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D3.2 – WORKSHOP – ITALY (PUCK)

INTRODUCING THE COMBATHATE SUPPORT SYSTEMS TO INDIVIDUALS WITH MENTAL DISABILITIES

ERCOLANO, ITALY

16–17 MAY 2026

COMBATHATE

COMBATING HATE SPEECH AND HATE CRIMES
AGAINST INDIVIDUALS WITH MENTAL DISABILITIES.

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ABOUT THE PROJECT

PROJECT NAME
COMBATHATE (Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities)

PROJECT NUMBER
101205522

EU PROGRAMME
Citizens, Equality, Rights and Values (CERV)

WHY THIS PROJECT?
Individuals with mental disabilities frequently face hate speech and hate crimes that undermine their dignity, safety, and well-being. COMBATHATE seeks to address this challenge by developing tailored support systems, raising public awareness, and strengthening cooperation between civil society and public authorities (including law enforcement).

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PROJECT CONSORTIUM

AGENDA – D3.2 Workshop – Italy (PUCK)

Deliverable D3.2 is part of Work Package 3 (WP3), which focuses on the practical implementation of the COMBATHATE support systems with the target group. The workshop in Italy introduced the support tools developed under WP2 to individuals with mental disabilities in an accessible and participatory format.

The workshop was implemented by Gli Amici di PUCK on 16–17 May 2026 in Via Roma 47, Ercolano (Italy) and combined plain-language explanations, visual materials, guided discussion, scenario-based exercises, and practical familiarisation with the available support pathways.

The present deliverable is prepared in English for SYGMA reporting purposes. The workshop itself was facilitated locally in Italian with language and communication adaptations appropriate for the participant group.

Participant composition (actual):

- **Total participants: 20**
- Male: 4 participants
- Female: 16 participants
- Gender not specified: 0 participants
- Response coverage of the electronic feedback questionnaire: 20/20 (100%)

Workshop objectives

- introduce the COMBATHATE support systems in a simple and accessible way;
- help participants recognise situations of discrimination, hate speech and unsafe behaviour;
- familiarise participants with practical support tools such as the PFA card, icon-based reporting form, Help-Map and trusted support contacts;
- strengthen confidence in asking for help, identifying trusted persons, and understanding what to do after a harmful incident;
- collect feedback from participants on the usability, clarity and relevance of the support systems in real-life contexts.

IMPLEMENTED DAILY AGENDA

Day 1 – Saturday, 16 May 2026

Focus: introduction to the support systems, recognition of harmful situations, and first familiarisation with the tools

Time	Session
09:30 – 10:00	Registration, welcome, introduction of the workshop purpose and group agreement
10:00 – 11:00	What is COMBATHATE? Simple presentation of the project and why support systems matter
11:00 – 11:15	Coffee break

11:15 – 12:30	Recognising discrimination, hate speech and unsafe situations in everyday life
12:30 – 13:30	Lunch break
13:30 – 14:45	Introduction to the support systems: PFA card, icon-based reporting form, Help-Map and trusted support contacts
14:45 – 15:00	Coffee break
15:00 – 16:15	Guided exercises in small groups: when to ask for help and who can support me
16:15 – 16:30	Wrap-up of Day 1

Day 2 – Sunday, 17 May 2026

Focus: practical use of the tools, support pathways, and participant feedback

Time	Session
09:30 – 10:00	Recap of Day 1 and short energiser
10:00 – 11:00	How to use the support systems in practice: calm, safety, trusted person, and asking for help
11:00 – 11:15	Coffee break
11:15 – 12:30	Practical demonstration: icon-based reporting form, simple support pathways, and safe next steps
12:30 – 13:30	Lunch break
13:30 – 14:45	Scenario-based exercises: what I can do if something harmful happens to me or someone else
14:45 – 15:00	Coffee break
15:00 – 15:45	Questions, reflections and summary of the support systems
15:45 – 16:15	Electronic feedback questionnaire
16:15 – 16:30	Closing reflections and end of workshop

WORKSHOP REPORT

1. Purpose and scope

The purpose of D3.2 is to document the implementation of the Italy workshop carried out by Gli Amici di PUCK under WP3. The workshop introduced the practical support systems developed in WP2 to the target group and tested how clearly these tools could be understood and used by individuals with mental disabilities in a local implementation context.

The deliverable compiles the agenda, participant profile, materials and presentations used, evaluation findings, English version of the feedback questionnaire, and a public note concerning the signed presence lists and photos. As this deliverable is classified as PUBLIC, neither the signed attendance documentation nor participant photos are reproduced in the public version.

2. Workshop overview

The workshop was designed as a short, practical and accessible two-day activity focused on awareness, orientation and confidence-building. Rather than delivering technical or legal training, the Italy workshop aimed to make the COMBATHATE support systems understandable and usable for the target group through clear explanations, visual tools, repetition, group participation and simple real-life examples.

The workshop formed part of the first practical implementation cycle of WP3, where the project moved from system development to direct engagement with beneficiaries. In this sense, D3.2 contributed both to participant empowerment and to the early validation of whether the support systems were meaningful from the perspective of intended users.

3. Methods used

- plain-language facilitation in Italian and repeated explanation of key concepts;
- visual and icon-supported materials to reduce cognitive load;
- guided group discussion and question-and-answer moments;
- scenario-based exercises and practical examples from everyday situations;
- demonstration of simple support tools and where to seek help;
- electronic final evaluation questionnaire completed anonymously.

4. Presentations and workshop materials used

The workshop used materials adapted from the COMBATHATE support system and training package developed under WP2, translated and simplified for local practical use. For SYGMA reporting purposes, the materials are summarised below in English.

Material / presentation	Purpose	Format used in the workshop
Presentation 1 – Introduction to COMBATHATE and the support systems	Explain why the project exists, what types of support are available, and why asking for help matters.	Facilitated presentation in simplified language
Presentation 2 – Recognising harmful situations and support options	Help participants identify discrimination, hate speech and situations where support should be activated.	Facilitated presentation with examples and discussion
Presentation 3 – Using the tools in practice	Show how the reporting and support tools can be used step by step.	Demonstration and guided practice
PFA card (adapted for user awareness)	Introduce the idea of immediate calm, safety and trusted support after a stressful incident.	Printed/visual support material
Icon-based incident reporting form	Present an accessible reporting tool and allow participants to understand its logic.	Demonstration material and exercise
Help-Map / support contacts sheet	Show where help can be found locally and what services or trusted persons can be contacted.	Printed guidance sheet

Scenario cards and guided exercises	Support practical understanding through examples from daily life.	Small-group and plenary exercise
Electronic feedback questionnaire	Collect participant views on clarity, usefulness and overall satisfaction.	Electronic form completed on Day 2

5. Main workshop outputs

- 20 participants were reached, meeting the planned participation target.
- Participants were introduced to the core support systems in a format adapted for direct users.
- The workshop generated 20 completed electronic feedback forms (100% response rate).
- The signed presence lists for both workshop days were collected and retained in the host organisation's records, but are not annexed to this public version.
- Participant feedback confirmed that the support tools were generally perceived as useful, understandable and relevant.

EVALUATION REPORT

1. Evaluation framework and data source

The workshop evaluation was based on one electronic final feedback questionnaire completed at the end of Day 2. The form contained seven closed items and one forward-looking follow-up question. The questionnaire was completed anonymously and exported electronically for aggregation and reporting.

All 20 participants completed the questionnaire, corresponding to a 100% response rate. The underlying response export is retained as supporting evidence in the project records.

2. Feedback questionnaire items (English version)

- Workshop/event objectives were clear.
- The COMBATHATE project was presented clearly.
- The information provided about support systems was useful.
- The workshop/event increased my awareness of hate speech and hate crimes affecting people with mental disabilities.
- The speakers communicated clearly and effectively.
- The workshop/event encouraged dialogue between participants.
- Overall satisfaction with the workshop/event.
- Would you be interested in future collaboration or follow-up activities?

3. Participant composition and response coverage

Indicator	Value
Total participants	20
Male participants	4
Female participants	16
Gender not specified	0

Completed questionnaires	20
Response rate	100%

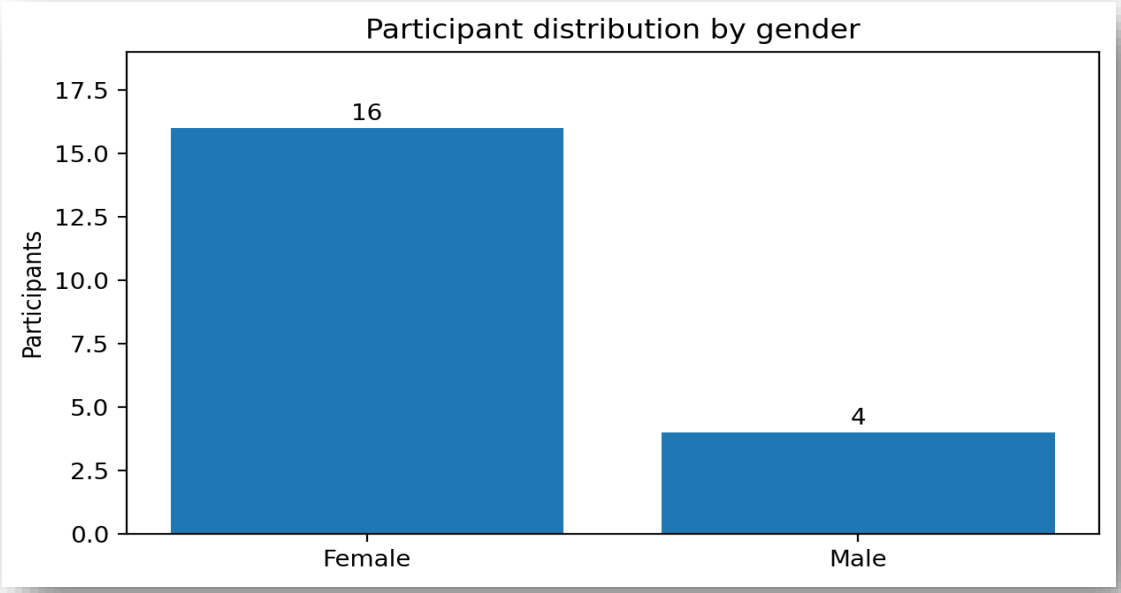


Figure 1. Participant distribution by gender (based on the signed attendance documentation).

4. Quantitative results

Evaluation item	Mean	Median	% ratings 4–5	N
Workshop/event objectives were clear	4.40	4.5	90.0%	20
The COMBATHATE project was presented clearly	4.40	4.5	90.0%	20
The information provided about support systems was useful	4.40	4.0	95.0%	20
The workshop/event increased my awareness of hate speech and hate crimes affecting people with mental disabilities	4.10	4.0	85.0%	20
The speakers communicated clearly and effectively	4.40	4.5	90.0%	20
The workshop/event encouraged	4.40	4.0	95.0%	20

dialogue between participants				
Overall satisfaction with the workshop/event	4.10	4.0	90.0%	20

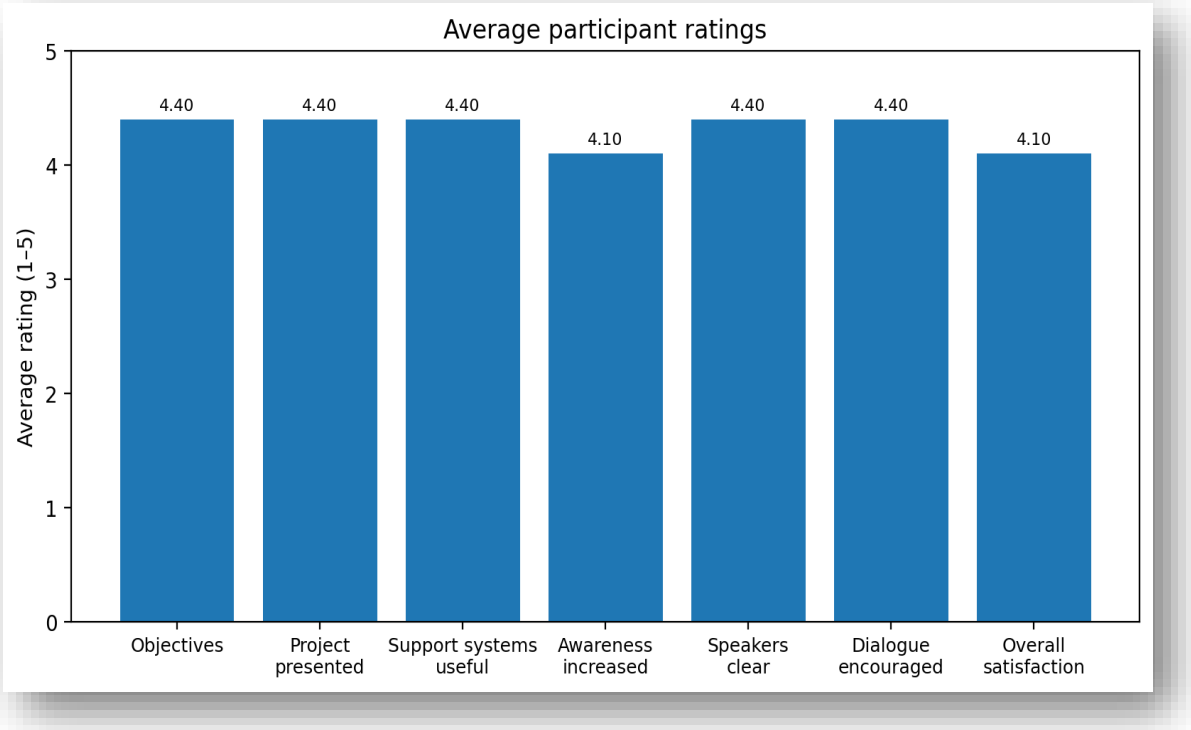


Figure 2. Average participant ratings across the seven evaluation dimensions.

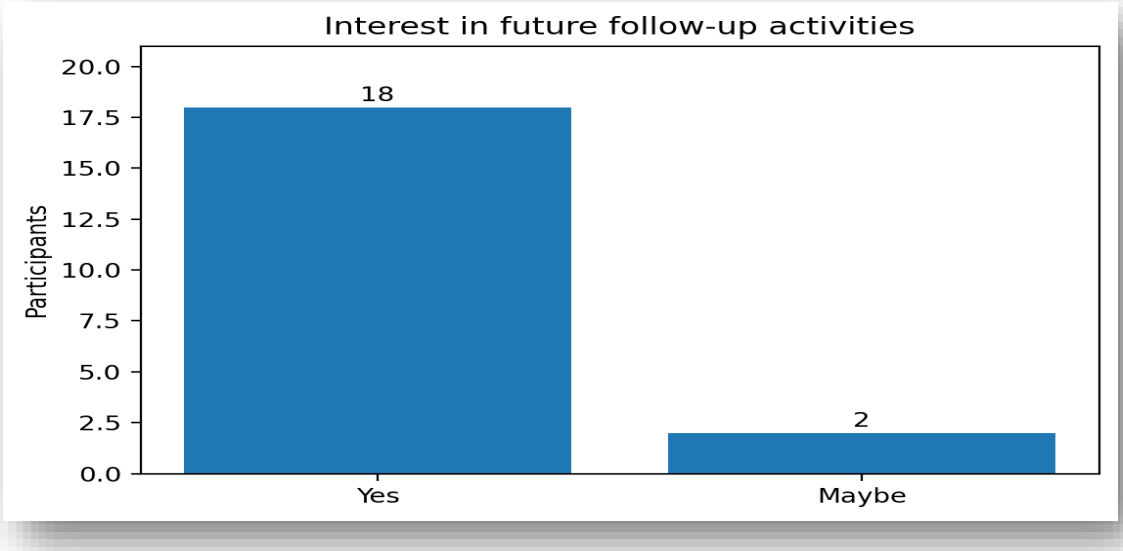


Figure 3. Interest in future collaboration or follow-up activities.

5. Interpretation of results

The evaluation results were overall positive, with average ratings ranging from 4.10/5 to 4.40/5. Across the seven scored dimensions, between 85% and 95% of responses were in the positive range (ratings 4–5), indicating that the workshop was well received by the participant group.

Clarity and presentation. The clarity of the objectives and the clarity of the COMBATHATE project presentation both reached 4.40/5, suggesting that the workshop succeeded in introducing the project in a way that participants could follow and understand.

Usefulness of the support-system presentation. The information provided about support systems also reached 4.40/5 and 95% positive ratings, confirming that the practical tools presented during the workshop were perceived as relevant and understandable.

Awareness effect. The item on increased awareness scored 4.10/5, the joint-lowest mean in the dataset, but still with 85% positive ratings. This indicates that the workshop had a clear awareness-raising effect for most participants, while also showing that continued repetition and practical examples remain important.

Facilitation and dialogue. Speaker clarity and the extent to which the workshop encouraged dialogue both scored 4.40/5. This supports the conclusion that the PUCK facilitation team created an accessible and participatory environment rather than a one-directional presentation format.

Overall satisfaction. Overall satisfaction reached 4.10/5. The great majority of responses were positive, although two responses selected a very low satisfaction rating. This suggests that while the workshop worked well overall, continued adaptation to different communication needs and preferences remains important for later WP3 activities.

Future follow-up. 18 out of 20 participants expressed clear interest in future collaboration or follow-up activities, while 2 selected 'Maybe'. No participant selected 'No'. This is a positive sign for continued engagement in later WP3 implementation.

6. Conclusions and recommendations

The Italy workshop successfully introduced the COMBATHATE support systems to the target group in a short, accessible and user-oriented format. The planned participation target of 20 participants was achieved, and the workshop generated complete evaluation coverage.

The evaluation results suggest that the core support tools were understandable and relevant to participants. The workshop therefore provided a useful implementation step under WP3 and offered encouraging evidence that the support systems can be communicated in a practical way to individuals with mental disabilities in the Italian context.

For the continuation of WP3, it is recommended to maintain plain-language delivery, continue using visual and icon-supported tools, and allow repeated practice through scenarios and guided discussion. In addition, the small number of lower satisfaction ratings suggests that flexible pacing and individualised facilitation should remain part of future workshops and support sessions.

ANNEXES

Annex 1 – English version of the feedback questionnaire

Response options used in the electronic questionnaire:

For items 1–6: 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

For item 7 (overall satisfaction): 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

For item 8: Yes / Maybe / No.

No.	Question
1	The event objectives were clear.
2	The COMBATHATE project was presented clearly.
3	The information provided about support systems was useful.
4	The event increased my awareness of hate speech and hate crimes against people with mental disabilities.
5	The speakers communicated clearly and effectively.
6	The event encouraged dialogue between stakeholders.
7	Overall satisfaction with the event.
8	Would you be interested in future collaboration or follow-up activities?

Annex 2 – Public note on signed presence lists and photos

As this deliverable is classified as PUBLIC, the signed presence lists collected during the Italy workshop are not reproduced in the public version. The original signed attendance documentation for both workshop days is archived by the host organisation, Gli Amici di PUCK, and remains available for verification by the granting authority upon request.

No participant photos are annexed to this public deliverable. This approach is intended to respect privacy and data-protection considerations, especially given that the direct participants belonged to the project's target group of individuals with mental disabilities.