported separately below), 16 Irish Travellers, 1 White Non-European, and 9 White Irish (because of association with ethnic minorities or foreign nationals). People of mixed ethnic background were targeted in 13 cases, including 7 bias crimes. People identified as 'Arab' or 'Middle Eastern' were targeted in 14 cases, including 2 assaults and 7 other bias crimes. There were just 2 reports concerning the targeting of Roma, no reports about either Chinese or Filipino people, 4 reports about other Asian ethnicities, and 11 reports of other ethnicities. Latin American people were targeted in 4 reports.

Twenty-eight cases concerned targeting of Muslims, including 6 assaults. Only 1 report was received in this period of Jewish people being targeted in abuse or discrimination cases, although both Islamophobia and anti-Semitism are recurring features of graffiti and media reports in this period.

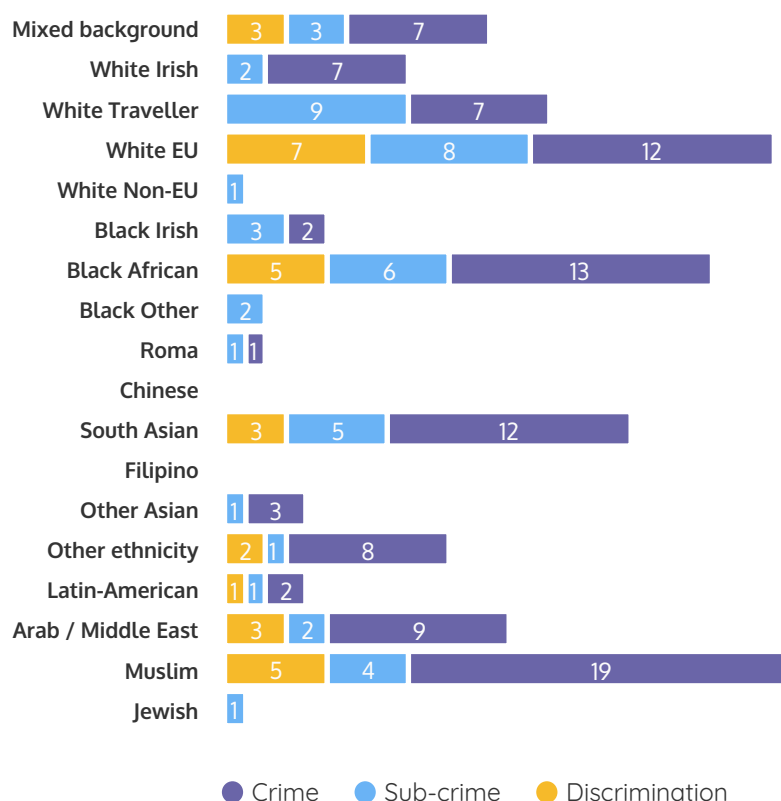
Nationality and immigration status

Of the 80 people who reported their own experience of racism, 71 provided details of their own nationality or immigration status. Twenty-five were Irish citizens, 15 EU citizens, 24 visa holders, 4 refugees and 3 asylum seekers.

Of the 73 people reporting on behalf of someone else, more than half (45) were able to give an indication of the status of the person(s) targeted. In these reports, 16 were Irish citizens, 14 EU citizens, 8 visa holders, 6 refugees, and 1 asylum seeker.

These indications tell us that racism is again most often reported by and about people who are Irish or EU citizens, most likely because they are aware of available reporting systems, have language fluency to report or tell others who can report, and are integrated into Irish communities. The low number of asylum-seekers and refugees reporting reflects internationally low reporting rates by these groups who often are isolated and unaware of organisa-

Targeted racialised groups



tions or individuals who can help (FRA, Current migration situation in the EU: hate crime, 2016). This is particularly the case where asylum seekers are isolated from wider communities through residence in Direct Provision centres.

Gender

Men experienced significantly more abuse and discrimination than women, with 74 cases targeting males only, and 52 cases targeting females only. There were 12 cases of mixed gender groups being targeted. A more in-depth analysis shows that men were targeted in 39 reports of bias crime, including 12 assaults, compared with 28 reports of bias crime against women, including 6 assaults. Men were also more likely to be the targets of sub-crime and discrimination reports, with 35 against men compared to 21 against women. These figures exclude reports against mixed gender groups for the purpose of comparison.

Age of targeted person(s)

People in the age group '25-34' were the most likely (43%) of any group to be targeted in this period, followed by those aged '18-25' and aged '35-44' (23% each). All of the reports about under 18s targeted were submitted by someone else on their behalf, while those aged '25-34' were almost twice as likely to report incidents against them than have reports about them, and the only group for whom self-reporting was higher than third party reporting.

Racism in media, on the web and in social media

82
reports of
racist hate
speech
published by
social media
companies



37
by Facebook



35
by Twitter



10
by YouTube

Racist hate speech online

There were 111 reports of racist hate speech online in this six-month period. Social media companies published 82 of these, with 37 on Facebook, 35 on Twitter and 10 on YouTube. Eighteen of the Facebook posts were published on the pages of named hate groups alongside other explicit white supremacist, genocidal, racist and anti-refugee content. These easily met the criteria under Irish law for Incitement to Hatred. One Northern-Irish hate group explicitly called for the extermination of Muslims. Twelve other reports concerned racist speech on Facebook on personal pages. Seven reports concerned the explicit use of racist language by a single private business in a manner consistent with branding. The same business was reported in the previous period for similar posts. All reports meeting the ENAR Ireland definition have been flagged to Facebook under the 'Trusted Reporting' scheme.

There were a larger number of hate groups in Ireland reported as publishing racist speech online in this period than in any previous period. Some of these were connected to known hate groups attempting to recruit in Ireland and with links to hate groups already prosecuted for racist crimes and incitement to hatred in other countries. There were a small number of local anti-refugee groups also which claimed to publish 'concerns' about asylum seeker numbers in Ireland, but were in fact inciting hatred towards refugees and asylum seekers through falsified stories, memes, and racist and supremacist language used by larger hate groups.

There were clear patterns of shared language between the international groups and the local groups, including the adoption of racist ideologies and language produced in the context of the United States and applied to ethnic minority groups in Ireland. Hate forums published internationally, and which have repeatedly been reported to iReport.ie since 2013, provide a platform for the open sharing of these.

Forum threads prompted 6 of the reports, and investigation of these threads revealed a failure to moderate explicit hate content. Racist hate speech was published openly without moderation on Politics.ie, Boards.ie, and PoliticalIrish.com and the unofficial online forum of an English football club popular with Irish fans.

There were additionally two reported websites which appear to represent themselves as Irish news

media but which openly publish racist speech. One of these is run by an individual known for his right-wing views and history of genocidal speech.

Twitter's publication of racist speech illustrates the intimacy of international racist harassment and incitement to hatred, with Irish people directly harassed by Twitter accounts naming their locations as USA, UK and other countries. Also, Twitter accounts were set up in Ireland in April 2017 specifically to harass Twitter users engaging with the hashtag #WeAreIrish. All reports meeting the ENAR Ireland definition have been flagged to Twitter.

Reports included (excluding duplicates):

Anti-Traveller abuse	5
including a call for 'extermination camps' for Travellers	
Anti-Muslim abuse	6
including a call for genocide of Muslims	
Anti-Black/African abuse	3
Racist abuse against multiple groups	7
including call for burning of mosques and synagogues, holocaust joke against Africans	
Xenophobic abuse	6

Racist hate speech in news media

There were 61 reports of hate speech published by Irish newspapers (including their online editions and social media accounts) in this period. A single article in the Irish Times was the subject of 48 of those reports [see box for detailed analysis]. There were additionally articles in the Irish Independent. Two radio shows were reported for racist speech.

Racist speech by political representatives

An Independent Monaghan councillor was reported for his repeated racist speech against 'foreign nationals', published in news media and on radio.

Groups Targeted by Racist Hate Speech

Websites and social media of far right groups accounted for 26 reports in total, and published racist hate speech against multiple groups. In addition to these, there were additional publications reported specifically against groups as follows:

Anti-Traveller	11
Anti-Muslim	27
Anti-Semitic	6
Anti-Black/African	9
Anti-refugee/asylum seeker	5
Against Mixed Background	4

The Irish Times

The largest number of reports about a single media outlet concerned The Irish Times. Forty-two reports were submitted in January 2017 about an article published by the newspaper in its Opinion section which purported to be a guide to the 'alt-right'. The article contained both racist language and ideas, and downplayed the extremist racist views within 'alt-right' identified discourses.

Usually iReport analysis focuses on the content of racist speech published in media publications and online. However, the quantity of individual reports about this single item demands analysis of why the public felt strongly that this warranted reporting to iReport.ie.



The most common reasons for reporting the article were concerns about normalisation of racist language in the press, followed by concerns about giving credibility to supporters of the 'alt-right' and glamorisation of far-right ideologies and their proponents.

"This Irish Times were incredibly irresponsible to publish this article explaining the alt-right by a recognised fascist. The article from start to finish normalised and made light of hyper racist and targeted behaviour, language and speech."

"I am worried about the normalisation and even the glamorisation of intolerant discourse. The piece presents the "alt-right" (neo-nazis) as an edgy urban tribe, "young-skewing, smart aleck faction" and "the perfect stance for a young rebel with a cause.""

"It presents the alt-right's white supremacy as mere "appeal to young white Americans", and "nationalism, scepticism toward globalism". Seeing racism, white supremacy, and fascism being presented in such a favourable light in a national newspaper is deeply disturbing."

A significant number of the respondents particularly were concerned about the credibility lent to the piece by inclusion in The Irish Times. Eleven people specifically mentioned the reputation of the newspaper as lending credibility to far-right ideologies.

"I am horrified to see an Irish national newspaper serving as a platform for racist, fundamentalist ideology. It is dangerous and reprehensible."

"I realised that the "paper of record" of my home country is now paying to publish nazi content. Actual, literal, jew-hating, white-supremacist, misogynist, straight-arm-saluting, nazi content."

"The article is by someone sympathetic to the alt-right who has elsewhere made threats against refugees"

There were careful distinctions made by respondents in describing the piece as being racist. The inclusion of racist and inflammatory language in the piece was, for most respondents, sufficient. Nine further described the lack of context and fact checking as influencing their judgement of the piece to be racist speech (rather than simply about racist speech).

"The article uses racist terms in a glossary as though this is not hate speech"

"There is no attempt to explain or understand the rise in this movement, instead it reads like a handbook. This kind of language is vile and there is no justification for it. There is no attempt at explanation or contextualising, nor is there even any explanation about how it's racist."

"Publishing a racist glossary like this impacts me as a member of society. I don't want to live in a country where a major newspaper reports this as if it is factual. Filing it under 'opinion' doesn't change this."

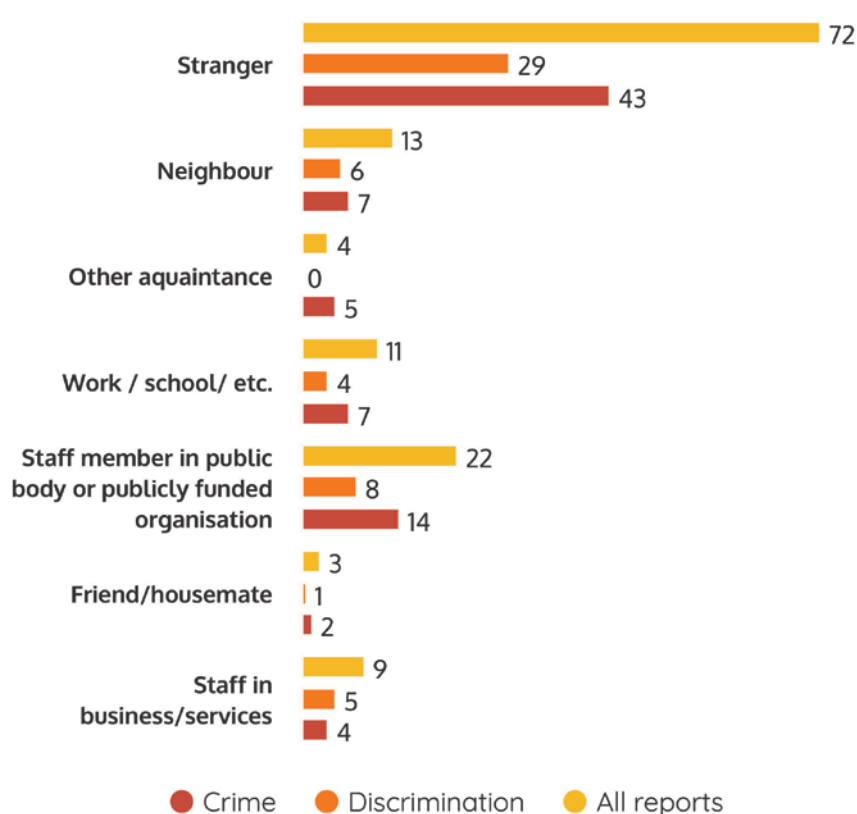
"I was truly shocked that The Irish Times would publish this article, written under the veneer of a "guide", that so clearly shows support for the alt-right. This "guide" contains hateful, racist, sexist language with no apology."

"I was shocked and disgusted at seeing The Irish Times stooping to reporting on the rising fascist movement without any critical commentary or opposing arguments. Fascism cannot be tolerated in any form, and certainly it's ideals should not be published in a national newspaper in such an approving manner."

In addition, 6 respondents explicitly recognised that the article itself caused distress and fears for safety of ethnic minorities in Ireland. "It's a slur which delights in violence against people of colour, which makes me fear for the safety of my friends."

"We have been targeted by teenagers out walking many times. This attack by The Irish Times feels the same. Voiceless, powerless, unable to protect my family."

Relationship of perpetrator to targeted person(s)



work or school were responsible for 9 percent of racist crimes and five percent of discrimination cases. Neighbours were responsible for nine percent of racist crimes, followed by other acquaintances (6%), and friends/housemates (3%). Neighbours were also perpetrators of discrimination (8%).

Gender and age

Perpetrators of racist crime were more often aged between 25 and 54, with those aged 45-54 most likely to be perpetrators. The same group were most often responsible for sub-criminal incidents (e.g. verbal abuse). Perpetrators of discrimination were most likely to be aged 35-55.

Males were perpetrators of more than half of all perpetrators of crime (56%) and of sub-crime incidents (52%). Females were perpetrators in just 15 percent of crimes, and 22 percent of sub-crime incidents, while groups of both men and women were perpetrators in just 10 and 7 percent of cases respectively. Male perpetrators of discrimination also outnumbered female perpetrators in the ratio of three to one.

Groups

Perpetrators of racist crimes were most likely to be acting alone. This was the case in more than 50 percent of all crimes and also of all sub-criminal incidents. However groups of larger than 5 were involved in 13 percent of crimes. Discrimination was most often perpetrated in the context of organisations and businesses, although people reporting their experiences often believed that the perpetrators were acting alone and abusing their positions.

Alcohol and drugs

Just 7 incidents were believed to have been perpetrated by a person under the influence of alcohol, and 2 by a person under the influence of drugs. However there is a very low level of certainty, with a third of people reporting an incident saying that they were not sure. Nearly half (47%) said the perpetrator was not under the influence of either.

Evidencing motives

In cases of crime reported in this period, 40 percent included racist language. Racist language was also used in 36 percent of other cases in this period. In 5 percent of crimes, and 3 percent of other cases, language about the person's religion was used. Racist images or symbols were used in 3 percent of crimes (excluding graffiti). In 15 percent of crimes, the targeted persons wore clothes that were of a particular religion or ethnic group.

Perpetrators

Relationship of perpetrator to targeted person(s)

People targeted for racist crimes were most likely (54%) to believe that they did not know the perpetrator(s), decreasing to 36% in cases of discrimination. Strangers were perpetrators of violence, abuse and discrimination in accessing goods and services.

The next highest category was that of 'staff member in a public body or publicly funded organisation' (14%), and this reflects the extent to which ethnic minorities are experiencing both discrimination and abuse in their interactions with essential services, including Social Welfare offices, local authorities, schools and policing. Staff in these organisations also made up nearly a fifth (18%) of perpetrators of racist crimes. This is despite the Public Sector Equality Duty created by the Irish Human Rights and Equality Act 2014, which obliges public bodies and publicly funded organisations to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Staff in businesses or services were perpetrators of five percent of racist crimes and six percent of discrimination cases, while people at

Racist crimes are often ‘message crimes’, that is, crimes that are perpetrated in order to send a message to ethnic minorities that they are lesser or unwelcome. The OSCE notes that the crucial evidence in most hate crimes consists of the words or symbols used by the perpetrators themselves, because these are “powerful evidence of motivation”.

Patterns of harassment

More than half of all reports concerning racist crimes were about a pattern of harassment, and

therefore included multiple criminal offences over time. Two fifths (42%) of sub-criminal incidents were part of a pattern of harassment. International research suggests that where these are not adequately addressed, they will progress to criminal offences, and can escalate suddenly in severity. This makes reporting of these incidents important, and prevention of future incidents crucial. Three-fifths of cases involving discrimination (not including those also involving crimes) were part of a pattern of harassment.

Impact on the victim

Impact

Five of those targeted reported physical injuries. Four of these concerned head injuries, including a broken jaw. One concerned injuries to limbs after an attack at home. Four people reported emigrating as a result of the racism that they endured. Third parties reported injuries in a further four cases.

Fifty-six people targeted reported some psychological impact, 21 reported that the incident(s) had reduced their social connectedness, and 9 respondents reported an economic impact. Economic impacts were caused by having to move house, avoiding public transport routes, lost employment, depressed wages and illegal denial of social security.

Reports from third parties described psychological impact in a further 33 cases, impact on social connectedness in 16 cases and economic impact in 10 cases.

Racism has a demonstrable impact on the lives of those targeted. An analysis of the data on impact shows that there is psychological impact on those targeted, impact on their social connectedness, and economic impacts through for example increased costs or lost income.

“I have since left the country and I would never return due to this treatment. The mugging/ racist incident has caused me to suffer from insomnia and clinical depression which I am receiving treatment for.”

“Our family needs help moving out of this place as we were told that the man’s friends will burn our house and rape our children.”

“It has scared both me and my younger brother and we find it quite difficult to go out now.”

“Children afraid to go outside, toddler was soiling himself for weeks after each incident, didn’t want to go outside.”

“I was scared and fear for my children safety. I could not use other route as that’s the only route to school but I became more vigilant on my environment”

People targeted by racism clearly enunciate to others their assessment of the risk to them, and the value of taking certain actions to access justice or prevent further incidents.

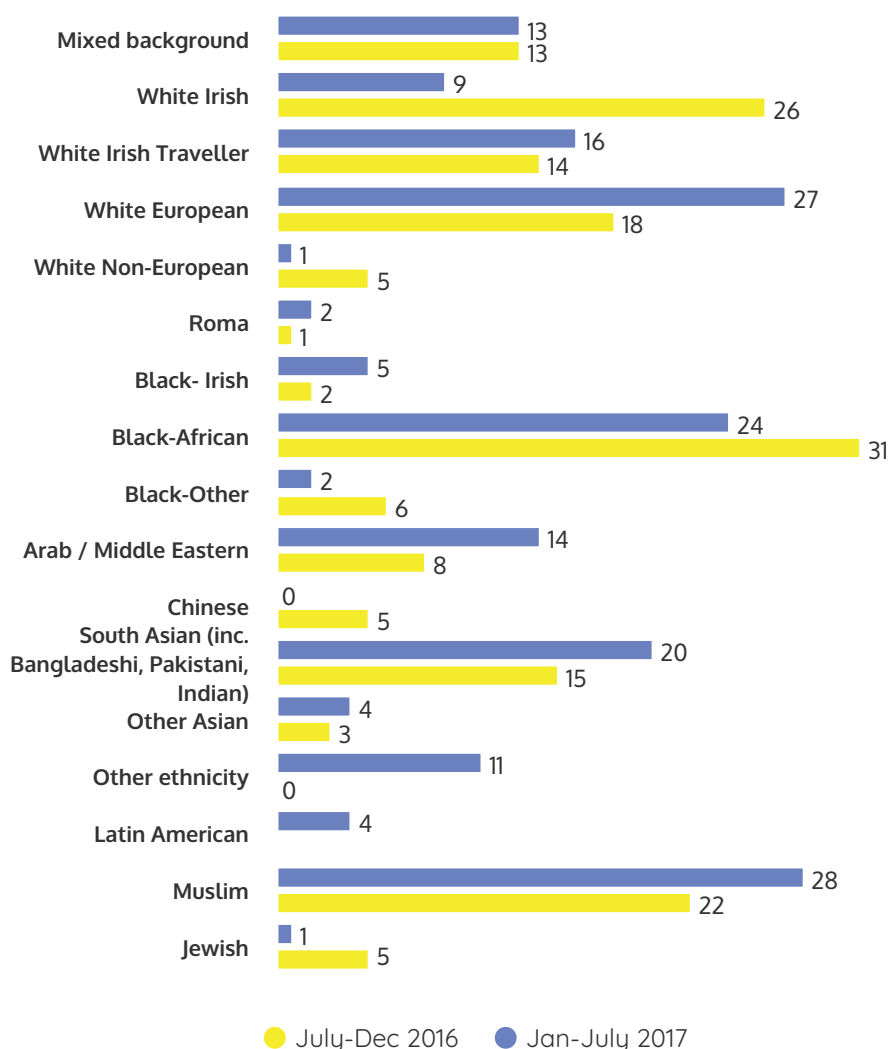
“The African woman told us there was no point in calling the guards as they only side with the Irish anyway, and it would get worse for her. I am not sure if that was her perception or experience.”(Incident on a bus)

While there are some examples of reporting to iReport.ie that demonstrate the value of the system in allowing people targeted to share their stories and hold institutions to account, there is also evident pain for some people in doing so.

“Telling this story again is painful for me; that is the reason why I took six days to bring this matter to your attention.”

Although ENAR Ireland cannot offer direct support to many people targeted by racism, there is an evidenced need for greater direct support, and a role for ENAR Ireland’s network members to play in this regard. This is particularly so in cases of repeated harassment, institutional racism and housing discrimination. Funding is clearly a significant issue in this area, but the iReport.ie reports evidence the distinct need for support for ethnic minorities in Ireland to discuss incidents, be directed to appropriate remedies and supported in accessing justice.

Targeted racialised groups - reporting period comparisons



Bystander intervention

There are a range of ways in which others around those targeted by racism are able to help. The January-June 2017 data more than any other period demonstrates that there is some awareness of the power of bystander intervention and willingness to confront racist behaviour where it appears safe to do so. Even where the racist behaviour is solely verbal, the effect of interventions is powerful and the impact on targeted persons likely to be significantly reduced. While these do not make up the majority of cases, they are evident in many of the cases where witnesses are present.

- *Passengers on a bus “formed a human shield” around a woman being verbally harassed by 5 passengers.*
- *Finding his friend discriminated against by nightclub bouncers, one respondent said “I followed outside because I know him and he is a really lovely person, I was very surprised to see*

that he would be in any type of trouble. He was dragged outside to meet 2 Guards. I let them speak for a minute and then followed over and said that I knew him and began speaking.”

- *Friends in a fast food restaurant late at night heard racist abuse from a drunken couple. “A number of us instantly confronted him on what we had heard and the couple left the restaurant.”*

- *An incident of abuse on a train was recorded on a smartphone by a fellow passenger to aid police investigation, while help was offered by other passengers.*

- *A woman on a bus with a buggy was being verbally abused by passengers. A fellow passenger reported, “Myself and 3 others on the bus spoke up noting that she was entitled to be where she was on the bus and that it is a place for buggies and that they were being racist.”*

- *A man who observed food being thrown at a woman in a burqa on the street by a group of teenagers sitting outside a restaurant approached them as she walked on. “I told them what I thought of them in no uncertain terms.” “I hope she heard / saw me confront them and knows that someone cares.”*

- *Two women harassed for speaking Portuguese on a bus got off when the incident turned threatening. “Several Irish people got off with us in support and we all just hugged. The bus driver did nothing and I will be reporting him.”*

- *A woman reported experiencing an attempted assault on the street. “Two ladies on the opposite side of the street yelled over at me to ask if I was ok.”*

- *“The employee didn’t seem to hear what the man had said but when myself and other customers confronted the perpetrator, the victim and other employees realized something had occurred concerning the victim’s race/ethnicity. The victim appeared shocked/embarrassed but was thankful that people had acknowledged the incident.”*

Across the 2013-2017 iReport data, there is clear evidence that when people who are targeted by racism do not see help being offered or do not feel supported in any way by others in that context, they are more likely to report more severe psychological impact, poor physical health, and high levels of fear, and to take actions such as avoiding public spaces, transport, walking in their neighbourhoods which further increase their isolation and sense of exclusion and make them more vulnerable to racial harassment.

Did anybody help?

- ☐ Yes
- ☒ No

Why do you think the incident was racist?

- ☒ Racist language was used
- ☐ Language about person's religion was used
- ☐ There did not appear to be anything racist about it
- ☐ It was about something else, but racism came into it

Or briefly, in your own words:

How to report an incident

You can report a racist incident online at www.ireport.ie or through one of the iReport Reporting Centres listed overleaf (page 26)

What information do I need?

Our survey is designed to collect the maximum information, but you do not have to fill in answers to every question. Here's a quick guide to some of the information you might like to provide.

*Questions marked * are not optional*

What type of incident are you reporting? *

- ☐ Something racist in the media or on the internet?
- ☐ Physical harm / abuse / harassment / damage / discrimination?
- ☐ Graffiti?

Graffiti

- ☐ Date & location
- ☐ Photo
- ☐ Who was it targeting?

Physical harm / abuse / harassment / damage / discrimination

- ☐ What type of crime or incident is it - choose from list

AND/OR

- ☐ What type of discrimination is it, e.g. employment, housing, access to goods and services?
- ☐ How many people were targeted?
- ☐ Where was it?
- ☐ Date
- ☐ Is it repeat harassment?
- ☐ Were there injuries
- ☐ Please describe the incident

Racism in the media

- ☐ Date & publication
- ☐ Screen shot or URL

Reporting

We ask about reporting so that we can track the responses of relevant authorities and the effectiveness of them.

- ☐ Did you report it to anyone else e.g. Gardaí, local authority, school, Twitter, etc?
- ☐ What was their response?

Why do you think the incident was racist?

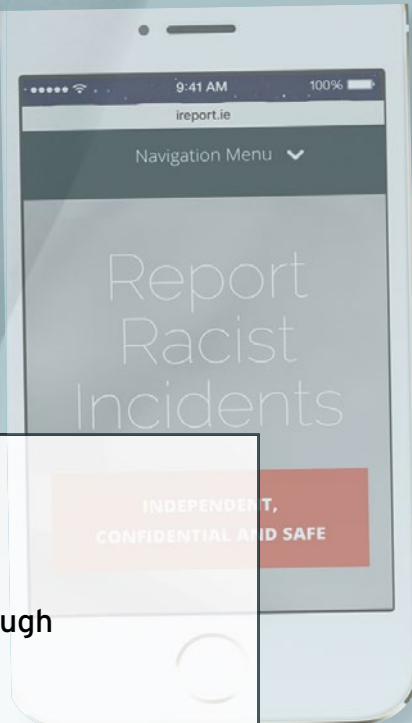
- ☐ Racist language, images or symbols
- ☐ Religious-associated clothing on targeted person
- ☐ There was no other motivation
- ☐ It was about something else but racism came into it

Impact

Racism can have very serious impacts on individual, family and community life, and we would like to understand better how incidents affect those targeted.

- ☐ What impact did it have?

We will always ask the ethnicity and religion of the targeted person(s). We will also ask details about age, disability, and gender, and how many people were targeted. We will also ask for this information about the perpetrator(s), and your relationship with them, but this is used for analysis only. We use this information only to guide our analysis of racism in Ireland. We will always consider any identifying details in choosing what to publish from our data. Your safety is our priority.



iReport Reporting Centres

You can seek help reporting from any of the groups listed below. Groups that are marked * offer follow-up support to people targeted in racist and religious hatred incidents.

AMAL WOMEN'S ASSOCIATION

T: 01 453 3242
E: amal.hope@outlook.ie

*CAIRDE, Dublin & Balbriggan

T: 01 855 2111
E: info@cairde.ie
WEB: www.cairde.ie

*CULTÚR, Navan, Co Meath

T: 046 9093120
E: info@cultur.ie
WEB: www.cultur.ie

*CROSSCARE REFUGEE SERVICE

Dublin
T: 01 873 2844
E: crs@crosscare.ie
WEB: www.crosscare.ie
DOLPHIN'S HOUSE Dublin
T: 01 4544682
E: debbie-m3@hotmail.com

DONEGAL INTERCULTURAL PLATFORM

Letterkenny
E: donegalip@gmail.com

*DORAS LUIMNI Limerick

T: 061 310 328
E: info@dorasluimni.org
WEB: www.dorasluimni.org

*DUBLIN CITY CENTRE CITIZEN

INFORMATION SERVICE Dublin
T: 076 107 7230; in person: 13A
O'Connell Street Upper, Dublin 1

F2 CENTRE Dublin

T: 01 471 6700
E: info@f2c.ie
WEB: www.f2c.ie

GALWAY TRAVELLER MOVEMENT

T: 091 765 390
E: info@gtmtrav.ie
WEB: www.gtmtrav.ie

JESUIT REFUGEE SERVICE

Limerick: 061 480922
Dublin: 01 8148644
E: info@jrs.ie WEB: www.jrs.ie

ISLAMIC FOUNDATION OF IRELAND

Dublin
T: 01 453 3242
E: info@islaminireland.com
WEB: www.islaminireland.com

*IRISH TRAVELLER MOVEMENT or any of its member organisations:

T: 01 6796577
E: itmtrav@indigo.ie
WEB: www.itmtrav.ie

*IRISH REFUGEE COUNCIL Dublin

T: 01 764 5854
E: info@irishrefugeecouncil.ie
WEB: www.irishrefugeecouncil.ie

MAYO INTERCULTURAL

ACTION Castlebar
T: 094 904 4511
E: miamayo@eircom.net
WEB: www.facebook.com/MayoInterculturalAction

*MIGRANT RIGHTS CENTRE IRELAND

Dublin
T: 01 889 7570
E: info@mrci.ie
WEB: www.mrci.ie

*NASC, THE IRISH IMMIGRANT SUPPORT CENTRE Cork

T: 021 450 3462
E: info@nascireland.org
WEB: www.nascireland.org

NATIONAL YOUTH COUNCIL OF

IRELAND Dublin
T: 01 478 4122
E: info@nyci.ie
WEB: www.nyci.ie

*NEW COMMUNITIES PARTNERSHIP

Dublin
T: 01 8727842
E: info@newcommunities.ie
WEB: www.newcommunities.ie

*OFFALY TRAVELLER MOVEMENT

Tullamore
T: 057 93 52438
E: info@otm.ie
WEB: www.otm.ie

*PAVEE POINT TRAVELLER & ROMA

RIGHTS CENTRE Dublin
T: 01 8780255
E: info@paveepoint.ie
WEB: www.paveepoint.ie

RIALTO COMMUNITY NETWORK Dublin

T: 01 473 2003
E: annswords@rcn.ie
WEB: www.rcn.ie

*SOUTH DUBLIN INTERCULTURAL

CENTRE / TALLAGHT ROMA
INTEGRATION PROJECT Dublin
SDCC Intercultural Drop-in Centre
T: 01 464 9306
E: zuzana.tesarova@sdcpartnership.ie
WEB: www.sdcpartnership.ie

ST ANDREW'S COMMUNITY CENTRE

Dublin
T: 01 453 0744
E: centremanager@standrewsrialto.ie
WEB: facebook.com/standrewsrialto.ie

ST MICHAEL'S FAMILY RESOURCE

CENTRE Dublin
T: 01 453 3938
E: ailishfrc@eircom.net

UNION OF STUDENTS IN IRELAND

Dublin
T: 01 709 9300
E: equality@usi.ie
WEB: www.usi.ie

After reporting, what next?

Getting help

Organisations listed on the previous page can help you to report the incident also to An Garda Síochána if it is a crime, or to another relevant body in the case of crime or discrimination.

ENAR Ireland cannot offer direct support but many of the organisations which are part of the network do offer support, and we will be happy to refer you to a local or specialist organisation to help.

The criminal law in Ireland

There is no specific hate crime legislation in Ireland. Nonetheless, racist crimes are still crimes, and can be investigated, prosecuted and punished as crimes, regardless of the bias motivation. Victims are entitled to the same rights as victims of any other types of crime, and to the same support.

All crimes that are reported to iReport.ie should also be reported to An Garda Síochána. Victims should be able to report confidentially, be provided with a crime number, and referred to a local Victim Support Office. Victims may ask to have direct contact with the Garda Ethnic Liaison Officer for that district if they wish.

Despite having legislation that can be used to investigate and prosecute racist hate crimes, there is evidence that reported racist crimes in Ireland are frequently not recorded or investigated adequately. The bias motivation may not be recorded, or evidence collected. If you experience any of this, please use iReport.ie to add this information to our data.

Laws against discrimination

The Employment Equality Acts 1998-2015 and the Equal Status Acts 2000-2015 outlaw discrimination in employ-

ment, vocational training, advertising, collective agreements, the provision of goods and services, including professional or trade services, health services, access to accommodation and education, and facilities for banking, transport and cultural activities.

A Public Sector Duty introduced in 2014 obliges all public bodies to eliminate discrimination, promote equality of opportunity for all staff and service users, and protect the human rights of members, staff and service users. Public bodies include government departments, local authorities, the Health Service Executive, most educational institutions, and all companies or bodies financed by government or that act in the public interest.

All public bodies should have a mechanism for making complaints and must consider all recognised grounds for equality.

If you have reported a racist incident to iReport.ie and are seeking further redress from the authorities then there are two basic ways, depending on whether it was a racist crime, or racist discrimination (the following are abridged excerpts from ENAR Ireland's forthcoming "Reporting Racism" resource, due out in 2018):

1. Racist crime - serious crimes, assaults, threatening behaviour, harassment and incitement.

2. Racial discrimination - in employment or in the provision of goods and services.

1. RACIST CRIME: Contact your LOCAL GARDA STATION or THE EMERGENCY SERVICES. You can also ask for the assistance of an ETHNIC LIAISON OFFICER in the nearest Garda station. Remember, in an emergency any member of An Garda Síochána can assist you.

List of all **GARDA SÍOCHÁNA LOCAL STATIONS** in Ireland can be found here: www.garda.ie/stations/default.aspx

THE EMERGENCY SERVICES, T: 999 (from landlines) or 112 (from mobiles)

It may also be advisable to contact the **ETHNIC LIAISON OFFICER** or **COMMUNITY LIAISON SERGEANT** in your local station, or the **GARDA STATION SUPERINTENDENT**, whose contact you can obtain from your local Garda station.

Up to date list of **ETHNIC LIAISON OFFICERS (ELOs)** in Ireland: www.garda.ie/Controller.aspx?Page=154
If you are not satisfied with the service from your local Garda station contact Garda Racial & Intercultural Office (GRIDO) or Garda Síochána Ombudsman Commission (GSOC).

GARDA RACIAL, INTERCULTURAL AND DIVERSITY OFFICE (GRIDO): Harcourt Square, Harcourt Street, Dublin 2 T: 01 6663150/6663817
WEB: www.garda.ie

GARDA SÍOCHÁNA OMBUDSMAN COMMISSION (GSOC): 150 Upper Abbey Street, Dublin 1 T: 01 8716 727 LoCall: 1890 600 800 E: info@gsoc.ie WEB: www.gardaombudsman.ie

2. RACIST DISCRIMINATION: There are two main bodies for ensuring that the equality laws are upheld. Those are the Workplace Relations Commission (WRC), which is similar to a court, and the Irish Human Rights and Equality Commission (IHREC). Claims of discrimination in relation to clubs and licensed premises are dealt with separately in the District Court.

THE IRISH HUMAN RIGHTS AND EQUALITY COMMISSION (IHREC)

16-22 Green Street, Dublin 7
T: 01 858 9601 Lo Call: 1890 245 545
E: publicinfo@ihrec.ie WEB: www.ihrec.ie

The IHREC may in some cases provide legal assistance or representation to people before the Workplace Relations Commission (WRC - see below) or other relevant Courts including the District Court. Guidance on applying for legal assistance is available on request. You do not need IHREC assistance to take your case to the WRC. You can represent yourself or be represented by a Citizens Information advocate, lawyer, trade union, or other representative.

WORKPLACE RELATIONS COMMISSION (WRC)

Workplace Relations Customer Service, Department of Jobs, Enterprise & Innovation, O'Brien Road, Carlow
Lo-call: 1890 80 80 90 T: 059 917 8990
WEB: www.workplacerelations.ie

Citizens Information Services (CIS): www.citizensinformation.ie A full list of local offices can be found at: <http://centres.citizensinformation.ie/>
Citizens Information Phone Service (CIPS) is a nationwide service that can be reached on 0761 07 4000, Monday to Friday, 9am to 8pm.

What they have said about iReport.ie

"I would like to commend all involved in the production of this robust and comprehensive report . . . ENAR Ireland's work on iReport.ie is of value not only for documenting racism in Ireland but also for pointing the way to policy and legislative gaps and issues. It can be a useful tool for others globally struggling with similar issues".

Anastasia Crickley, President of the United Nations Committee for the Elimination of Racial Discrimination (UN CERD)

"iReport.ie is very well done. It gives a thorough insight into the current situation and challenges and on top of that it is well written and accessible. I look forward to see how the project develops further and seeing its impact. FRA considers making a good-practice-box about the report in the up-coming annual report together with a similar initiative in Greece."

Morten Kjaerum, Director, European Union Agency for Fundamental Rights (FRA)

"The best way for everyone to help stamp out racism is to recognise and report it."

Irish Examiner Editorial December 16th, 2013

"The iReport.ie mechanism is an invaluable resource for those who experience racism, providing people a means through which they can document their particular experiences."

James Carr, Dept of Sociology, University of Limerick

"The iReport.ie Quarterly report is an important stage in exposing the extent of racism in our society"

Ethel Buckley, SIPTU

"ENAR Ireland's iReport.ie is an excellent example of the kind of monitoring and reporting of discriminatory practices that is needed in the EU at the moment. ... which will hopefully ... bring about improved protection mechanisms and remedies to victims".

Dr Michael Privot, Director, European Network Against Racism



Scan this code to report
racist incident

European Network

Against Racism Ireland

28 North Great George's Street
Dublin 1
D01 HY46

Tel: 01 8897110

Email: info@enarireland.org

Web: www.enarireland.org
www.enar-eu.org



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or on Facebook or YouTube

Be heard, make a difference and
report racism at www.iReport.ie

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