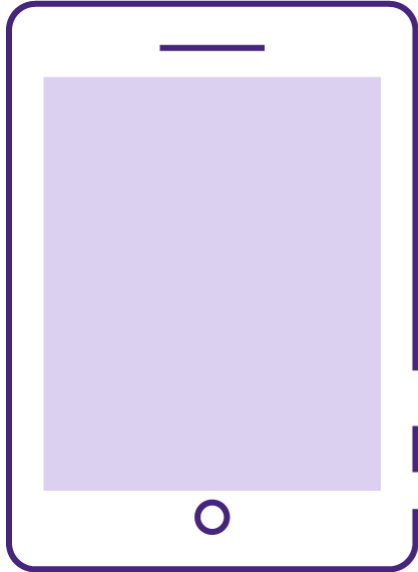


Supporting Victims of Online **Hate Speech**

Ruth Shrimpling
- *Policy Officer*



[www. crime is crime .eu](http://www.crimeiscrime.eu)



**CRIME IS CRIME.
EVEN ONLINE.**

**ONLINE HATE CRIME
AWARENESS CAMPAIGN**

#crimeiscrime



Campaign Contributors



Workshop goals

- 1. Understand and identify cases of online hate speech**
- 2. Needs of victims of online hate speech**
- 3. Needs of support professionals**
- 4. The role of victim support services**

What is hate speech?



What is hate speech?



Source: www.facingfacts.eu

The Facing Facts initiative is coordinated by CEJI: A Jewish contribution to an inclusive Europe

Online courses: www.facingfacts.eu/courses (English, French, German, Italian)

What is hate speech?

Hate speech covers many forms of expressions which spread, incite, promote or justify hatred, violence and discrimination against a person or group of persons for a variety of reasons.*



* ECRI – European Commission Against Racism and Intolerance

What is hate speech?

Nationality

Age

Ethnicity

Sexuality

Race

Belief

Religion

Economic status



Gender

Disability

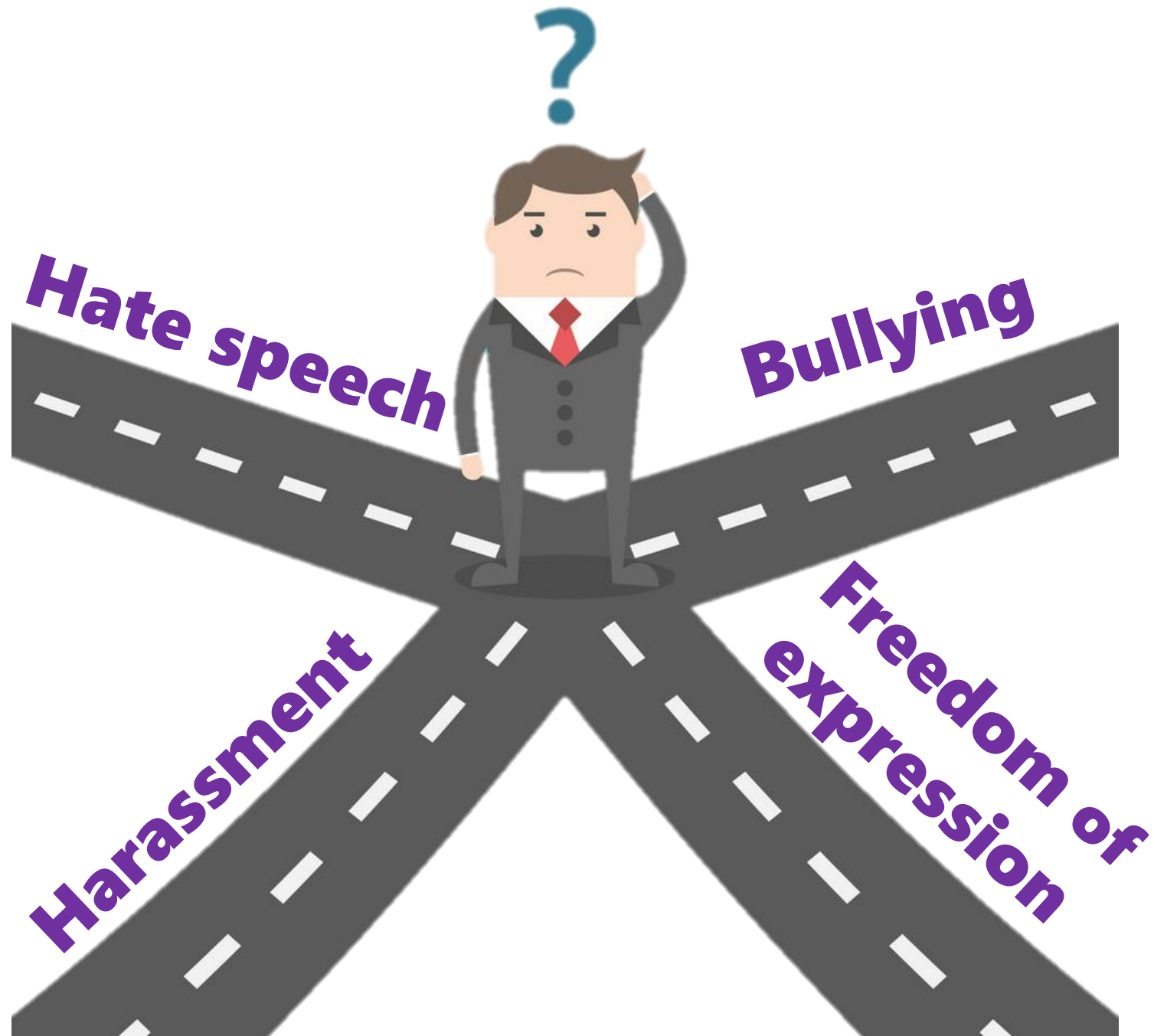
Anti-hate speech legislation

- European Convention of Human Rights
- Victims' Rights Directive
- Terrorist Content Regulation, 2019
- Directive (EU) 2017/541 of the European Parliament and of the Council of 15 March 2017 on combating terrorism
- Council Framework Decision 2008/913/JHA of 28 November 2008 on combating certain forms and expressions of racism and xenophobia by means of criminal law.
- Code of Conduct on Countering Illegal Hate Speech Online

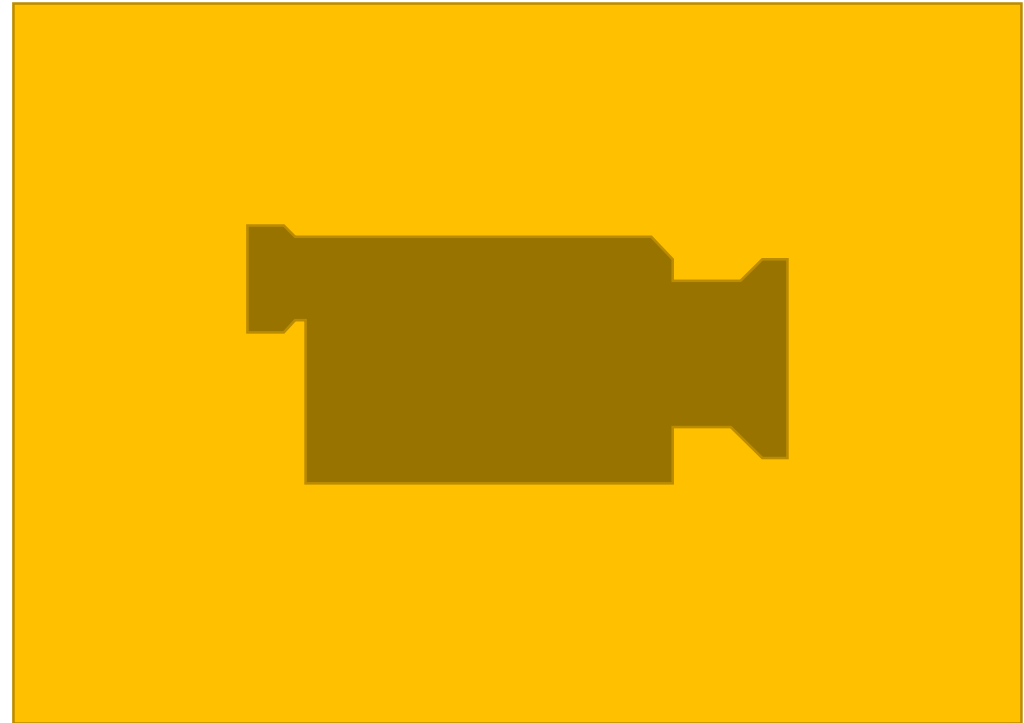


An illustration of a broken wall with jagged, dark grey blocks. On the left side of the wall, three people in business attire (two women and one man) stand on a white surface. On the right side, a larger group of diverse people in various clothing stands on another white surface. The background is a plain, light grey color. The text 'What are the gaps in legislation?' is centered over the broken wall.

What are the gaps in legislation?



How to identify
hate speech?



Case study





Tony Pierce added a new photo.
Feb 4, 2012 at 1:49pm via Foursquare



Like Comment Share

📷 😊 GIF 📎

Fat

What an ugly face!

Big nose haha

You stink

Your girlfriend is ugly.



Tony Pierce added a new photo.

Feb 4, 2012 at 1:49pm via Foursquare

Relaxing after an amazing #Pride19
#gay #proud #loveislove
#LGBTrights



Like Comment Share

📷 😊 GIF 📎





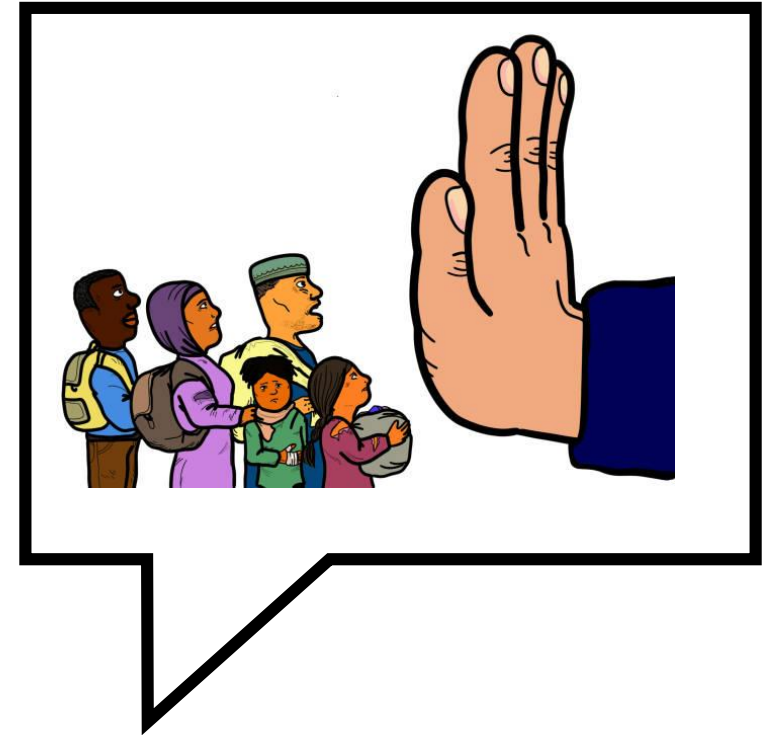
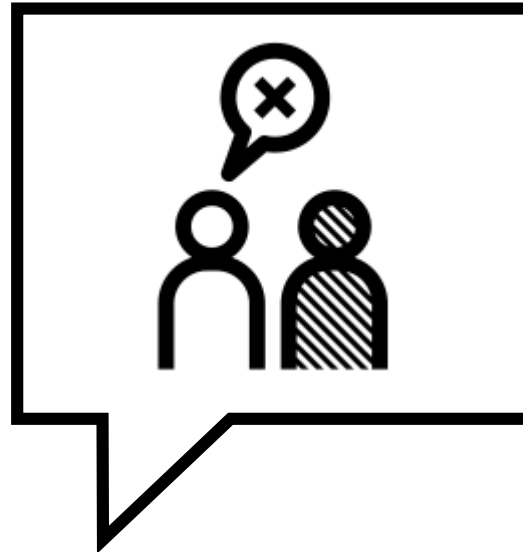
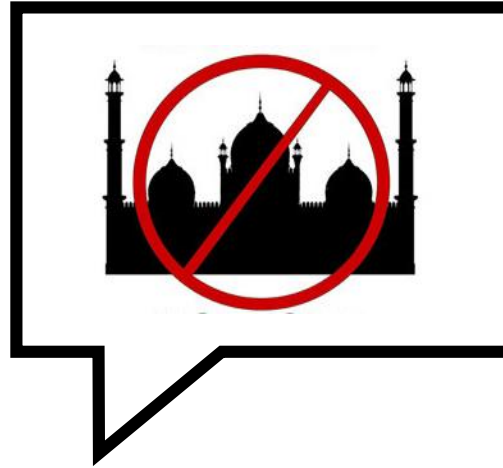
Bilal Souaid added a new photo.
Feb 4, 2012 at 1:49pm via Foursquare

عيد مبارك Eid Mubarak!!! 🎉 🎉



Like Comment Share

📷 😊 GIF 📎

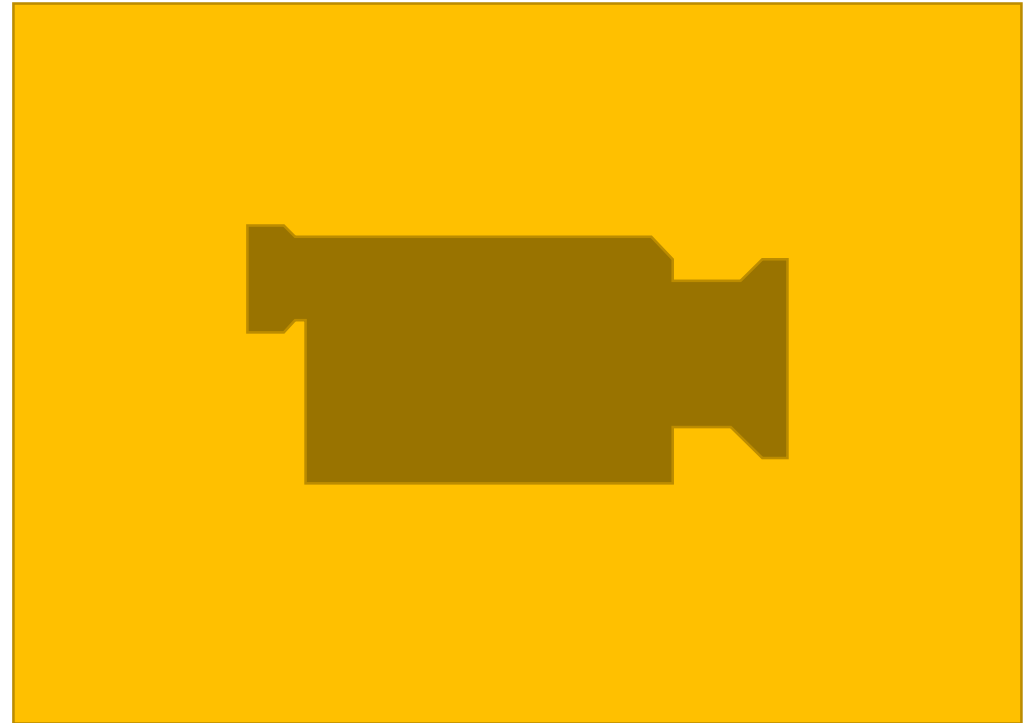


Why is online hate speech a priority?

There are two major catches. Only a fraction of victims **report** hate-motivated harassment and violence to the police. Moreover, even when they do, **police officers do not always flag them as hate crimes**. Some may not recognise certain incidents as stemming from prejudice. Others may simply **lack the necessary practical tools**, such as incident reporting forms, that allow racist motivation to be noted – or the inclination to provide information not always deemed obligatory. This means these **hate crimes remain unidentified or unrecorded** – and thus un-investigated, unprosecuted, uncounted and, ultimately, **invisible**.



What are the
consequences of
not reporting?
hate speech?



**Online hate speech
incites real-life
violence.
It does not exist in a
vacuum.**

bbc.com/news/technology-50166900

Home | Video | World | UK | Business | Tech | Science | Stories | Entertainment & Arts

Technology

Transgender people treated 'inhumanely' online

By Ben Hunte
LGBT correspondent

© 25 October 2019

f    Share



"Tranny" and "shemale" are the slurs most commonly used against trans people online, according to a study.

GENDER

Men's rights & Mgtow. (Men only)

Public group

About

Discussion

Members

Events

Videos

Photos

Files

Search this group



+ Join group

More Join this group to post and comment.

RECENT ACTIVITY

Guy Nice shared a link. Yesterday at 12:59



DESCRIPTION

Men only in this group. Other groups exist for women. Delete a... See more

GROUP TYPE



John Barrat

17 hrs

Thanks for having me. Women are waging a war on men, Im sick of it, not one of them is a decent human being. Thinking of doing some real bad shit.

16 comments

Like

Share



GENDER



SEXUALITY

euroawk



Rodina je muž a žena.

STOP LGBT!

MARIAN KOTLEBA

konečne slovenský prezident



00074

SEXUALITY



SEXUALITY

SEXUALITY



RELIGION, RACE, ETHNICITY





RELIGION, RACE, ETHNICITY

RELIGION, RACE, ETHNICITY



National Action
@NA_NorthWest

Follow

We're waging a war against the Jew in Britain. We will not stop until this nation again belongs to our own folk. #WR
pic.twitter.com/QgLbl2ZNbq

Reply Retweet Favourite More



RETWEETS
3

FAVOURITES
4



5:35 pm · 12 Jun 2014

Flag media



HOME / HOT TRENDING SHIRT

Zazzle At Least I'm Not Jewish Shirt

—

£25.00 **£22.95**

Available with T-shirt, Long Sleeve, Sweater, Hoodie and all other styles! These are only available for a limited time, so don't miss out and order yours before they are sold out!

BUY IT NOW

Category: Hot Trending Shirt

[f](#) [t](#) [e](#) [p](#) [G+](#) [in](#)

RELIGION, RACE, ETHNICITY

RELIGION, RACE, ETHNICITY



RELIGION, RACE, ETHNICITY

The collage consists of 40 newspaper front pages arranged in a 4x10 grid. The top row features the Daily Mail with headlines such as 'MIGRANT'S CHUNNEL STROLL TO ASYLUM IN BRITAIN', 'BRITAIN'S BROKEN BORDERS', 'Can any wife fancy a man who becomes a house husband?', 'FREE WOGAN MUG', 'Cherie, the human rights hypocrite', 'EUROPE: THE REAL CRISIS', and 'Woman, 60, fights for right to give birth to her dead daughter's baby'. The second row includes the Daily Mail with 'WIN One of Maggie's iconic handbags', The Sun with 'GEST BLEW £10K A DAY ON SLOTS', The Sun with 'MIGRANT MR BIG', The Sun with 'THE GREAT MIGRANT CON', The Sun with 'WE'RE STUFFED', and The Sun with 'ANARCHY NEAR THE UK'. The third row shows the Daily Mail with 'SURRENDER ON ILLEGAL MIGRANTS', The Sun with 'NATIONAL HANDOUT SERVICE', The Sun with 'POLE CHANCERS', The Sun with 'JUNGLE WARFARE', The Sun with 'GREAT MIGRANT SWINDLE', and The Sun with 'BRITS NOT FAIR!'. The bottom row includes the Daily Mail with 'DEADLY COST OF OUR OPEN BORDERS', the Daily Mail with '1.6 MILLION MIGRANTS FROM THE EU SETTLE IN BRITAIN', the Daily Mail with 'BETRAYAL OF WHITE PUPILS', the Daily Mail with 'WARNING ON 'UK MUSLIM GHETTOS'', the Daily Mail with 'MIGRANTS SMUGGLED TO UK FOR JUST £100', the Daily Mail with 'OSBORNE'S 3M MIGRANT BOMBSHELL', and the Daily Mail with 'MIGRANT WORKERS BLOW TO CAMERON'.

RELIGION, RACE, ETHNICITY





TRUMP AND RADICAL ISLAM

WHAT SHOULD THE NEW PRESIDENT
DO TO TACKLE RADICAL ISLAM
AT HOME AND OVERSEAS?

SEND US YOUR VIEWS FOR PUBLICATION



Like · Reply · 3y

Amos Costa Close down all mosques,
Deport all muslims criminal,
Forbid quran, HADITH and sira reading,...
[See more](#)

Like · Reply · 3y

Gloria Cammarata Bertz I think he needs
to join forces with the many Muslims born
and raised here who are peaceful. He also
needs to assure them they are as safe as
any other law-abiding citizen and dispel the
rumors and propaganda. They are just as
concerned about the extr... [See more](#)

Like · Reply · 2y

Miles Bob Just drop bombs on every
Mosque, etc ... until they are all gone !!!

Like · Reply · 2y

Andrea Kay Schadewitz Close all Mosques
and IF selectively women and small kids
come here they must attend classes in the
US Constitution and Christian ethics. No
men unless they are Coptic or other
Christian

Write a comment...





[@mrbenny58](#) [@MailOnline](#) We are not the only country affected by this vermin. Went to France last year and they have similar issues with Roma gypos

RELIGION, RACE, ETHNICITY



Football racism: Rashford and Pogba face abuse on social media

© 25 Aug 2019 Last updated at 14:05



Manchester United

@ManUtd



*#MUNCRY. Wish we were playing Chelsea again, though...

1:21 PM · Aug 24, 2019 · [Twitter for iPhone](#)

8.8K Retweets 21.1K Likes



BoomBoomCiao69 @lunaticgenius10 · 14m



Replying to @ManUtd

@paulpogba is a HUGE d head. Some people just deserve the racism they get. F***** monkey 🐵



19



3



1 more reply



Miv

@MivB__



Rashford you chimney sweeping n [redacted] with a cotton picking family history

16:30 · 24/08/2019 · [Twitter Web App](#)



RACE

Disability

This article is more than 6 months old

Online hate crime against disabled people rises by a third

Social media firms urged to protect users as offences increase in England and Wales

Amy Walker

Fri 10 May 2019 15.30 BST



307



DISABILITY



Changing Faces @FaceEquality

1d

.@tayhils @Adam_Pearson You said you "wouldn't want him sat in the window of [your] restaurant". Why?



taylor
@tayhils

+ Follow

@FaceEquality @Adam_Pearson because I wouldn't want anyone to avoid coming into my restaurant because of his face.

6/01/2016 7:35 am

DISABILITY

Watch: 'I have a bullet ready for you' - women's rights activist's regular dose of hate speech

Right to free speech should not come with hateful messages

National

Human rights

Social media

Gender

February 12, 2019 | Sarah Carabott |  225

BELIEFS



Hate crime victims left suicidal and afraid to leave home because of attacks 'unleashed after Brexit referendum'

MPs warn that hate crime can make people vulnerable to extremism by destroying cohesion in UK

Lizzie Dearden Home Affairs Correspondent | @lizziedearden |

Tuesday 5 February 2019 14:30 | 10 comments



People have been left suicidal and afraid to leave their homes because of a wave of **hate crime** “unleashed” after the **EU referendum**, MPs have found.

The first inquiry by the All-Party Parliamentary Group (APPG) on Hate Crime warned that rising offences were causing “psychological and emotional harm”.

indy100 TRENDING



Fans defend NBA star spotted eating waffle on bench during game

Europe

Social Media Giants Blamed for British Teenage Suicides

By Jamie Dettmer
February 04, 2019 12:48 PM

ctions ☰

The Washington Post
Democracy Dies in Darkness

Try 1 month for \$

Morning Mix

‘Killed myself. Sorry.’: Transgender game developer jumps off bridge after online abuse

Questions for the room:



1. Are there any communities in your country which are particularly vulnerable to hate speech?
2. Have there been any high-profile cases of online hate speech in your country?

Workshop goals

1. Understand and identify cases of online hate speech
2. Needs of victims of online hate speech
3. Needs of support professionals
4. The role of victim support services

**ACCESS TO
JUSTICE**



**SUPPORT AND
INFORMATION**



PROTECTION

**RESPECT AND
RECOGNITION**



**COMPENSATION
AND
RESTORATION**

Victims' Needs

Specific needs of victims of online hate speech

- Timely and individual needs assessment
- Protection from repeated victimisation
- Access to effective complaint mechanisms
- Safe and/or anonymous reporting mechanisms
- General and specialist victim support services
- Technical support
- Community level response

'It is reasonable to expect that victims of hate crimes based on race, ethnicity, religion, or another comparable characteristic may also experience **heightened psychological distress** because the incident represents a serious attack on a fundamental aspect of the victim's personal identity.'

- Herek, G. M. (1992). The social context of hate crimes: Notes on cultural heterosexism.

Questions for the room:



1. Are there any victims' needs missing?
2. Do you know of a good practice in addressing the needs of victims of hate speech?

Workshop goals

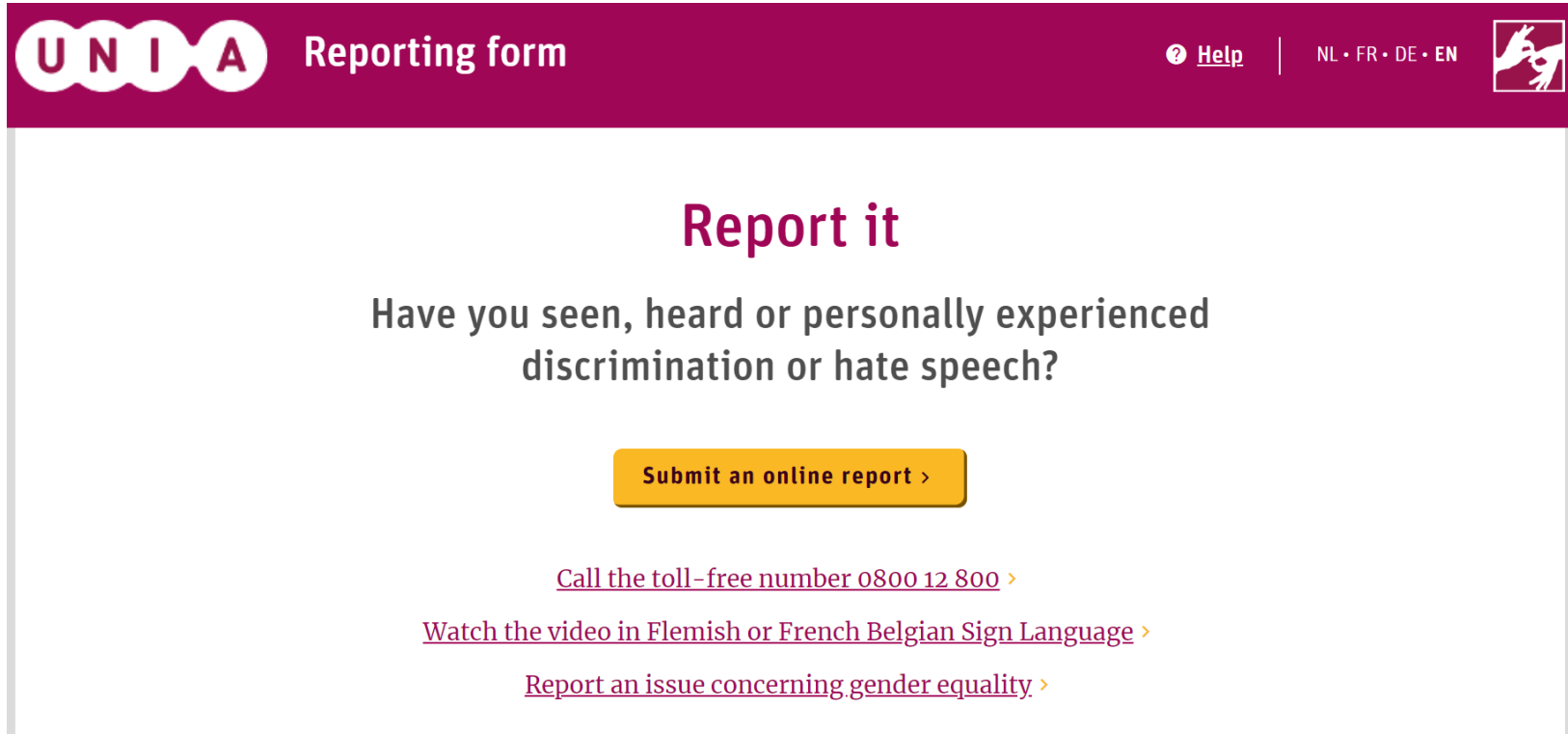
1. Understand and identify cases of online hate speech
2. Needs of victims of online hate speech
3. Needs of support professionals
4. The role of victim support services

Needs of support professionals

- Understand national legislation
- Available reporting mechanisms (other than police)
- Trusted flagger
- Technical know-how
- Cooperation with local LEA
 - police report
- Prepare a community response



Case study: reporting mechanisms in Belgium



The screenshot shows the top navigation bar of the UNI·FORM website. On the left is the UNI·FORM logo, followed by the text "Reporting form". On the right, there is a "Help" link with a question mark icon, language options "NL · FR · DE · EN", and a small icon of a hand holding a pen. The main content area has a heading "Report it" in red, followed by the question "Have you seen, heard or personally experienced discrimination or hate speech?". Below this is a yellow button labeled "Submit an online report >". At the bottom, there are three links: "Call the toll-free number 0800 12 800 >", "Watch the video in Flemish or French Belgian Sign Language >", and "Report an issue concerning gender equality >".

UNI·FORM Reporting form

[Help](#) | [NL · FR · DE · EN](#)

Report it

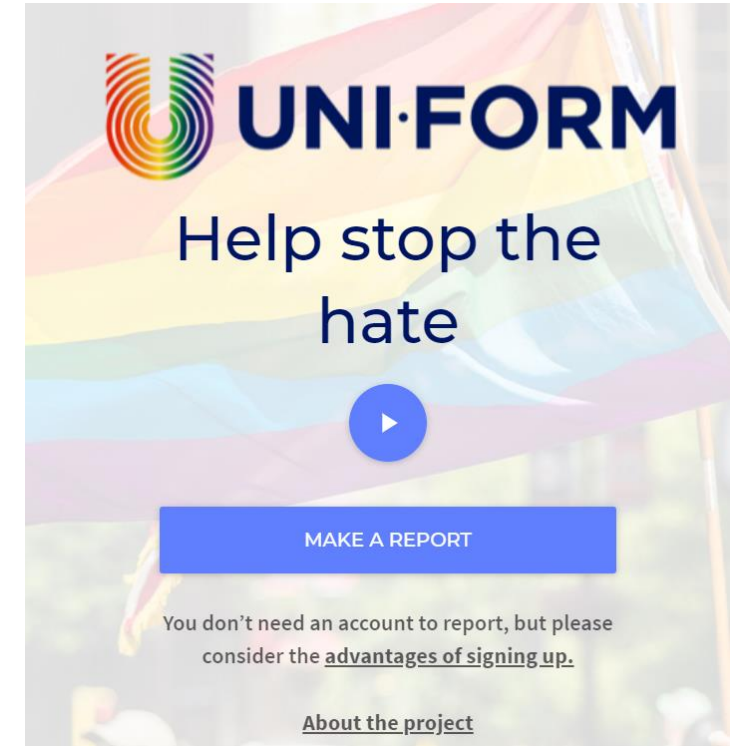
Have you seen, heard or personally experienced discrimination or hate speech?

[Submit an online report >](#)

[Call the toll-free number 0800 12 800 >](#)

[Watch the video in Flemish or French Belgian Sign Language >](#)

[Report an issue concerning gender equality >](#)



The video thumbnail features the UNI·FORM logo at the top left. The text "UNI·FORM" is in large blue letters, followed by "Help stop the hate" in a smaller blue font. A blue play button icon is centered below the text. At the bottom, there is a blue button labeled "MAKE A REPORT". Below the button, the text reads: "You don't need an account to report, but please consider the advantages of signing up." and a link "About the project". The background of the thumbnail is a blurred image of a rainbow flag.

UNI·FORM

Help stop the hate

[MAKE A REPORT](#)

You don't need an account to report, but please consider the advantages of signing up.

[About the project](#)



Reporting to National Bodies

The below accordion introduces the national reporting procedures and mechanisms for hate speech, hate crime and cyberbullying in different countries.



By clicking on the small arrow at the right of each line, you can discover the existing reporting procedure by country.




Austria	∨
Azerbaijan	∨
Belgium	∨
Bulgaria	∨
Estonia	∨
Finland	∨
France	∨
Greece	∨
Hungary	∨
Ireland	∨
Latvia	∨
Luxembourg	∨
Montenegro	∨
Norway	∨
Portugal	∨

Greece





Hungary



 **Reporting Hate Speech***

» National Media and Info-communications Authority: service for content that is illegal or harmful for minors through the website

- ▶  internethotline.hu/
- ▶  english.nmhh.hu/article/1872 /Internet_Hotline__hotline_to_report_harmful_content

» Safer Internet Day / INHOPE network in Hungary: harmful content for minors and cyber bullying

- ▶  biztonsagosinternet.hu/

» Tett és Védelem Alapítvány: insults or anti-Semitic abuse due to a supposed or real Jewish background

- ▶  www.tev.hu
- ▶  00.36 1 51 00 000

» Kek Vonal (Blue line): Children help line

- ▶  kek-vonal.hu/index.php/hu/

 [Download the procedure and legal grounds to take action in Hungary](#)

* The above information comes from a mapping study on national reporting mechanisms in the countries involved in the No Hate Speech Movement. For questions or corrections, [contact us](#).





Reporting on Social Media Platforms

The social media below explain their procedures and mechanisms to report hate speech and cyberbullying within most of their user features.



By clicking on the small arrow at the right of each line, you will discover the social media reporting procedures that interest you.

Facebook	∨
Twitter	∨
Instagram	∨
Snapchat	∨
Vkontakte (VK)	∨



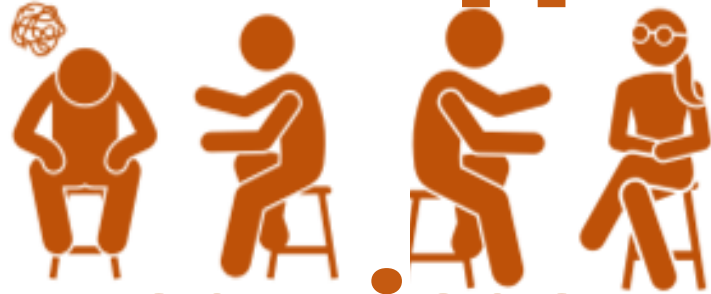
Reporting app: eMORE



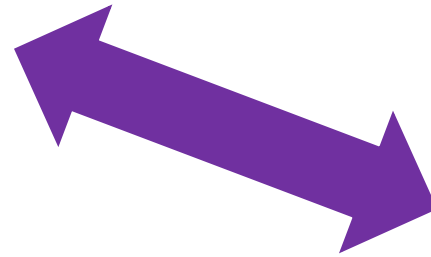
Workshop goals

1. Understand and identify cases of online hate speech
2. Needs of victims of online hate speech
3. Needs of support professionals
4. The role of victim support services

Victim Support



services



**SUPPORT AND
INFORMATION**



**RESPECT AND
RECOGNITION**



**ACCESS TO
JUSTICE**



PROTECTION



**COMPENSATION
AND
RESTORATION**



The role of victim support services

Question for the room:



1. Does your organisation currently take any specific measures in supporting victims of hate speech?

(E.g. referral to specialist service, technical training to frontline staff, utilisation of online reporting mechanism.)



What can you do to fight hate speech?

1. Ensure your frontline staff understand your national legislation around hate speech.
2. Ensure your frontline staff can identify cases of hate speech and have the tools to flag and report harmful content.
3. Identify and promote national reporting procedures and mechanisms.

Thank You

Ruth Shrimpling
Policy Officer

r.shrimpling@victimsupporteurope.eu



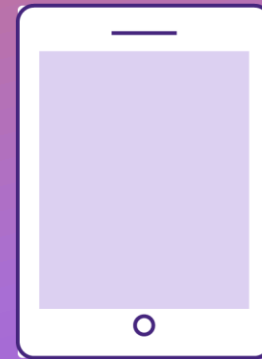
www.victimsupport.eu



[@victimsupportEU](https://twitter.com/victimsupportEU)



[@victimsupporteurope](https://www.facebook.com/victimsupporteurope)



**CRIME IS CRIME.
EVEN ONLINE.**

ONLINE HATE CRIME
AWARENESS CAMPAIGN

[www. crime is crime .eu](http://www.crimeiscrime.eu)