



Report on Good Practices for Youth Empowerment Strategies (WP2_D2.1)

#HITproject

www.hitproject.eu

Partners:

COLLAGE®
COLLAGE ARTS



HFC
"Hope
For
Children"



FREDERICK
UNIVERSITY

ga
gender
alternatives

CEPS Projectes Socials
<http://www.asceps.org>



 Co-funded by the Rights,
Equality and Citizenship
Programme of the European Union

 **MetropolisNet**
European network of local development
partnerships (www.metropolisnet.eu)

 **MULAB**

RINOVA
innovate, create & regenerate

Contents

Executive Summary	5
INTRODUCTION	6
Youth Empowerment and Counteraction of Hate Speech and Behaviour against Migrants in HIT countries	8
Cyprus	8
Legal Framework and Key Policies	8
Situational context	9
Good Practice 1 - Code of Conduct against Racism and a Guide for Managing and Reporting Racist Incidents in Schools	10
Good Practice 2 – Combatting Hate: Training of Trainers	11
Good Practice 3 – ‘Say No To Hate Speech: Young People Empowered’	12
Summary and way forward	12
Spain and Catalonia	14
Legal Policies and Key Framework	14
Situational context	15
Good Practice 1 – MIST project	17
Good Practice 2: Somos más (we are more)	17
Good Practice 3 - Alerta Discriminación (Discrimination Alert)	18
Summary and way forward	18
United Kingdom (England)	19
Legal Framework and Key Policies	19
Situational context	19
Good Practice 1 - Hope in a Hostile Environment: An evening of spoken word	19
Good Practice 2 - Young Citizens and Speak Out	20
Good Practice 3 - Social and Emotional Learning for Mutual Awareness	21
Summary and way forward	21
Bulgaria	22
Legal Framework and Key Policies	22
Situational context	23
Good Practice 1 – “Children, parents and teacher against Hate Speech”	24
Good Practice 2: Best Practices for Refugee Integration brochure	24
Summary and way forward	25
Italy	27
Legal Framework and Key Policies	27
Situational context	28
Good Practice 1 - PRISM: Preventing, Inhibiting and Redressing Hate Speech in New Media	28
Good Practice 2 – BRICK – Building Respect on the Internet by Combating Hate Speech	29
Good Practice 3: #Lovespeech	29
Summary and way forward	30
Greece	31
Legal Framework and Key Policies	31
Situational context	31
Good Practice 1 – “No Hate Speech Youth Campaign”	33
Summary and way forward	33
Germany	34
Legal Framework and Key Policies	34
Situational Context	35
Good Practice 1 - Netzwerk Demokratie und Courage	36



Good Practice 2 - Democratic Meme Factory.....	37
Good Practice 3 - Gemeinsam gegen Hass (Together against hate).....	37
Summary and way forward.....	38
Final Remarks	39
Bibliography	41



Acknowledgements & Disclaimer

This report has been produced by the project partners of HIT – Hate Interrupter Teams: Youth counteracting hate speech towards migrants and minorities through participatory and creative campaigning and edited by “Hope For Children” CRC Policy Center.

It has been produced with the financial support of the Rights, Equality and Citizenship Work Programme, of the European Union. Its contents are the sole responsibility of the author and can in no way be taken to reflect the views of the European Commission.

Original citation

HIT partnership. 2018. *Good practices for youth empowerment strategies report. HIT – Hate Interrupter Teams: Youth counteracting hate speech towards migrants and minorities through participatory and creative campaigning*, Rights, Equality and Citizenship Work Programme of the European Commission, Reference Number:REC-RRAC-RACI-AG-2017/807861.

Editors

Sofia Leitão, “Hope For Children” CRC Policy Center, Cyprus
Christine Shahbenderian, “Hope For Children” CRC Policy Center, Cyprus

Authors

Stefanos Alevizos, The Smile of the Child, Greece
Preeti Dasgupta, Collage Arts, UK (England)
Rada Elenkova, Gender Alternatives Foundation, Bulgaria
Elena Grilli, MetropolisNet, Germany
Gigi Guizzo, CEPS, Spain
Alice Fratarcangeli, MuLab, Italy
Milena Kadieva, Gender Alternatives Foundation, Bulgaria
Sofia Leitão, “Hope For Children” CRC Policy Center, Cyprus
Erica De Martini, MuLab, Italy
Richard Parkes, Rinova, UK
Enzo Pellegrini, MuLab, Italy
Christine Shahbenderian, “Hope For Children” CRC Policy Center, Cyprus

© HIT, January 2019

Executive Summary

HIT – Hate Interrupter Teams: Youth counteracting hate speech towards migrants and minorities through participatory and creative campaigning, emerged from the need to explore and establish innovative ways to empower young people (aged 14-19) to tackle racism, xenophobia and discrimination aimed at migrants. Hate Interrupter Teams (HITs) will address the perpetrators of hate speech and behaviour (HSBM) through creative digital media-based ‘showcases’, imaginative role play and artistic techniques. The project prioritises and explores creative strategies on raising awareness on HSBM, and on empowering young people to counteract hate speech.

The project’s aims are in line with the objectives of the Rights, Equality and Citizenship Work Programme 2017 and the Justice Work Programme 2017, specifically through its focus on best practice identification and production to counteract racism and xenophobia with a focus on HSBM through counter-narratives. It does so by being pivoted upon the development and interaction of the HITs and Stakeholder Boards (SBs) at both country and transnational level, centring upon the empowerment of communities of youth and community leaders via a holistic approach, using artistic and creative digital expression to foster social cohesion and stimulate a sense of inclusion.

HIT comprises nine¹ organisations, from seven EU countries (Cyprus, Greece, Italy, Spain, Germany, Bulgaria and the UK), with extensive experience in working with young people facing social exclusion. This strategic partnership brings together diverse, complementary knowledge and expertise for successfully empowering young people and creating innovative strategies to combat hate speech and behaviour. This report presents a transnational review of good practices that highlights how grassroots programmes, social marketing and creative practices can contribute to the empowerment of young people to counteract HSBM. The findings will inform the HIT curriculum and are summarised in the report.

¹ Collage Arts, Rinova: UK; Mulab : Italy; Gender Alternatives Foundation: Bulgaria; The Smile of the Child : Greece; MetropolisNet : Germany; CEPS: Spain; Frederick University: Cyprus; “Hope For Children” CRC Policy Center: Cyprus.

INTRODUCTION

HIT explores methods and practices to develop a new model of European youth empowerment to tackle racism, xenophobia and discrimination aimed at migrants. The innovative element is found in the empowerment of young people from the Hate Interrupter Teams (HITs), task groups created through participatory, inclusive arts-based practices, to access and act collaboratively with both stakeholders and opinion formers, acquiring new experiences and knowledge to counteract Hate Speech and Behaviour aimed towards migrants (HSBM).

The project is aligned with the aims of the funding programme Rights, Equality and Citizenship Programme Work Programme 2017, seeking to develop and widely disseminate best practices and a core methodology to counteract hate speech and behaviour against migrants (HSBM). HIT addresses the development of new networks and spaces for dialogue and exchange, awareness raising activities and campaigns, exchange of good practices, offering a new capacity building model that is highly transferable across Europe, and at national level for both authorities and practitioners alike to replicate and adapt.

HIT is implemented by a strategic partnership between nine organisations from EU countries whose strength derives from the diverse, complementary knowledge and expertise in Human Rights, social inclusion and anti-discrimination activities, as well as by engaging with media celebrities, artists and performers, and creative industries professionals for the purpose of fostering social inclusion. HIT is coordinated by “*Hope For Children*” CRC Policy Center (Cyprus), a Nicosia-based non-profit international humanitarian institution which, for the past 10 years, has been creating opportunities for greater protection and promotion of children’s rights and young people and their empowerment to tackle social inclusion. **Rinova Ltd**, a leading UK social enterprise, expert in the design, development, implementation and evaluation of cultural, social and economic development programmes, supports the project coordination. **Collage Arts** (UK), a creative and artistic apprenticeship provider, targeting creative employability support for young socially disconnected people specifically through a focus on their personal empowerment. **MuLab** (Italy), a not-for profit organisation promoting and providing consultancy and education within the Creative and Cultural Industries. ‘**The Smile of the Child**’ (Greece), the largest internationally recognized non-profit, non-governmental Organization in Greece in the critical field of child protection, support of children and families with children in need, as well as free public health service for children, both in prevention and treatment. Only one of two certified organizations of A, B, and C degree of social care by the Ministry of Labour, Social Insurance and Solidarity and it is included in the National Register of Non-Governmental Organizations that take action in matters of International Protection, Immigration and Social Integration of the Ministry of Migration Policy. **Metropolisnet** (Germany), supports migrants with GesBit (labour market, social inclusion and neighbourhood management) and is an EEIG network member, having undertaken initiatives such as MiStra – Migrant Inclusion Strategies in European cities and its predecessor LeCiM (Learning cities on migrant inclusion). **Gender Alternatives Foundation** (Bulgaria) is a non-profit organisation that works extensively on legal, psycho-social counselling, relationship counselling, job seeking consultancy, and human rights awareness-raising. **CEPS** (Spain) is a non-profit organisation that has in recent years specialized in communication and dissemination actions specifically in EU projects, considering the complicated dynamics at play when sharing ideas, concepts, tools, materials, campaigns and messages across different cultural and social contexts within the EU. The Mobile Devices Lab at **Frederick University** (Cyprus) deals with a wide range of cutting edge technologies related to Social Networks and natural interactive systems, having developed relevant smartphone applications such as Eyes4U – a real-time hateful behaviour detection and reporting system.

The present report presents the results of the transnational desk-research conducted across the partner countries of HIT, aimed at gathering and reviewing country specific good practices on youth-led

and youth empowered initiatives on counteracting HSBM. The findings are of utmost importance in the elaboration of an innovative HIT curriculum.

The work implemented by partners followed guidelines on objectives, data-collection techniques and ethics to ensure research feasibility and common ground of analysis. Partners have started by conducting a review of the legal framework and key policies regarding hate crime and hate speech and behaviour towards migrants and provided an analytical overview on the current situation regarding HSBM in their respective countries. This was done through a review of existing publications related to the research aims, including legal instruments on racism and xenophobia; statistical data on incidents of HSBM and their circumstances.

Partners selected up to three national or local case-studies that illustrate good practices on the empowerment of young people towards the counteraction of HSBM. Cases directly address the development of young peoples' capacity to tackle HSBM in an innovative and creative way through various means and areas, such as academic action-research, online actions, grassroots programmes and social marketing.

Youth Empowerment and Counteraction of Hate Speech and Behaviour against Migrants in HIT countries

Cyprus

Legal Framework and Key Policies

In Cyprus, hate speech is a criminal offense regulated by **The Combatting Certain Forms and Expressions of Racism and Xenophobia by means of Criminal Law of 2011, Law No. 134 (I)/ 2011**, which was adopted to transpose the Council Framework Decision 2008/913/JHA.² Any person who deliberately transmits in public and publicly incites, in any way, violence or hatred against a group of people or a member of a group, which is determined on the basis of race, colour, religion, genealogical origin, national or ethnic origin, in such a way to cause public disorder, or that has a threatening, abusive, or offensive character, is liable of up to five years of imprisonment and/or a fine of up to ten thousand Euros in case of a conviction.

Furthermore, in 2015, the Cyprus Criminal Code was amended to incorporate the grounds of sexual orientation and gender identity as protected grounds within the realm of hate speech but provides for a lower punishment for such an offence, namely three years' imprisonment and/or a fine of up to five thousand Euros.³ ECRI welcomed this development but underlined that the provisions in the Criminal Code set significantly lower penalties than for racially motivated hate speech, thus creating different standards for racist hate speech and homo/transphobic hate speech.

The Ratifying Law of The Additional Protocol to the Convention on Cybercrime, Concerning the Criminalisation of Acts of a Racist and Xenophobic Nature Committed through Computer Systems incorporates the aforementioned Additional Protocol of the Council of Europe into the national legal framework of Cyprus, criminalising the dissemination of racist and xenophobic material through computer systems.⁴

In Cyprus there are a number of grass-root organisations that are involved with the wellbeing of minority groups like KISA, Caritas, the Cameroonian Association, the African Diaspora, the Recognised Refugees in Cyprus and ACCEPT LGBT Cyprus, all of which play a major role in providing psychosocial support to victims of hate crime.

Leading actors in the field of HS prevention:

The Youth Board of Cyprus was the national coordinator for the youth campaign “No Hate Speech Movement” of the Council of Europe from 2013 until 2017. The aim of the campaign was to reduce the levels of acceptance of hate speech and develop online youth participation and citizenship, including in Internet governance processes and it involved many young people in the implementation of the activities.⁵

² Council of Europe, (2016), European Commission against Racism and Intolerance, Strasbourg, p.11

³ Ibid

⁴ Ibid

⁵ <https://eacea.ec.europa.eu/national-policies/en/content/youthwiki/45-initiatives-promoting-social-inclusion-and-raising-awareness-cyprus>

AEQUITAS is an independent, non-profit organization based in Limassol, active in carrying out research, programmes and activities in the field of hate speech. The organization has implemented several youth exchanges and youth-empowering training courses on hate speech, human rights and discrimination.⁶

In 2009, the Ministry of Education created an Observatory on School Violence (COSV) to record and analyse episodes of violence in schools and separately record and assess all incidents with a racist and xenophobic content. The Observatory provides support to victims and to schools; advises media on how to inform the public on related incidents; and carries out educational seminars on issues such as conflict resolution and mediation in school context.⁷

Situational context

A degree of tolerance towards racism, xenophobia and religious discrimination is found in Cyprus. In May 2016, for the first time, two MPs from the neo-nazi party 'ELAM' – a sister organisation of Greece's Golden Dawn⁸ were elected in Cyprus. Hate speech has been present in public statements and the mainstream media particularly against Turks, migrants and refugees⁹. To date, the Cyprus Radio - Television Authority (CRA) has investigated and imposed fines in cases where there was a clear and immediate violation of the law. However, the CRA has not proceeded with imposing sanctions regarding indirect instigation of xenophobia and racist hate. For example, media tend to refer to newly arrived refugees as illegals "παράνομους – λαθρομετανάστες".¹⁰

Additionally, the CRA does not have the authority to monitor and impose fines on electronic media, a fact that results in the reproduction of hate speech online. Broad generalisations and stereotyping contribute to the dehumanisation of refugees and migrants further deteriorating the respect for their human rights.¹¹

The rise in immigration and the recent financial crisis trigger nationalistic and ethnocentric attitudes and behaviours that have marred the country's development and inter-ethnic relations. In this framework, the educational system is not immune to racism, xenophobia and intolerance¹².

There has been a significant increase in racist attacks (Promitheas, 2015) despite the adoption of N.134(I) (2011) to implement the European Council Framework Decision 2008/913/JHA.¹³ The recording authority that collects official data on hate crimes is the Office for Combating Discrimination of the Criminal Investigation Department of the Cypriot Police, which has been operating since 2005.¹⁴ According to the official data provided by the police, the most frequent reported cases are based on the ethnicity and nationality of the group, followed by race and political views.¹⁵ Reports from civil society

⁶ <https://www.aequitas-humanrights.org/>

⁷ Ministry of Education and Culture: Violence Observatory: http://www.moec.gov.cy/paratiritirio_via/

⁸ Aequitas, (2016), National Report - Supporting VET teachers and trainers to prevent radicalisations: analysis of needs, p.3.

⁹ Ibid

¹⁰ KISA, (2016), NGO follow-up Report to CERD, p.13.

¹¹ <https://cyprus-mail.com/2017/05/13/un-wants-cyprus-prosecute-hate-speech/>

¹² Aequitas, (2016), National Report - Supporting VET teachers and trainers to prevent radicalisations: analysis of needs, p.3

¹³ Ibid

¹⁴ European Union Agency for Fundamental Rights, (2014), Report: Fundamental rights: challenges and achievements, p.27

¹⁵ Ibid

organisations and migrant communities show that the most vulnerable groups to hate crime are migrants, asylum seekers, refugees and Turkish Cypriots.

Reports of racist and xenophobic bullying with a large number of migrant children, especially teenagers, dropping out of schools in whole or in part due to this bullying have been reported to civil society organisations such as KISA. An infamous example was an attack against a young person of African descent by a group of youngsters. On July 20, 2015, a group of youth in black T-shirts bearing the logo of the far-right organization ELAM (National Popular Front) beat a 25-year-old Nigerian student in a main Nicosia street. A police investigation did not produce evidence against specific persons, and the case was classified as undetected. The government, political parties, and several youth and human rights organizations issued statements criticizing the attack.¹⁶ The rise in the number of migrant pupils has constituted a challenge for schools, both in terms of ensuring effective integration of the pupils but, also, in relation to the need for adopting an intercultural approach in an increasingly diverse school environment.¹⁷ In this realm, migrant children face marginalization and/or segregation whilst the intercultural approach to the curricula and education system is generally lacking and unstructured. In the Concluding Observations of the ICERD to Cyprus, the Committee expressed its concerns at the reports of racist incidents in schools against migrant children and called on Cyprus to ensure that measures are taken with a view to creating an environment of tolerance and understanding of cultural diversity in schools as well as in society at large.¹⁸

Good Practice 1 - Code of Conduct against Racism and a Guide for Managing and Reporting Racist Incidents in Schools

In response to a report by the Ombudsperson on racist violence in schools, the Ministry of Education and Culture drafted ***a Code of Conduct against Racism and a Guide for Managing and Reporting Racist Incidents in Schools*** and officially presented it in June 2014. This manual is divided into two basic parts, the Code of Conduct to combat racism and the Guide for managing and recording racist incidents as well as a Table of Sanctions. The Code and the Guide have been prepared by the Ministry of Education and Culture, the Cyprus Pedagogical Institute and the Curriculum Development Unit, with the contribution of the Anti-Discrimination Authority.

It provides advice on how to prevent and deal with racist incidents and violence committed within the school context. It sets out an antiracist policy, with a broad notion of “racism”, and provides schools and teachers with detailed advice on how to prevent and deal with racist incidents and violence committed within the school context. It is expected to contribute to a decrease in bullying and discrimination based on any form of diversity through the promotion of empathy rather than punishment. The Code was applied on a pilot basis in five primary and two secondary schools in three cities during the school year 2014-2015. In the school year 2015-2016, the Ministry of Education and Culture suggested that all schools introduce the Code under the goal “sensitising pupils against racism and intolerance and promotion of equality and respect” in the context of the No Hate Speech Movement of the Council of Europe, and so far 75 schools

¹⁶ Aequitas, (2016), National Report - Supporting VET teachers and trainers to prevent radicalisations: analysis of needs, p.4

¹⁷ Research Institute Prometheus,(2015) Report “Rhetoric, Behaviour and Hate Crimes in Cyprus”, p.37-38.

¹⁸ UN ICERD, *Concluding observations on the seventeenth to twenty-second periodic reports of Cyprus, adopted by the Committee at its eighty-third session (12-30 August 2013)* /CERD/C/CYP/CP17-22.

have done so. This document was updated in January 2016, and is openly accessible through the Ministry of Education and Culture's website¹⁹

In order to increase its efficacy, there should be several pilot runs of its use in several schools, for example, so as to see potential obstacles, good practices and issues that need to be changed or addressed. The pilot runs were implemented in Cyprus to ensure maximisation of the document's benefit to the anti-racist nature of the schools as referred to above.

This document can be used in an array of formal and non-formal educational contexts such as primary schools, secondary schools, technical schools, vocational educational schools, colleges and universities and also in the ambit of non-formal education within NGOs, youth centres, religious groups and other organisations in which young people and/or learners come together.

Good Practice 2 – Combatting Hate: Training of Trainers

The programme Combatting Hate: Training of Trainers (October 2015) was funded by the European Youth Foundation of the Council of Europe and implemented by the Limassol based youth NGO, AEQUITAS.

The programme was twofold: a six-day educational training, which resulted in the creation of a handbook for young people on hate speech and extremism in the Greek language.

The training was provided to eighteen trainers aged 21-30 from the formal and non-formal educational sector for purposes of empowering them to integrate the combat of extremism and hate speech online in their work. The overarching objective of the training was to facilitate the participants' understanding of the significance of human rights education and other innovative methodology as tools for combatting the phenomena and become inspired and empowered through the cultivation of the necessary knowledge, skills, attitudes and confidence to use this method in their own educational settings. Firstly, they explored the definitions of hate speech and extremism as provided for in European and international policy documents, case-law and law and were equipped with the knowledge to be able to determine whether a particular expression constitutes hate speech or extremist rhetoric online.

In relation to the theoretical framework, participants considered the groups which are particularly targeted by hate speech including, inter alia, immigrants, LGBTI persons and disabled persons and the forms and manifestations hate speech takes. Importantly, they comprehended the reason why an emphasis is placed on hate speech and extremism online, rather than other platforms. Finally, the participants did a flash mob in Limassol in order to raise awareness and sensitize the public on the topic of hate speech.

In the framework of this programme, AEQUITAS also prepared a handbook²⁰ in Greek, for young people, on hate speech and extremism. The handbook provides meanings, definitions, forms and manifestations as well as causes and consequences of the phenomena through a human rights lens. Relevant national help lines are also included in the handbook as well as ways to report hate speech online, thus acting as an empowering tool for victims and bystanders but, also through its awareness raising element, as a deterrent for perpetrators and/or potential perpetrators.

¹⁹ Available here:

[http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/4E90A39191DE8B85C2257E8100424C0E/\\$file/Kodikas_Symperiforas_Nov2015.pdf](http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/4E90A39191DE8B85C2257E8100424C0E/$file/Kodikas_Symperiforas_Nov2015.pdf)

²⁰ Available here: <https://www.aequitas-humanrights.org/portfolio/combating-hate-training-of-trainers-october-2015/>

Good Practice 3 – ‘Say No To Hate Speech: Young People Empowered’

The online platform ‘Say No to Hate Speech’ has been developed in the framework of the project **‘Say No To Hate Speech: Young People Empowered’** funded by the European Youth Foundation of the Council of Europe and implemented by Aequitas Human Rights NGO. The platform was launched in 2016 at the EU House in Nicosia and is still operational.

The platform contains information on hate speech including a fact sheet on hate speech and resources relevant to the understanding of hate speech such as the governing national legislation and reports/documents drafted by national and supra-national organizations on hate speech. Such information is useful for young people, their parents or guardians, those working with young people and other individuals and groups who wish to find out more about hate speech. In addition, the platform includes educational resources that can be used by formal or non-formal educators, for purposes of combatting hate speech and/or developing the knowledge, skills and attitudes necessary for a human rights culture where solidarity and equality is embraced. In an effort to make this platform a youth-friendly tool, twenty young people gave their ideas and feedback on the platform’s design and content.

Furthermore, the organisation operated an online chat system²¹ from 2016 to 2017 which offered information for victims of hate speech as well as support and information for others such as parents, guardians and friends of victims. The chat system was available in Greek and English for internet users living in Cyprus.

The principles which lie at the core of the chat system were:

- Confidentiality
- No judgment
- No discrimination
- Data Protection/ Anonymity

Summary and way forward

Despite the available laws prohibiting hate speech, law enforcement agencies still fail to bring the perpetrators of such acts to justice.²² Although the frequency of hate crimes is low, hate speech against migrants occurs more often.²³ The reasons for the high number of hate speech incidents lie in a variety of different contributing factors such as the rise in immigration, the recent financial crisis and the generally conservative character of Cypriot society. The structure and the relations upon which power is build and embedded do not change easily and they create specific stereotypes.²⁴ The CRA does not have the authority to monitor and impose fines on electronic media, a fact that results in the reproduction of hate speech online.

²¹ Available here: <https://www.notohatespeech.com/>

²² KISA, (2016), NGO follow-up Report to CERD, p.14.

²³ Speech by Yiannos Katsourides, (2014) at Conference ‘Interpreting the Past, Present and Future of Cyprus’

²⁴ Ibid

Several efforts have been made in the field of empowerment of young people and prevention and tackling of hate speech against migrants both at state level and grassroots level. However, a lot more can be done. For instance, the Cyprus Ministry of Education and Culture which created and then piloted the Code of Conduct against Racism and a Guide for Managing and Reporting Racist Incidents in Schools, did so in only a few schools. At present, the Code constitutes a suggestion for schools to use it, without using measures to ensure its implementation.

For HIT, the educational resources produced by AEQUITAS such as the handbook and the online platform which contains a number of informative booklets can be used as a baseline to further enrich the material to be provided to the Hate Interrupter Teams in the training phase. The online platform and chat system as well as the trainings provided to young people to deter hate speech against migrants are good practices which can serve as inspiration to create digital-media based and creative campaigning. With the exception of the Ministry's practice, the good practices in Cyprus, had the active involvement of young people and encouraged their input which is an important element to be taken into consideration when designing the HIT campaigning and dissemination activities.

Spain and Catalonia

Legal Policies and Key Framework

Spain has adjusted its legislation to the European framework in the latest reform of the Criminal Code (L.O. 1/2015, of March 30). Change of law: Before the reform, hate crimes existed in the law, but they demanded provocation (in the legal sense). In other words, before, it was necessary for a hate message to end in a physical aggression for it to be considered a crime and be punishable. Now, words by themselves can also be punished.

Consequences of the reform in 2016: Hate crimes for sex and gender discrimination soared 70% compared to 2015, and, in the same year a rise of 4.2% of the eight types of incidents: those related to anti-Semitism (22.2%), attacks on homeless (41.2%), due to religious beliefs (32.9%), racism and xenophobia (17.6%) or against ideology (15.9%).

Among the facts known to the Spanish security forces related to HS crimes, the areas of "ideology", "racism and xenophobia", "disability" and "sexual orientation and identity" are the ones that show the greatest incidence in 2016, with a total of 123 registered cases according to the NGO SOS-Racisme, Islamophobia is increasing dramatically (<https://bit.ly/2NbJvxw>).

Most used media to spread hate speech: Internet, followed by phones and mobile phones. In particular Online Hate Speech, with its amplifying effect, has been playing an important part in the rise of violence (<https://bit.ly/2ybnvOE>). The 'Report on the evolution of incidents related to hate crimes in Spain' explains that 42,3% of hate speech is transmitted over the Internet and 15,4 % over social media (<https://bit.ly/1g3VugF>).

According to a Study on harassment and cyberbullying, published in 2016 by the ANAR association that helps children and youth at risk (<https://www.anar.org/>):

- 26% of cases of harassment are through social networks, internet and the result of new technologies.
- 75.3% of these attacks are carried out through WhatsApp, (the most popular instant messaging service) while 37.6% of cases is through social networks.
- At present, the main type of bullying continues to be insults and verbal offenses, which occur in 71.6% of cases. Now, new technologies contribute to this harassment due to the dissemination of images and videos committed (20.2%), the dissemination of personal information of the victim (11.7%) and the hacking of a personal account of the victim.

Leading actors in the field of HS prevention, especially in relation to migrants are:

- ANAR association that helps children and youth at risk <https://www.anar.org/>
- SOS Racisme – prevention and awareness raising about racism <http://www.sosracisme.org/>
- ACNUR (UNHCR) - raising awareness and helping refugees <https://www.acnur.org/es-es/>
- Office of Non-discrimination (Barcelona City Council)

<http://ajuntament.barcelona.cat/oficina-no-discriminacio/ca>

- Network against rumours (Barcelona) <https://bit.ly/2AhPBbl>
- Míriam Hatibi (activist) Strategic consulting in data, communication and design @miriamhatibi and @sibilarecom
- Esteban Ibarra (activist and spokesperson fro the Movement against Intolernace) <http://www.estebanibarra.com/>
- Movement against Intolerance <http://www.movimientocontralaintolerancia.com/html/Admin/Editoriales.asp>

Situational context

In the last few years, anti-migrant, racist and islamophobic discourse has increased in the press and by many politicians (e.g. Pablo Casado, Secretary of the Partido Popular) denounced as deliberately misrepresenting the refugees situation in Spain <https://bit.ly/2AhOAA3>). They use an anti-other discourse to create nationalist sentiments, which in Catalonia is also mixed with Spanish versus Catalan. Hate speech thrives in these conditions, where it is justified under the mantel of free speech.

Catalonia was the Spanish Autonomous Community with the highest number of hate incidents in 2016 - a total of 282, followed by Madrid with 171, and Andalusia with 152, according to data from the Ministry of the Interior.

Within hate crimes, Catalonia stands out as the community with the most incidents related to religious beliefs or practices (14, almost double that in Madrid, 8) and with racism and xenophobia (111 incidents versus 68 in Madrid). The province of Barcelona is the most racist and xenophobic in all of Spain (78, Madrid with 68.)

Possible reason for these statistics:

- Greater citizen awareness that translates into a greater number of complaints;
- According to the coordinating prosecutor of the Hate Crimes Service of Barcelona, Miguel Angel Aguilar, these figures are related to the fact that Catalonia is a pioneer in the fight against Islamophobia.
- The president of the Movement against Intolerance, Esteban Ibarra, suggested that the profile of Barcelona's 2017 terrorists, who were young people, educated in Spain and integrated in principle, was radicalization born from a feeling of revenge against anti-immigrant sentiment, massively voiced on Social networks.

Statistics about the 1.257 registered HS victimizations in 2016 in Spain:

37.2% - Women

- 36% Racism / xenophobia;

- 27% disability;

- 22% Orientation / sexual identity;
- 7% Ideology;
- 3% Beliefs or religious practices. - 32% Racism / xenophobia;

62.8% - Men

- 32% Racism / xenophobia;
- 22% Ideology; Sexual orientation / identity;
- 16% Disability;
- 5% Religious beliefs or practices;
- 2% Discrimination by sex / gender.

Age of the victims:

- Less than 18 years old: 13.8
- 18-25: 20.5%
- 26-40: 30.8%
- 41-50: 17.5%
- 51-65: 12.7%
- More than 65: 3.8%

Conclusion: Racism and xenophobia are in Spain hate crimes with the highest percentage recorded in 2016, with the majority of victims being men. The majority of the victims are between the ages of 26 and 40. Over 65, is the age group in which there is a lower number of victims.

Hate speech in Catalonia and Spain, as in other countries, feeds of and at the same time reinforces stereotypes and prejudices. Anti-migrant or “other” sentiment and speech flourishes in a time of financial insecurity (Unemployment rate in Spain has been at a steady 15-16% with a currently 33,8 youth unemployment <https://bit.ly/2dIt0ZM>) and political instability (e.g. Catalonia has been lobbying for independence and there have been political tensions and police repression, the Spanish President has recently been deposed and replaced with a first time parliamentary vote, the rise of right wing parties in the EU and some countries trying or voicing intentions to leave).

Stereotyping and financial hardship contribute to social exclusion of migrants. Those migrants who are in highly paid or regarded professions do not suffer discrimination in the same way as those of lesser-paid or more insecure jobs. However, those migrants who are in a good socio-economic position and/or have been living for some time in Catalonia and Spain, are experiencing discrimination. When the international crisis hit Spain about 10 years ago, many of the first ones to lose their jobs were migrants.

Good Practice 1 – MIST project

The MIST²⁵ project is aimed at young people in school, and adolescents in general in Barcelona. The objective of the MIST project is to raise awareness about the detection of discriminatory discourses and the need to generate alternative narratives where values such as diversity, coexistence and human rights are valued. The xenophobic, racist, homophobic narratives, and many others, are the object of this project, but also the discriminatory discourses of low intensity, the rumours, the prejudices, the stereotypes which are often the seed of hate speech. The project aims, through the mobile game language, to bring young people the necessary tools to detect and, above all, act in front of these manifestations. This project is currently being developed, the BETA version was presented in April 2018 with the active participation of more than 400 young teenagers from 2nd and 3rd grade from 8 schools and 7 different neighbourhoods of the city of Barcelona. In the 30 sessions implemented in the schools, the students worked on the conceptualization of the game and the establishment of the objectives and mechanics of the game, motivating them as generators of virtual content for the structure and content of the game, and reflecting on what hate speech is, how to detect it, what to do when faced with a hate message and how to counteract such narratives.

The MIST video game is an initiative of the Directorate of Citizenship and Diversity Rights Services, framed within the line of action of the Barcelona City Council to fight against hate speech and discrimination. It is an innovative project that counts with the validation of the Barcelona Education Consortium, within the framework of the Schools for Equality and Diversity program.

Good Practice 2: Somos más (we are more)

Somos más²⁶ is a campaign that is mainly aimed at young people between 14 and 20 years throughout Spain, but also has support material in order to reach parents, guardians, schools and other important actors in the educational field. This project exists because hatred and violent radicalism are two of the most important challenges we face not only in Europe, but worldwide. The Council of Europe itself makes clear the need and priority of the Member States to take the appropriate measures to put an end to these phenomena and to initiate common strategic paths.

To this end, the project is carried out in collaboration with the Ministry of Justice; the Ministry of the Interior; the Ministry of Education, Culture and Sport; the Ministry of Employment and Social Security; the Ministry of Health, Social Services and Equality; Red Aware (Alliance of Women Against Radicalization and Extremism), FeSP-UGT through Aula Intercultural, the NGO Jóvenes y Desarrollo and Google, through the global initiative YouTube Creators for Change. All these actors are committed to the fight against hatred and violent radicalization and believe that they can play an important role in raising awareness and sensitizing young people, in order to prevent such phenomena and promote greater tolerance, respect and integration into the network.

²⁵ Available here: <http://ajuntament.barcelona.cat/dretsidiversitat/es/noticia/el-proyecto-mist-presente-en-el-dia-de-la-diversidad-2018>

²⁶ Available here: <http://www.somos-mas.es/>

All parties involved have contributed to the realization of the project. As far as the financial contribution is concerned, it comes from YouTube and has been destined to the development of the visual identity, contents and diffusion materials of the Somos Más campaign.

Good Practice 3 - Alerta Discriminación (Discrimination Alert)

Alerta Discriminación²⁷ is a new app created by “Red Acoge”²⁸, a federation of 18 organizations distributed throughout the state territory, working since 1991 for the promotion of the rights of immigrants and refugees. The app informs, through the mobile phone, about any type of discrimination that has been suffered or witnessed. Mainly focused on refugees in Europe because in many cases they do not dare to report, or they do not know how to do it. Thus, making these cases visible and facilitating the victim’s access to support. Besides allowing reporting of these situations to the police, the tool, available in Spanish, English, French and Arabic, incorporates the novelty of being able to reveal several aggravating factors or motives at the same time. So far, the application has about 150 active downloads and more than 100 cases of discrimination have been reported since it was created in November 2017, some of which cases of multiple discrimination.

This project is financed by the European Union; the Ministry of Labour, Migration and Social Security and the Ministry of Health, Consumption and Social Welfare; in addition to donations that can be given by people interested in the project.

Summary and way forward

Racism and xenophobia constitute hate crimes in Spain with the highest percentage recorded in 2016. Since 2017 Islamophobia has been steadily rising. Hate speech has become more and more normalized through improper media coverage, right wing politics across the world, and abuses of social media. Especially on social media it has become common place to troll and bully. For the HIT project we plan to create relevant counter narratives with young people, in their own language and medium, but with the support of engaged adults, who have the know-how about communication and inclusion, to provide relevant guidance.

²⁷ Available here: <http://www.alertadiscriminacion.org/es/pagina-principal>

²⁸ <https://www.redacoge.org/es/>

United Kingdom (England)

Legal Framework and Key Policies

Hate speech laws in the UK are found in several statutes.

The Public Order Act 1986

The Criminal Justice and Public Order Act 1994

The Racial and Religious Hatred Act 2006

The Criminal Justice and Immigration Act 2008

Expressions of hatred toward someone on account of that person's colour, race, disability, nationality (including citizenship), ethnic or national origin, religion, gender identity, or sexual orientation is forbidden. Any communication which is threatening or abusive, and is intended to harass, alarm, or distress someone is forbidden. The penalties for hate speech include fines, imprisonment, or both.

In particular, the policy in London is that hatred and intolerance are unacceptable, and when it motivates crime it is illegal. In the Police and Crime Plan they are committed to zero-tolerance enforcement against the perpetrators of hate crime and providing the support that victims need. The aim is to make London a city which doesn't just tolerate diversity - which respects and celebrates it.

Situational context

In UK- London there have been increases in hate crime recorded in the last five years. These increases are thought to have been driven by improvements in crime recording by the police; it also thought that growing awareness of hate crime is likely to have led to the improved identification of such offenses. Although these improvements are thought to be the main reasons for the increases seen, there have been spikes in the hate crime following certain events such as the EU Referendum in June 2016 and the terrorist attacks in 2017.

Migrants and refugees in the UK have to deal with an unfair and dysfunctional immigration system. Many people wait years for a decision on their status, and don't have the right to work or study. These rules and inefficiencies prevent many migrants and refugees from integrating into local communities and getting on with their lives.

The new set of 'Hostile Environment' policies implemented in the UK are forcing police, local councils, health professionals, teachers and other public servants to undertake check people's immigration status and refuse services. The result is that migrants are afraid to access basic services such as emergency healthcare, and so are unable to live a normal life.

Good Practice 1 - Hope in a Hostile Environment: An evening of spoken word

This event forms part of a broader project which provides the women with the opportunity to express their hopes and dreams, by photographing images of a world they seek to be a part of. These images, accompanied by spoken word, will be part of a photography exhibition also entitled 'Hope in a Hostile Environment'²⁹. These performances will be the product of several workshops involving the women we support, carried out in collaboration with the Helen Bamber Foundation. The stories of these women will be shared with poet and performer Vivienne Isebor, who will work with two groups of local women to develop and transform them into spoken word. These will then be performed on behalf of and in honour of the owners of these stories.

The project is carried from August 2018 till October 2018 by Pramdepot and Collage Arts, in Wood Green, to build the awareness of the community about asylum and refugees situation.

The project provides support and involves young mothers and children that are seeking asylum, it is based on crowdfunding and an auction has been set up thanks to the collaboration of more than 100 artists who donated their works.

Good Practice 2 - Young Citizens and Speak Out

Young Citizens

Young Citizens³⁰ is a voluntary ambassador programme for young people from migrant and refugee backgrounds aged 16 to 25, run by Coram (based in London) with funding from The Queen's Trust.

Young Citizens is a network of young people who are passionate about using their experiences of making a life in this country. Together they work with and represent the views of children and young people who want to do the same.

The program provides training, skills and a platform to make a real difference.

Young people are trained to use their experiences to inspire and empower other young people; take part in interactive workshops to share their views; speak publicly, at events and on film.

Speak Out

Coram's National Theatre project is a fortnightly theatre-based workshops. It allows young people to work with theatre artists from the National Theatre to develop their voice, storytelling & performance skills.

This project³¹ is for young people aged 16-25 who are supported by Coram's Young People programmes: parent; adopted; care experienced; or from migrant or refugee background.

²⁹ <https://spotlightonasylum.com/>

³⁰ <https://www.coram.org.uk/youngcitizens>

³¹ <https://www.coram.org.uk/NationalTheatreProject>

Good Practice 3 - Social and Emotional Learning for Mutual Awareness

SELMA (Social and Emotional Learning for Mutual Awareness)³² is a two-year project co-funded by the European Commission under the European Union's Rights, Equality and Citizenship programme (2014-2020) which aims to tackle the problem of online hate speech by promoting mutual awareness, tolerance, and respect.

The overall vision of the SELMA project is captured by its catchphrase: Hacking Hate. It builds upon a Social and Emotional Learning approach to empower young people to become agents of change; it helps them to better understand the phenomenon of online hate; it provides them with tools and strategies to act and make a difference. SELMA will target young people (age 11-16), primarily in schools, but also in the out-of-school communities that impact on their well-being. It will engage them – together with their peers, teachers, parents and other professionals and carers – in a multifaceted learning journey. It will foster a wider dialogue with education stakeholders (including Ministries of Education), civil society organisations and industry. It will take an evidence-based approach to prevent and remediate online hate speech.

Summary and way forward

Evidences show that the number of recorded hate crimes in the UK has more than doubled in the past five years and is likely to be related in part to the aftermath of the Brexit vote and the spate of terrorist attacks in 2017, according to the Home Office.

It stated, although, the increase was largely driven by improvements in the way police record hate crime, that means as well an increase and improvement of the awareness regarding Hate Crimes and what they are.

In the Police and Crime Plan 2017-2021, the Mayor of London highlighted Hate Crime and Intolerance as one of the three main priorities as issues of highest need.

The Law Commission, the independent body that recommends legal reforms, is committing to cover any gaps in hate crime legislation as part of a package of measures announced by the Home Office. Although race, religion, trans identity, sexual orientation, and disability are the so-called “protected characteristics” covered by current legislation, both misogyny and misandry will be considered by the review, as will attitudes towards alternative lifestyles such as goth subculture, and age.

This general commitment shows how this historical moment is facing against the Hate Crime phenomena, how central is to act a change, joining and facilitating the wave of attention to the topic in order to spread awareness and help.

³² <http://www.hackinghate.eu/about>

Bulgaria

Legal Framework and Key Policies

1. Review of the civil law framework related to hate speech

Civil law / Title of document / URL: Law on Protection from Discrimination http://kzdnondiscrimination.com/la_yout/images/stories/pdf/z_akon_za_zashtita_ot_discriminacia_2012.pdf

Scope of application: Natural persons, legal entities and associations

Coverage of hate speech: No specific mention of hate speech

Main provisions: Article 1: This law regulates the protection against all forms of discrimination and promotes its prevention. Article 4: Prohibition of any direct or indirect discrimination based on sex, race, nationality, ethnicity, human genome, nationality, origin, religion or belief, education, belief, political affiliation, personal or social status, disability, age, sexual orientation, marital status, property status or any other features established by law or international treaty to which the Republic of Bulgaria is a party.

Applicable sanctions: Compensation based on filed complaint; Administrative proceeding according to the Civil Procedure Code; compensation for personal damages.

2. Review of the criminal law framework to counteract hate speech

Criminal law / Title of document / URL : Criminal Code of Bulgaria http://lex.bg/laws/ldoc/15_89654529

Scope of application: Using the channels for mass information for discrimination and inciting hatred.

Coverage of hate speech: Hate speech is the subject of art. 162, para. 1 and Art. 164, para. 1.

Main provisions: "Whoever by means of words, in print or other mass media, electronic information systems or other means advocates of or incites to discrimination, violence or hatred based on race, nationality or ethnicity shall be punished by imprisonment and fine ..."

Applicable sanctions: Imprisonment from 1 to 4 years and a fine of 5 to 10 thousand BGN; probation and public reprimand.

3. Review of self-regulations to counteract hate speech

Self-regulations / Title of document/ URL : Ethical Code of the Bulgarian Journalists http://ethicnet.uta.fi/bulgaria/ethical_code_of_the_bulgarian_media Ethical Code of the Bulgarian Media Union <http://bmu.bg/bg/code-ofconduct>

Scope of application: Journalists materials, TV and radio broadcasts, media publications.

Coverage of hate speech: No specific mention of hate speech; Restrictions and inadmissibility of material inciting hatred and any form of discrimination.

Main provisions: 2.5 Discrimination.

2.5.1 We respect everyone's right to live in safety and security, and we shall avoid publishing material that incites or encourages hatred, violence or any form of discrimination.

2.5.2 We shall not refer to a person's race, colour, religion, ethnic background, sexual orientation, mental or physical condition, unless it is of importance to the meaning of the story.

2.6.5 We shall be careful not to be used as a platform by those who promote, incite or use violence; we shall report on their activities with due constraint and only if there is a clear public interest.

Art 1.13. The media are required to respect the right of every individual to live in a safe and secure environment by committing not to publish materials that incite hatred, violence and / or any form of discrimination. The media should refrain from publishing details about race, skin colour, religion, gender or sexual orientation or about any other.

Applicable sanctions: Statements on cases of violation of the Code, hearings, filing reports to the Council on Electronic Media or the prosecution where necessary.

[4.http://bgazrt.hu/dbfiles/blog_files/3/0000012453/Minority%20Studies_18_beliv%202015.70-79.pdf](http://bgazrt.hu/dbfiles/blog_files/3/0000012453/Minority%20Studies_18_beliv%202015.70-79.pdf) - This paper provides an overview of the Bulgarian legal framework in the field of migration, asylum and citizenship policies, written by Valeria Ilareva - a lawyer specialized in European Immigration and Asylum Law and the Free movement of European citizens.

Situational context

The social, economic, political and cultural public scene in Europe in recent years has been increasingly influenced by xenophobic and racist attitudes and displays. In many countries across the continent incidents of hate speech and hate crime are on the rise. National and EU institutions are paying more and more attention to the phenomenon of online hate speech, in response to the expansion of communication technology and of social media in particular. Bulgaria faces specific challenges as an external border of the EU strategically located in the Balkans: increased migration flow, terrorist threats, information warfare, cyber terrorism, etc. These circumstances have an influence on the economic, social and geopolitical development of the country, and thus define how the public views both these problems and Bulgaria's role in resolving them. The international risks to the development of the country are both geopolitical (primarily the situation in Syria and the Middle East and the resulting refugee crisis) as well as economic (slowing growth in the Eurozone and unemployment risks). According to data from a recent survey, nearly 47% of Bulgarian citizens consider that the EU should not aid refugees seeking asylum on its territory; 28% of people are of the opposite opinion. According to 60% of adult residents of the country, refugees pose a threat to the national security of Bulgaria, and only 15% disagree. But while the perceived threat of immigration resonates deeply with the citizens, the persistent combination of failing economies and corrupt governments has not made the country particularly attractive to migrants in any case.

The negative attitudes to migrants and refugees (these two groups are very often conflated and presented as a homogenous mass of non-nationals) are rooted in the belief that immigration takes jobs from local people, depresses wages and puts pressure on the social welfare system, and in fact privileges the foreigners to the indigenous population. But it is true that most migrants prefer the richer countries in Western Europe where social welfare benefits are higher, employment opportunities greater and societies are more racially, culturally and religiously diverse. Amnesty International³³ has released its international report for 2017/18, in which it slams Bulgaria over its treatment of migrants and refugees, says that hate speech against minorities continued, and says that there was a continuing pattern of threats, political pressure and attacks against journalists. On the treatment of refugees, the report said that summary detentions, pushbacks and abuses at the border continued. The Amnesty International report said that hate speech and hate crimes continued, directed at minority groups, including Turks and Roma; refugees, asylum-seekers and migrants remained vulnerable to violence and harassment. Discriminatory or

³³ <https://www.amnesty.org/en/countries/europe-and-central-asia/bulgaria/report-bulgaria/>

xenophobic statements were made during the campaign for Bulgaria's last parliamentary elections, by candidates and political parties as well as by the coalition of far-right parties, (which the report refers to as the Patriotic Front, but which is called the United Patriots) which gained enough seats to enter the government. Marginalization and widespread discrimination against Roma persisted, Amnesty International said. Since 2014 the number of migrants entering Bulgaria has increased. For most of them, Bulgaria is a transit country on their way to Western Europe. Those who have to stay in Bulgaria face serious difficulties in dealing with the discriminatory attitudes of authorities and of private individuals and groups³⁴.

Good Practice 1 – “Children, parents and teacher against Hate Speech”

Project: “CHILDREN, PARENTS AND TEACHERS AGAINST HATE SPEECH”

Location: Sofia

Main partners: Bulgarian Safer Internet Center

Duration: 2012-2014

Description: Methodological and teaching resources on hate speech for pupils in 1-4 grades. The package includes a teacher's guide with 10 lesson plans, developed by a team of primary school teachers, as well as interactive workbooks for the pupils. The thematic modules present the subject matter in an interesting and engaging way, which helps the children not only to gain knowledge but also to develop skills for open and tolerant communication with the others. The themes are developed as interactive sessions that give children the opportunity to participate in discussions, create pictures and sketches to understand better the material through their everyday experiences. In this way they also gain a better understanding of the various manifestations of hate speech on the Internet.

Results: The methodology of “Children, Parents and Teachers against Hate Speech” has been piloted in more than 10 different schools. Its benefits are felt immediately in schools with ethnically and religiously mixed students, with broader and long-term effects of responsible citizenship.

Good Practice 2: Best Practices for Refugee Integration brochure

The Bulgarian Council on Refugees and Migrants, an NGO, has published the brochure Best Practices for Refugee Integration³⁵, which provides an overview of successful programmes for refugee integration in Bulgaria since the 1990s, when the Integration Centre in the State Agency for Refugees was established. The brochure summarises the practices of the Integration Centre, as well as the practices of several other programmes implemented in Bulgaria since the 1990s.

The brochure includes the following best practices:

The Integration Centre in the State Agency for Refugees. The Integration Centre provided Bulgarian language classes, vocational training, computer classes, etc. until it was closed in 2014, due to the European migrant crisis.

³⁴ https://positivemessengers.net/images/library/pdfs/comparative_report-1.1.4.09.pdf

³⁵ <https://ec.europa.eu/migrant-integration/librarydoc/best-practices-for-refugee-integration>

The National Refugee Integration Program. This programme was implemented between 2005 and 2013 by the State Agency for Refugees. It was designed for 100 beneficiaries of international protection per year (60 adults and 40 children) and included a whole set of services, such as Bulgarian language classes, vocational training, social and cultural orientation, counselling, housing, social assistance, etc.

The Pilot Integration Program (2016-present). This programme is implemented by the Bulgarian Red Cross and financed by UNHCR. The programme provides measures such as Bulgarian language classes, vocational training, social mediation, support for enrolling children in school, etc. for 40 beneficiaries of international protection.

The Mentor Program, implemented by the charity Caritas Sofia (2016-present). This programme supports 65 beneficiaries of international protection per month with integration into the local community. Through the programme, local mentors support refugees in their social and cultural orientation, networking, Bulgarian language learning, etc.

The brochure also provides an overview of successful practices from the EU and Canada.

Summary and way forward

Bulgarians' public attitudes towards refugees are mainly influenced and shaped by the media. A large part of the population perceives refugees as a threat to national security and a potential economic burden. They fear foreign religions, ethnicities and cultures.

The literature review³⁶ confirms that between 2014 and 2016, there has been a gradual increase of hate speech in the media, primarily those associated with nationalist parties and tabloids (both print and online). The negative public perception is also fuelled by the public rhetoric of politicians, nationalists and far-right activists. Refugees (particularly Muslim refugees) and the Roma minority are the main targets.

The analysis and studies on hate speech point out to one major shortcoming in the Bulgarian context regarding the control and counteraction of online hate speech, namely, the implementation of the existing legislation on hate speech. The second issue relates to the effectiveness of media self-regulations and codes of conduct. Consistent implementation of the regulations will lead to more critical media coverage of the information provided as well as to more effective screening of the organizations, experts, and politicians who use media to provoke and incite intolerance and discrimination towards certain groups through hate speech. The application of any of these regulations will be more successful if the online media channels work with IT companies and Internet providers that adhere to the signed agreement with Facebook, Twitter, Youtube, and Microsoft to remove content related to hate speech and discrimination.

1. There is a need for large-scale information and awareness-raising campaigns at the national level to inform the public about the issue and to mobilise civic energy to counter the spreading of hate speech on the Internet. In this respect, the creation of school or University language codes should be also encouraged, taking care that they do not become a form of censorship and limit the freedom of expression. Such campaigns would more clearly reveal to the public the way in which the media becomes a platform of hostile attitudes and hate speech, extreme populism and media attacks not only

³⁶ <https://ec.europa.eu/migrant-integration/librarydoc/mapping-out-the-national-context-of-online-hate-speech-in-bulgaria>

<http://www.balkaninsight.com/en/article/experts-warn-against-epidemic-of-hate-speech-in-bulgaria-03-28-2016>

against certain groups that are discriminated against (refugees, migrants, minorities), but also against human rights defenders.

2. Improving the media literacy of students, young people and the wider public are particularly important. The introduction of media literacy training and critical thinking skills in schools, starting with elementary school, will equip young people with the skills and knowledge to recognize and denounce all forms of propaganda and ideologies whose extreme forms could lead not only to the use of hate speech, but to hate crimes and to the radicalisation of intolerance and violence towards the Other.
3. NGOs that have gained experience on the subject can also be involved in these studies, but the cooperation between the various stakeholders is critical to the success of any future initiatives.

Most importantly, further concerted efforts are needed to raise awareness of the means of reporting incidents, in order to reduce the levels of hate speech and to send a clear message to the perpetrators and to society that acts of racism and xenophobia will not be tolerated.

Italy

Legal Framework and Key Policies

In Italy there is no specific legislation concerning hate speech, but there are rules relating to the crimes of incitement to and propaganda of ideas based on superiority and racial hatred, insult, defamation and threats that are applied in cases of hate speech as well as several bills presented recently aiming at filling the gap resulting from the lack of a specifically defined crime.

Art. 3 of the Italian Constitution affirms the equal dignity and equality before the law for all, without distinction of sex, "race", language, religion, political opinions, personal and social conditions. Starting from this principle, various laws have been approved and modified, constituting the backbone of the national legislation on discrimination.

An example is law No. 654, 13 October 1975, which, by ratifying the UN International Convention on the Elimination of All Forms of Racial Discrimination signed in New York on 7 March, 1966, introduced the crime of instigating discrimination or violence against certain national, ethnic or racial groups, punishing with imprisonment "who spreads in any way ideas based on superiority or racial hatred, who incites discrimination in any way, incites to commit or commits acts of violence or provocation to violence, against people because of their belonging to a national, ethnic or racial group". The fundamental rule constituted by the International Covenant on Civil and Political Rights, adopted on 19 December 1966, was made enforceable in Italy with the law No. 881, 25 October 1977, which provided that any appeal to a national, racial and religious hatred that may constitute a form of incitement to discrimination or violence is expressly prohibited.

On 9 October 1967, with the Law No. 962, which legislated the prevention and repression of the crime of genocide, the "public instigation and apology" of the crime of genocide was regulated, condemning to imprisonment, for the sole fact of the incitement to commit a discrimination-related crime.

The law No. 205, 25 June 1993, extended the penal repression to discrimination on a religious basis and distinguished the conduct of "incitement to discrimination", punished with a lower penalty, from those of incitement to violence, violence, provocation to violence, punished more severely.

This law was subsequently amended by the No. 85, 24 February 2006, currently in force, which has reduced its scope by restricting the area of criminal conduct and by reducing the penalties provided for.

Recently, Bill No. 634, 11 July 2018 has proposed to provide a normative definition of hate speech and to make changes to the Penal Code in order to repress the phenomena in all its manifestations. The proposal envisages imprisonment for those who propagate ideas based on superiority or racial or ethnic hatred or instigates to commit acts of discrimination.

Finally, Bill No. 362, 14 May 2018 promotes the establishment of a parliamentary committee to address and control the phenomenon of hatred and violence, defining the number of commissioners, the mode of appointment and specifying its tasks.

Two are the official public bodies that collect complaints of discriminatory acts and monitor data concerning the phenomena of Hate Speech in Italy: OSCAD (Observatory for Security against Discriminatory Acts) included in the Public Department security - Central Directorate of the Criminal Police and UNAR (National Anti-discrimination Office) which is part of the Department for Equal Opportunities of the Presidency of the Council of Ministers.

Situational context

In Italy, the public debate on the border between hate speech and freedom of expression in the social media mainly took a step in the last few years, mostly after several controversies on insulting, sexist, comments and attacks to political or institutional women.

According to the data collected by the Office for Democratic Institutions and Human Rights of OCSE (ODIHR), in 2013 the police registered 472 cases of hate crimes, a much greater number compared to the previous years, thanks to an improvement in recording cases of such crimes. Of these, 226 (48%) are about religious discrimination; 194 (41%) racism and xenophobia; 52 (11%) discrimination against LGBT.

According to the data on reports of discrimination received in 2013 by the Office Against Racial Discrimination (UNAR), for the first time the discrimination online exceeded cases of discrimination in public life and professional context: more than a quarter of recorded or reported cases (26,2%) referred to mass media (against 16,8% in 2012). About 354 discrimination cases occurred in media, most of which are related to social networks. In 2014, UNAR recorded 347 cases of racial expression on social media, 185 of which (over 50%) on Facebook, the remaining on Twitter and Youtube.

The migration phenomenon was the central theme of alerts: 91% of the statements target migrants and immigrants, while 11% concerned religious discrimination, carrying Islamophobic sentiments.

As the recent elections in March 2018 confirmed, immigration is a highly prominent issue in Italy. The latest publication of the Special Eurobarometer survey on the integration of immigrants in the European Union (Special Eurobarometer 469) allows for preliminary comparisons between Italy and the rest of the European countries. Italians are significantly more likely to see immigration as primarily an illegal phenomenon than the rest of Europe: the majority (47 %) of Italian respondents believes that more immigrants are staying illegally in the country. However, Italians estimate the proportion of the population who are immigrants as at least three and a half times higher than the actual figure.

6% of the statements targeted the LGBT community, 4.8% the Roma community, and 1.8% are linked to gender discrimination. Moreover, according to the activists' reports, 7% of the statements directly incite violence. Regarding the migration theme, 10% of the reports concerned the issue of security and 7% of the topic of reception with alarmistic character identifying immigration as a "social bomb", able to lead to "social conflict" and "war at home".

In this context, identifying good practices on counteracting HS is crucial. A number of projects can be highlighted such as: PRISM (Preventing, Inhibiting and Redressing Hate Speech in New Media), which started to evaluate European and International legal contexts and hate speech narratives and expressions on the Web; BRICK (Building Respect on the Internet by Combating hate speech), fighting hate speech against minorities and migrants with the active involvement of web users and content producers; #Lovespeech project, fighting hate speech, racism, cyberbullying and xenophobia, adopting a creative approach through young people's educational paths using different learning methods like peer-to-peer and bottom-up education.

Good Practice 1 - PRISM: Preventing, Inhibiting and Redressing Hate Speech in New Media

PRISM is a project against racism and hate speech in new media co-funded by the EU Fundamental Rights & Citizenship Programme, implemented from 2014 to 2016. Led by the cultural association Arci, in Italy, the project was developed with the support of Italian Government's office against racial

discrimination (UNAR), Cittalia - Anci Foundation, the CNR research centre and Carta di Roma association. Several European partner organisations such as foundations, universities and association have been part of the project in France, Spain, Uk and Romania and also an international partner: United Nations Interregional Crime and Justice Research Institute.

The project started with research to assess the situation about the European and international legal context and a mapping of the hate speech narratives and expressions on social media, blogs, websites. The strategy to promote the empowerment of young people in counteracting the HSBM was to use information and education: young people and teachers participated in different workshops and training programs in schools. After this training phase, a toolkit was produced to be used by teachers and trainers to organise seminars for young between the ages of 14 and 24 to help them develop awareness about narratives on the web and social media. The recommended tools are videos, role gameplay, questionnaires, non-formal activities. The third main activity of the project was a European communication campaign that used the web, social media, radio and dissemination events as channels; videos, animated gif, leaflets and position paper as main products. PRISM project has had an impact on the EU Commission that, in 2016, elaborated a code of conduct addressed to the leading social media companies to undertake actions against hate speech language online. In Italy, this project encouraged the enacting of law by the government to fight the cyberbullying.

Good Practice 2 – BRICK – Building Respect on the Internet by Combating Hate Speech

BRICKS is a project co-funded by the EU Fundamental Rights & Citizenship Programme, implemented from 2014 to 2016. The project leader was the Italian Onlus Cospe, with the media education centre Zaffiria, in partnership with multimedia education research centres in Belgium and Germany, the NGO called MKC in the Czech Republic and AFIES non-profit foundation in Spain. The primary object of the project was to fight hate speech against minorities and migrants with the active involvement of web users and content producers. Young people, teachers, educators, web experts, media activists, second generation migrant associations, social media managers have been chosen as target groups.

BRICKS produced a guideline for community and social media managers for preventing hate speech online. Based on research conducted by all partners in European and local context underlying the increasing use of hate language on the Internet: the goal was to overturn this trend exploring the opportunities for intercultural dialogue on the web. Project partners developed training modules with pedagogical activities. With the support of educators and experts, 580 students have been involved actively in roleplay, exercises and activities that help them to reflect on the uses of social networks and about their perception of the hate speech narratives online. Young people have been involved in creating an interactive platform and an online communication campaign to promote the public debate on the problem. The campaign, hashtag #silencehate and the slogan “Silence hate – Changing words change the world” has been launched on occasion of the International Day for the Elimination of Racial Discrimination in 2016.

The results of the project lay the foundations for a new project started in 2018, named Silence Hate.

Good Practice 3: #Lovespeech

#LoveSpeech is an experimental project developed by ALA Milano Onlus, Streets Arts Academy, B-Cam cooperative, supported by the municipal district of Milan and co-funded by Cariplo Foundation. It's a project that started in March 2018 and ended in November 2018 to combat and prevent the increasing hate speech online, and the spread of racism, xenophobia and cyberbullying. ALA Onlus adopted a creative

approach, promoting educational paths among young people and using different learning methods, as peer-to-peer and bottom-up education.

Young people and teenagers involved in the project's activities attend secondary school, Universities and social cooperatives and they were divided into 4 teams to work together for six months supported by tutors, educators and influencers. They developed a creative strategy to combat online hate narratives, becoming themselves facilitators and promoters of good practices against hate speech behaviour. These activities enhanced their competencies in the use of digital tools, and their communication and relational skills. All participants shared their experience and perceptions on hate speech, and communicated with journalists, you-tubers and bloggers to discover new and positive ways to react to hate speech. In the second part of the project young people developed their ideas to produce viral communication campaigns addressed to peers. The continuity of the project is ensured by a real active network of Italian organisations, some of which are nowadays working on projects against hate speech and discriminations among them (such as COSPE and ISES non-profit association participants to the final conference of the project).

Summary and way forward

Italy, in recent times, is experiencing the migration phenomena differently from the past years and this is mainly due to the current migrant crisis and the economic crisis. Migrants and minorities are increasingly seen with suspicion and as a threat to communities.

In this context, stereotypes evolve to discrimination and hate speech, increasingly noticeable and disseminated due to the reach of social media in the country. Bullying, another aspect of this difficult situation, is equally increasing. There are also other minorities and vulnerable groups to protect from hate speech (women, people with disabilities, LGBT, subcultures). It is vital to provide an engaging educational process (creative and not formalised) to the young generation and help raise awareness of the subtle difference between freedom of expression and hate speech.

Greece

Legal Framework and Key Policies

According to the Constitution of Greece all people in the country will be treated with respect and will be protected from any potential danger to their life, dignity or exclusion from political, social or economic life of the country. It is clear that all these privileges must be provided with no exception based on origin, language, or religion (Mavrlas & Spiliotopoulos, 2004, p. 20).

Even though there isn't any specific law addressing hate speech towards migrants there are general laws on hate speech (in which speech towards migrants is referred). The first, Law 4285/2014 according to which if someone intentionally and publicly, orally, through the press, but also via the internet, incites, provokes, excites or urges actions that can cause discrimination, hatred or violence in a way that expose public order or pose a threat to life, freedom or physical integrity against a person or group of persons (person or group of persons that are determined based on race, religion, national or ethnic origin, sexual orientation, gender identity or disability) , then he or she will punished by imprisonment of three (3) months to three (3) years and with a fine of five up to twenty thousand (5,000-20,000) euros (Greek Parliament, 2014).

Furthermore, Law 4411/2016 (Greek Parliament, 2016) ratified the Council of Europe Convention on Cybercrime and the Additional Protocol on the criminalization of acts of racist and xenophobic nature committed through computer systems.

In 2015 the “National Council Against Racism and Intolerance” (Greek National Commission for Human Rights, 2015) was created by the Greek Ministry of Justice, Transparency and Human Rights. This council is responsible for:

- ✓ the design of policies to prevent and combat racism (including hate speech)
- ✓ overseeing the implementation of anti-racism and anti-racism legislation intolerance and its compliance with the international and European standards law
- ✓ promoting and coordinating the action of stakeholders to address the phenomenon more effectively

Moreover, there is a specific department in the Greek Police, called “Services to Counteract Racism Violence” (UNHCR Greece, 2018). Among other responsibilities, they are to act and react in any incident of hate speech.

Many NGOs in Greece work in the field of hate speech towards migrants.

Situational context

Hate speech and behaviour towards immigrants is a major problem in Greece. The number of irregular migrants and asylum seekers arriving in Greece increased significantly the last decade (International Organisation for Migration, 2018) and in combination with the economic crisis many xenophobic feelings aroused. In 2017, 34 incidents of violence towards migrants were recorded, but the authorities believe that the number is even bigger since many migrants avoid reporting these incidents due to fear, lack of papers and difficulties in language. Most victims were from Afghanistan, Pakistan and Syria (UNHCR Greece, 2018).

For example, in a Greek island the council of parents and guardians refused to send their children to school (primary education) because they were afraid of diseases. They also sent a letter to the Greek Ministry of Education demanding to exclude from public schools all immigrant children. The Greek Ministry of Education and the Greek public condemned the initiative, as against human rights but other councils of parents and guardians in schools followed their example (Athens Agency of News, 2018).

In addition, a far-right neo-Nazi Greek party, “Golden Dawn”, incites hate speech towards migrants and calls their supporters to avoid migrants and to exclude them from different areas (such as professionally) but also, indirectly, asks their voters and followers to attack to migrants (To Pontiki, 2018).

The unsafe, unsecure and difficult situation that economic crisis has provoked, creates feelings of hate and anger against migrants (Λιαλούτη , Γεωργιάδου , Γαλαριώτης, & Καφέ, 2017).

Good Practice 1 – “No Hate Speech Youth Campaign”

In Greece, until now, there isn't an organised effort or practise against hate speech except for the “No Hate Speech Youth Campaign”, which is implemented within the framework of Council of Europe directives. In Greece there is a Facebook page³⁷ under the same name that presents all the initiatives against hate speech. These initiatives are mainly taken by teachers and NGOs but there is not any specific initiative about young migrants.

Therefore, it is very difficult to detect a good practice since most practices refer to teachers' training but don't meet any of the good practises criteria such as evaluation or sustainability.

Summary and way forward

“Hate Speech” is a new field for scientific research and public debate in Greece. Although many people (including academics and educators) refer to the term “hate speech”, in fact they mistake the phenomenon as part of bullying or in many occasions as a synonym to bullying. Thus, many tools or good practises that are designed or used in order to combat bullying, they are also used for hate speech.

On the other hand, the law system recognises the problem of hate speech and so it is included in the Greek Law System. But most of the times they are European directives that are just followed with no other further analysis.

Despite all the above, there is a great and serious effort against hate speech towards LGBTQI+ people in Greece by activists and NGO's. These organisations refer to the term “hate speech” separately from bullying and they design tools and campaigns focused on hate speech.

Greek public opinion finds it difficult to differentiate between the right of people to express their thoughts and feelings in a free and non-judgmental way and the crime of hate speech. Even in the political stage, politicians (most of them from “Golden Dawn”) set an argument against the Greek hate crime laws.

³⁷ https://www.facebook.com/pg/nohatespeechgreece/about/?ref=page_internal

Germany

Legal Framework and Key Policies

Since 2006, Germany has adopted the German General Equal Treatment Act (AGG), with the objective to provide comprehensive protection against discrimination on the basis of race and ethnic origin, gender, religion or belief, disability, age or sexual orientation.

The German legal system doesn't have the category "hate crime" for the judgment of a crime. Criminal acts with a racist, homophobic or other discriminatory motivation are registered in the statistics as politically-motivated criminal offences. This is criticised by the ECRI, the UN Committee on the Elimination of Racial Discrimination and Amnesty International, because this does not allow to correctly account for "hate" and discrimination acts that are not politically motivated. Two attempts of changing the legislation were not successful. Nevertheless, different statistical categories have been established to record the nature of politically-motivated criminal offences, one of these is hate-crime with the specifications of racist acts and anti-Semitic acts. But there continues to be significant differences between the statistics on racist violence compiled by civil society and the official statistics.

Germany has no legislation that directly aims at the prosecution of hate speech whereas it has a more general differentiation between acceptable and unacceptable expression of opinion (Maneri 2016, p. 7). The legal framework to address hate speech in Germany is affected by different laws. The fundamental right in the constitution, the freedom of speech and free expression of opinion in speech, scripture and picture is only granted if human dignity is respected. Other restrictions that limit the freedom of speech besides the disrespect of human dignity are legislations which prohibit sedition (Volksverhetzung, § 130 StGB), insult (Beleidigung § 185 StGB), defamation (Verleumdung § 187 StGB), coercion (Nötigung § 240 StGB), menaces (Bedrohung § 241 StGB), public provocation to commit an offence (Öffentliche Aufforderung zu Straftaten, § 111 StGB). But prosecution always depends on the context of the matter, where each incident must be examined carefully (Bundeszentrale für politische Bildung 2017).

For the phenomenon of online hate speech and relating to the question whether the operator of a homepage can be held responsible to remove law infringing content, the Federal Constitution Court of Germany has decided that the forum operator is accountable only when they have neglected duties of necessary monitoring of content. When an operator is notified of law infringing content she/he is responsible for its removal. A new law has been developed by the Federal Ministry of Justice and Consumer Protection and came into force on 1. October 2017: the so called Network Enforcement Act (Gesetz zur Verbesserung der Rechtsdurchsetzung in sozialen Netzwerken – Netz DG). It aims at making the operators of big social networks

(more than 2 million members in Germany) more responsible for handling and deleting hate speech content. Basically, this law asks the operators of big social media networks, once a content is notified as illicit, to delete or block it within 24 hours. Additionally, the operators are obliged to publish 4 times a year a report about how they deal with the complaints regarding illicit content. When disrespecting the law, the companies can be punished with penalty fees up to 5 million Euro. The Network Enforcement Act (NetzDG) is criticised for giving the power of judgement about the lawfulness of social media content to private companies. Another policy strategy is the federal programme of the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth Live Democracy](#) (Demokratie leben!), which supports initiatives, associations and committed citizens throughout Germany that actively work towards a diverse, non-violent and democratic society. It is primarily aimed at children and young people, their parents, relatives and reference persons, volunteers, child care workers, multipliers and governmental and civil society actors and funds pilot projects in a range of thematic focusses (see graphic of programme overview). The programme was set up in 2015 and in 2018 it was equipped with a budget of 120,5 million Euros³⁸.



Programme overview

Situational Context

Germany has been in the past few years the European country with the most open policies concerning migrant inclusion and welcoming of refugees. Berlin, besides being one of the most multicultural cities in Europe with its communities of migrant origins living in the region since decades, saw the arrival of at least 85,000 newcomers since 2015.

Since 2015 a right-wing movement became increasingly popular in Germany. At the same time the party Alternative für Deutschland (AfD), moved towards a right wing / extreme-right party and was successful in federal and regional elections. In the federal elections in 2017 AfD won 12,6% of the seats in German parliament (Bundestag) which makes them the third strongest parliamentary group.

Despite of less refugees and migrants arriving and staying in Germany, the popularity of the right-wing movement is high and the number of racist and hate related criminal acts reached an alarming level in 2017. Due to the explained difficulties in the reporting of hate related crimes caused by the German legislation the numbers published by public authorities and the numbers published by actors of the civil society differ.

The Amadeu Antonio Foundation and the association Pro Asyl e.V. publishes a yearly chronic based on all publicly accessible information about crimes against migrants and refugees, such as press releases of the police, newspaper articles, and the reporting of local and regional counselling centres for victims of right-wing, racist or anti-Semitic violence. Compared to 3768 crimes towards refugees and migrants that the chronic reported for 2016 the situation for 2017 with about 1700 violent acts towards refugees seems

³⁸ <https://www.demokratie-leben.de/en/federal-programme/about-live-democracy.html>

to ease but the number is still alarming. The attacks in 2017 were 326 physical assaults, 23 arson attacks on refugee accommodations, and 1364 attacks on refugee accommodations and refugees such as stone throws, shots, threatening, racist smearing (Amadeu Antonio Stiftung 2018a). Another worrying tendency and part of the problem is that newspapers and other media report less and less on arson attacks or physical assaults towards refugees, according to the managing director of the Amadeu Antonio Foundation, Timo Reinfrank.

Besides physical violence, aggressive behavior in the digital environment has increased and hate speech especially by right-wing movements and politicians became a common phenomenon. The Amadeu Antonio Foundation published two monitoring reports on right-wing online hate speech which clearly show the different actors publishing hate speech content and the kind of toxic narratives they use (Amadeu Antonio Stiftung 2017). The Forsa survey on perceptions of hate speech among German population, states that 78% of the participants in the survey have seen online hate speech. 25% say they have notified the operator of the page about the content or the author. These two numbers have slightly risen since the last survey. The percentage of people who have authored a hate comment or wrote comments supporting hate speech stays at the same level of 1% (Landesanstalt für Medien NRW 2018, p. 1-3).

The study *Fanning the Flames of Hate: Social Media and Hate Crime* published in 2018 by Müller/Schwarz states a strong relation between hate speech posts and comments about refugees on the Facebook page of the AfD and racist assaults and attacks on refugee accommodations (Müller/Schwarz 2018, p. 39-40).

Many initiatives, mostly run by volunteers, have been set up all over Germany since 2015 aiming at reaching the newcomers offering language courses, help for bureaucratic tasks, organizing activities for children and families and building relationship and friendships. SMEs and bigger enterprises are really open towards refugees and offer special traineeships, work experiences and vocational training for refugees. But facing the toxic rhetoric and attacks online and offline it is likely for refugees to feel endangered, socially excluded and distrustful of German society and political system.

The three case studies chosen are considered best practices for different reasons: Netzwerk Demokratie und Courage started its work almost 20 years ago, has very elaborated concepts tackling the diverse structures and forms of discrimination, it is a peer-to-peer concept and since the network is active all over Germany and is has a visiting approach going to schools, it can reach many and very different young people.

The Democratic Meme Factory has been chosen as a best practice because it addresses recently immigrated young people and has a very relevant and innovative approach tackling online hate speech combining artistic expression and political education. It is also worth to mention that this project is run by two migrant associations. The third project is very relevant because it combines the awareness raising for anti-Semitism and discriminatory behaviour and counter speech strategies with an offer of counselling and support for young people being confronted with or concerned by anti-Semitic hate speech.

Good Practice 1 - Netzwerk Demokratie und Courage

Netzwerk Demokratie und Courage – Network Democracy and Courage exists since 1999 and wants to promote a democratic society and to counteract all inhuman thinking and acting. Its main aim is to qualify young people who then go to schools or work with classes and other groups of young people in several different workshops that thematically focus on the different structures of discrimination and the relation of power between different (groups of) people. The project covers, for example, sexism, anti-Semitism, racism, Antiziganism. Besides the peer-to-peer concept and the overall aims of the network two workshops seem especially relevant for the HIT project.

One is focused on courageous acting against discrimination, inhuman attitudes and Neo-Nazism. The participants learn about discrimination and understand that “Othering” and biases can lead to a depreciation and unequal treatment of groups. They also know different types of inhuman attitudes that can be found in all parts of society and its victims. Special attention is given to Neo-Nazi violence, the strategies and ideology of Neo-Nazi groups and to the people harmed by their actions. The workshop equally focuses on possibilities of intervention against discrimination in the daily life and the value of solidarity, self-organisation and counter speech are stressed.

The other workshop is called *reclaim your web 1.0*. Participants learn different strategies to react courageous on the web and are sensitised to the consequences on victims. They get to know different ways of diminishing people online and are informed about different initiatives and organisations that can support counteraction on the internet.

The work of NDC has been positively evaluated several times, in 2013 it was certified by Phineo as very impactful. In 2018 more than 1300 workshops have been implemented all over Germany and more than 25 000 participants have been reached in only one year.

The network is active all over Germany, but it is structured differently in the federal states. In Berlin and Brandenburg, the work of the network is carried out by the youth organisation of the German Federation of Trade Unions (DGB-Jugend) of the regions Berlin/Brandenburg. A big part of the funds comes from the DGB-Jugend others come from local structural funds.

Good Practice 2 - Democratic Meme Factory

The Democratic Meme Factory offers workshops for young people focusing on those who moved to Germany in the last years. The workshops are on hate speech in social media, right-wing populism, fake news and images, music and videos reproducing prejudices and how to counteract these with Democratic Memes. Young people learn to create and spread memes with pluralistic and democratic messages and they use them to answer discriminatory comments and news online. This concept combines the space for artistic and cultural expression with political education and awareness raising. The project has a strongly participatory approach and gives young people the opportunity to get to know the concepts and methods in a mostly self-organised way.

The project aims at building opposing forces to hate messages against minorities and wants to strengthen the self-effectiveness of the recently immigrated young people in giving them competencies in media literacy and counter speech.

The project is carried out by different associations and institutions: two of them La Red e.V. and AgitPolska e.V. are migrant organisations who have a long-lasting experience in projects in empowering migrants to active citizenship and to promote a democratic and open society. The funds for the project come from the Friede Springer Foundation and from the federal programme of the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) *Live Democracy* (Demokratie leben!). The project is accompanied by the Centre for Internet and Human Rights (CIHR) which is a research institute of the Europe-University Viadrina.

Good Practice 3 - Gemeinsam gegen Hass (Together against hate)

Gemeinsam gegen Hass (Together against hate) is an initiative of the association *Jewish Forum for Democracy and against Anti-Semitism e.V. (JFDA)* and the first part of the project „Be’Jachad“ (Hebrew for:

„together“) with the aim to support and empower young people to deal with and counteract anti-Semitism, discrimination and other appearances of group-focused enmity online.

The project offers the online platform www.gemeinsam-gegen-hass.de on which young people who witness hate speech or who are concerned by it can anonymously share their experiences via chat or e-mail and can get support and help from experienced counsellors at the Jewish Forum.

They can also exchange information about their experiences with hate speech and can speak up and publish videos or articles for a wider audience. The project wants to help young people to build a community and encourage them to build initiatives and structures like blogs or social media channels that counteract hate speech and anti-Semitism online beyond the project's lifetime. Additionally, the project aims at strengthening the self-perception of young Jewish young people and equip them with an ability to act against anti-Semitism beyond the online world.

The project is funded by the association itself, by the federal programme of the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) *Live Democracy* (Demokratie leben!) and by the programm of Berlin's Senate Department for Justice, Consumer Protection and Anti-Discrimination: *Democracy. Diversity. Respect. In Berlin.*

Summary and way forward

There is a very active growing community focusing on the counter action of online hate speech and setting up new relevant projects. This development is strongly supported by the programme of the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) *Live Democracy* (Demokratie leben!), which funds many projects all over Germany. More comprehensive structures start to be built, such as the Germany-wide network “*das Netz*” or the “*no-hate-speech-movement*”, offering information about hate speech, relating publications and the relevant actors in Germany and providing a space for networking between the projects and actors in the field. Many of the projects started recently, thus being hard to measure a long-term impact.

This development seems very positive, but it is also very much needed as racist behaviour, hate crime and right-wing populism are a contemporary problem in Germany. The coordinated strategy of an institutional actor like the Ministry needs to be backed on a day-to-day basis by different and bottom-up approaches which are more citizen oriented. Also, the efforts of studying and dimensioning the different types of hate speech (against migrants, against LGTB, Roma, etc) are crucial for better understanding – therefore overcoming – the general phenomenon.

Final Remarks

The data emerging from case-studies conducted and analysed, clearly supports the argument that the combined use of creative and targeted approaches that aim to equip young people with knowledge and skills in the area of human rights and hate speech have been effective in the partner countries to empower young people from all backgrounds to be prepared and tackle incidents of HSBM.

In Cyprus, good practices range from the provision of a Code of Conduct against Racism and a Guide for Managing and Reporting Racist Incidents in Schools by the Ministry of Education and Culture; training youth on the significance of human rights education through non-formal strategies and other innovative methodologies for combatting hate speech, racism and xenophobia; the creation of an online platform targeted to young people to provide information on hate speech including a fact sheet and educational resources relevant to the understanding of hate speech; and the creation and operation of an online chat system to offer information for victims of hate speech as well as support and information for others.

In Spain and Catalonia, good practices show successful examples in relation to raising awareness about the detection of discriminatory discourses and ways to act targeting young people through the creation of the mobile game language; multi-stakeholder campaigns in raising awareness and sensitizing young people; and creation of a mobile phone application to allow users to report discrimination.

In the UK (England), approaches ranged from storytelling, poetry and theatrical performance to build awareness about asylum and refugee situation; voluntary ambassador programme to provide training to young people to use their experiences to inspire and empower other young people; the empowerment of young people to become agents of change; and provision of tools and strategies to better understand the phenomenon of online hate by using a Social and Emotional Learning approach.

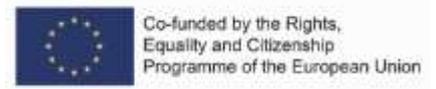
In Bulgaria, the good practices reflect the potential of interactive and child-friendly methodological approaches in gaining a better understanding of the various manifestations of hate speech on the Internet among teenagers; and promoting young people's social integration and empowerment through provision of local mentors to support refugees in their social and cultural orientation, networking, Bulgarian language and learning.

In Italy, approaches ranged from the empowerment of young people in counteracting HSBM through the use of videos, roleplay, questionnaires and non-formal activities; allowing young people to reflect about the use of social networks and about their perception of the hate speech online through the creation of an online platform and online communication campaign; and prevention of the increasing hate speech online through a creative approach which promotes educational paths among young people.

In Greece, the good practice showcased is the campaign called “No Hate Speech Youth Campaign” which is implemented within the framework of Council of Europe.

In Germany, approaches ranged from peer-to-peer support to teaching young people about discrimination and understanding the “Other” and biases that can lead to diminishing; building opposing forces to hate messages against minorities through the creation and spread of memes with pluralistic and democratic messages; and the creation of an online platform with the aim to support and empower young people to deal with anti-Semitism, to speak and publish videos or articles for a wider audience.

The good practices' richness lies in the diversity of approaches, needs and circumstances. The importance of youth-centred initiatives, creative campaigning and inclusive arts-based practices as variables facilitating the empowerment of young people are evidently reflected in the case studies chosen by the partners.



Concerted and innovative initiatives must take place combining digital-media based actions with the activities abovementioned, primarily due to the growing phenomenon of online hate speech as observed in all partner countries related to the expansion of communication technology and social media. The significance of including youth in the development of programmes and activities, is clear reinforcing the need to develop a new model of European youth empowerment to tackle racism, xenophobia and discrimination aimed at migrants by HIT.

Bibliography

Cyprus

Aequitas, (2016), *National Report - Supporting VET teachers and trainers to prevent radicalisations: analysis of needs*.

Council of Europe, (2016), European Commission against Racism and Intolerance, Strasbourg.

European Union Agency for Fundamental Rights, (2014), *Report: Fundamental rights: challenges and achievements*.

KISA, (2016), NGO follow-up Report to CERD.

Ministry of Education and Culture: Violence Observatory :http://www.moec.gov.cy/paratiritirio_via/

Makriyianni, Chara & Psaltis, Charis. 2007. The Teaching of History and Reconciliation. The Cyprus Review vol. 19, no.1.

Speech by Yiannos Katsourides, (2014) at Conference 'Interpreting the Past, Present and Future of Cyprus'

Research Institute Prometheus,(2015) Report "*Rhetoric, Behaviour and Hate Crimes in Cyprus*"

Σημερινή, Η. 2008. «Την ξυλοκόπησαν άγρια 40 μαθητές ΡΑΤΣΙΣΜΟΣ-ΣΟΚ». Η Σημερινή. 20 Δεκεμβρίου. Προσβάσιμο στον σύνδεσμο <<http://www.sigmalive.com/files/filefield/0/5/9/simerini20122008.pdf>>

[http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/4E90A39191DE8B85C2257E8100424C0E/\\$file/Kodikas_Symperiforas_Nov2015.pdf](http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/4E90A39191DE8B85C2257E8100424C0E/$file/Kodikas_Symperiforas_Nov2015.pdf)

<https://www.aequitas-humanrights.org/portfolio/combating-hate-training-of-trainers-october-2015/>

<https://eacea.ec.europa.eu/national-policies/en/content/youthwiki/45-initiatives-promoting-social-inclusion-and-raising-awareness-cyprus>.

Spain and Catalonia

Evaluation of incidents related to hate crimes in Spain

<http://www.interior.gob.es/documents/10180/7317774/Presentaci%C3%B3n+del+Informe+2016+so+bre+Incidentes+relacionados+con+los+Delitos+de+Odio+en+Espa%C3%B1a.pdf/2ae76b8a-c32d-459e-8473-9ad76e9dd459>

Observatory of Hate speech in the media, statistics

<https://www.media.cat/discursodimitjans/>

Observatory of Hate speech in the media, statistics

<https://www.media.cat/discursodimitjans/>

Spanish Ministry of the Interior, Report on the evolution of the incidents related to hate crimes in Spain:

<http://www.interior.gob.es/documents/10180/5791067/ESTUDIO+INCIDENTES+DELITOS+DE+ODIO+2016.pdf/c5ef4121-ae02-4368-ac1b-ce5cc7e731c2>

Spanish Organic law and Criminal Code (L.O. 1/2015, of March 30)
<https://www.mundojuridico.info/el-delito-de-odio/>

Bulgaria

http://kzdnondiscrimination.com/la_yout/images/stories/pdf/z_akon_za_zashtita_ot_dis_criminacia_2012.pdf

http://lex.bg/laws/ldoc/15_89654529

<http://bmu.bg/bg/code-ofconduct>

<https://www.amnesty.org/en/countries/europe-and-central-asia/bulgaria/report-bulgaria/>

https://positivemessengers.net/images/library/pdfs/comparative_report-1.1.4.09.pdf

<https://ec.europa.eu/migrant-integration/librarydoc/best-practices-for-refugee-integration>

<https://ec.europa.eu/migrant-integration/librarydoc/mapping-out-the-national-context-of-online-hate-speech-in-bulgaria>

<http://www.balkaninsight.com/en/article/experts-warn-against-epidemic-of-hate-speech-in-bulgaria-03-28-2016>

Italy

Materassi L., Tiezzi M., Bencini C., Cerretelli S. Giannoni A., Renzo M., (2016) L'odio non è un'opinione. Ricerca su hate speech, giornalismo e migrazioni, sine loco, Pages 6-8;

<https://www.bricks-project.eu/wp/wp-content/uploads/2016/03/relazione_bricks_bassa.pdf>

Law No 654, 13 October 1975, Ratification and execution of the international convention on the elimination of all forms of racial discrimination, open for signature in New York on 7 March 1966.

<http://presidenza.governo.it/USRI/ufficio_studi/normativa/L.%2013%20ottobre%201975,%20n.%20654.pdf>

Law No. 881, 25 October 1977, Ratification and implementation of the International Covenant on Economic, Social and Cultural rights, and also of the International Covenant relative to the Civil and Political Rights, with optional protocol, adopted and opened for signature in New York on December 16 and 19, 1966 respectively.

< http://www.aduic.it/files/2.Legge_881_77.pdf>

Law No. 962, 9 October 1967, Prevention and repression of the crime of genocide: "Acts aimed at committing genocide. - Anyone, in order to destroy wholly or in part a national, ethnic, racial or religious

group as such, commits acts aimed at causing serious personal injury to persons belonging to the group, is punished with imprisonment from ten to eighteen years.”

<http://www.difesa.it/SMD_/CASD/IM/ISSMI/Corsi/Corso_Consigliere_Giuridico/Documents/6604_genocidio.pdf>

Law No. 205, 25 June 1993, Prevention and repression of the crime of genocide

<http://nodiscriminazione.regione.puglia.it/download/NormativaNazionale/Legge_205-1993.pdf>

Law No. 85, 24 February 2006, Amendments to the criminal code in the matter of opinion offense.

< <http://www.camera.it/parlam/leggi/06085l.htm>>

OSCAD – Osservatorio per la Sicurezza contro gli Atti Discriminatori

<http://www.interno.gov.it/it/ministero/osservatori/osservatorio-sicurezza-contro-atti-discriminatori-oscad>

Silence Hate. Changing words changes the world. Study on hate speech Online in Belgium, Czech Republic, Germany and Italy, (2016) edited within the framework of the project BRICKS Building Respect on the Internet by Combating hate Speech co-funded by the Fundamental Rights and Citizenship Programme of the European Union (JUST/2013/FRAC/AG/6090).

<https://www.bricks-project.eu/wp/wp-content/uploads/2016/10/relazione_bricks_eng2-1.pdf>

Senat of the Italian Republic, (2018) Bill (Establishment of a parliamentary committee to address and control the phenomena of intolerance, racism, anti-semitism and incitement to hatred and violence), no. 362. XVIII Legislature.

<<https://www.senato.it/service/PDF/PDFServer/DF/338344.pdf>>

Senat of the Italian Republic, (2018) Bill (Modifications to the penal code and other provisions on the fight against incitement to hatred and discrimination (hate speech)), no. 634. XVIII Legislature.

<https://www.senato.it/service/PDF/PDFServer/DF/339104.pdf>

UNAR – Ufficio Nazionale Antidiscriminazioni Razziali

<<http://www.unar.it/>>

GENERAL UK

Hate Crime, England and Wales, 2017/18 Statistical Bulletin 20/18 - HOME OFFICE

Hate crime did spike after the referendum – even allowing for other factors

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

<http://blogs.lse.ac.uk/brexit/2018/03/19/hate-crime-did-spike-after-the-referendum-even-allowing-for-other-factors/>

Hate crime linked to religion doubled in three years

TELEGRAPH

<https://www.telegraph.co.uk/news/2018/10/16/hate-crime-linked-religion-doubled-three-years/>

Hate crime surge linked to Brexit and 2017 terrorist attacks

THE GUARDIAN

https://www.theguardian.com/society/2018/oct/16/hate-crime-brexit-terrorist-attacks-england-wales?CMP=Share_iOSApp_Other

Hate speech laws in the United Kingdom

WIKIPEDIA

https://en.wikipedia.org/wiki/Hate_speech_laws_in_the_United_Kingdom

Hate-crime reports rise by almost a third in year as Home Office figures illustrate EU-referendum spike

INDEPENDENT

<https://www.independent.co.uk/news/uk/crime/hate-crimes-eu-referendum-spike-brexit-terror-attacks-police-home-office-europeans-xenophobia-a8004716.html>

Hostility to men and elderly people could become hate crimes

BBC

https://www.bbc.co.uk/news/uk-45870948?ns_source=twitter&ocid=socialflow_twitter&ns_campaign=bbcnews&ns_mchannel=social

Review of UK hate crime law to consider misogyny and ageism

THE GUARDIAN

https://www.theguardian.com/society/2018/oct/16/review-of-uk-hate-law-to-consider-misogyny-and-ageism?CMP=Share_iOSApp_Other

STATE OF HATE 2018

HOPE NOT HATE

<https://www.hopenohate.org.uk/research/state-of-hate-2018/overview/>

Stop Hate UK Statistical Report 2016-17

STOP HATE UK

<https://www.stophateuk.org/wp-content/uploads/2018/01/Stop-Hate-UK-Stats-Report-2016-17-Final-Report.pdf>

LONDON

Asian teenager beaten and her headscarf grabbed during racist attack in Bethnal Green

EAST LONDON ADVERTISER

<http://www.eastlondonadvertiser.co.uk/news/crime-court/asian-woman-beaten-in-tower-hamlets-1-5731652>

British Public Largely Against Burqas, Don't Think Johnson Should Say Sorry

SPUTNIK NEWS

<https://sputniknews.com/europe/201808081067050573-poll-burqa-ban-britain/>

DFLA march in London: Far-right protest spills into violence as police officers attacked

STANDARD

<https://www.standard.co.uk/news/crime/dfla-march-in-london-farright-protest-spills-into-violence-as-police-officers-attacked-a3961276.html?rssrp=b655429f-82c8-4104-ac3e-67f371271707>

Hate crime

LONDON GOV WEBSITE

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/our-priorities/hate-crime>

Hate crime dashbroad

LONDON GOV WEBSITE

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/hate-crime-dashboard>

Hate crime dashbroad annual reports

LONDON GOV WEBSITE

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime%20/hate-crime-dashboard>

London mayor Sadiq Khan warns big tech on hate speech

BBC

<https://www.bbc.co.uk/news/technology-43367211>

London police issue new 'hate crime' guidelines: evidence of 'hate' is 'not a requirement'

LIFE SITE NEWS

<https://www.lifesitenews.com/news/london-police-issue-new-hate-crime-guidelines-evidence-of-hate-is-not-a-req>

Racism against a police officer during a manifestation

TWITTER/YOUTUBE

<https://twitter.com/OwenJones84/status/1051516994145738757>

Revealed: Anti-Muslim hate crimes in London soared by 40% in a year

STANDARD

<https://www.standard.co.uk/news/crime/revealed-antimuslim-hate-crimes-in-london-soared-by-40-in-a-year-a3775751.html>

Teenager report hate speech received on the tube

TWITTER

<https://twitter.com/CorbynistaTeen/status/1051119370800381952>

UK a 'Small Country & It Has Had Enough': New Anti-Migrant Incident in London

SPUTNIK NEWS

https://sputniknews.com/europe/201810081068699084-uk-immigration-woman-tube/?utm_source=https://t.co/gRoAvzaGMs&utm_medium=short_url&utm_content=jHpx&utm_campaign=URL_shortening

Video: Racist woman on London Overground shouts abuse at passengers

METRO

<https://metro.co.uk/video/racist-woman-london-overground-shouts-abuse-passengers-1777592/>

Year end crime statistics 2017/2018

METROPOLITAN POLICE

<https://www.met.police.uk/sd/stats-and-data/met/year-end-crime-statistics/>

HARINGEY

Hate crime dashboard annual reports

LONDON GOV WEBSITE

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime%20/hate-crime-dashboard>

Hidden poverty in a 'hostile environment'

HARINGEY IMMIGRANT CENTRE

<https://haringeymsc.org/uncategorized/hidden-poverty/>

Racist Hate crime dashboard / data & statistics

LONDON GOV WEBSITE

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/hate-crime-dashboard>

Germany

Amadeu Antonio Stiftung (2018a); Gewalt gegen Flüchtlinge 2017: Von Entwarnung kann keine Rede sein. Available at: <https://www.amadeu-antonio-stiftung.de/aktuelles/2017/gewalt-gegen-fluechtlinge-2017-bundesweit-kein-grund-zur-entwarnung/> [27.11.18]

Amadeu Antonio Stiftung (2017): Toxische Narrative. Monitoring Rechts-Alternativer Akteure. Available at: <https://www.amadeu-antonio-stiftung.de/w/files/publikationen/monitoring-2017.pdf> [27.11.18]

Bundeszentrale für politische Bildung (2017): Was ist Hate Speech? Available at: <http://www.bpb.de/252396/was-ist-hate-speech> [27.11.18]

Landesanstalt für Medien NRW (2018): Ergebnisbericht der forsa-Befragung zur Wahrnehmung von Hassrede. Available at: https://www.medienanstalt-nrw.de/fileadmin/user_upload/lfm-nrw/Foerderung/Forschung/Dateien_Forschung/forsaHate_Speech_2018_Ergebnisbericht_LFM_NRW.PDF [27.11.18]

Maneri, Marcello (2016): #Silence Hate. Study on hate Speech Online in Belgium, Czech Republic, Germany and Italy. BRICKS Building Respect on the Internet by Combating hate Speech Available at: https://www.bricks-project.eu/wp/wp-content/uploads/2016/10/relazione_bricks_eng2-1.pdf [27.11.18].

Müller, Karsten / Schwarz, Carlo, Fanning the Flames of Hate: Social Media and Hate Crime (May 21, 2018). Available at SSRN: <https://ssrn.com/abstract=3082972> or <http://dx.doi.org/10.2139/ssrn.3082972> [27.11.18]

Greece

Athens Agency of News. (2018). Chios: 1130 Parents Demand to Ban Refugee Education Structures in Schools. Kathimerini, 2-3.

Greek National Commission for Human Rights. (2015). National Commission for Human Rights. Retrieved from <http://www.nchr.gr/index.php/el/2013-04-03-10-13-40/2013-04-03-10-15-08>

Greek Parliament. (2014, September 10). ΝΟΜΟΣ ΥΠ' ΑΡΙΘΜ. 4285. Athens, Greece.

Greek Parliament. (2016). ΝΟΜΟΣ ΥΠ' ΑΡΙΘΜ 4411. Athens, Greece.

International Organisation for Migration. (2018). IOM: 18.939 Arrivals of Refugees and Immigrants in Greece and the Mediterranean, 570 Deaths. Athens: International Organisation for Migration.

Mavrlas, K., & Spiliotopoulos, E. (2004). THE CONSTITUTION OF GREECE. 20. Athens, Greece: Hellenic Parliament.

To Pontiki. (2018). *Protest of hate from the Golden Dawn against the refugees in Piraeus*. To Pontiki, 2.

UNHCR Greece. (2018). Retrieved from <https://www.unhcr.org/gr/en/6711-racist-violence-reporting-network-annual-report-2017.html>

Λιαλιούτη, Ζ., Γεωργιάδου, Β., Γαλαριώτης, Γ., & Καφέ, Α. (2017). *Η ξενοφοβία στην Ελλάδα ως ερευνητικό πρόβλημα: Εννοιολογικά και μεθοδολογικά ζητήματα. Επιστήμη και Κοινωνία: Επιθεώρηση Πολιτικής και Ηθικής Θεωρίας*, pp. 161-187.