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D3.4 – WORKSHOP BULGARIA

INTRODUCING THE COMBATHATE SUPPORT SYSTEMS TO INDIVIDUALS WITH MENTAL DISABILITIES

BANSKO, BULGARIA

27–28 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

1. Purpose and Scope of the Deliverable

This deliverable documents the implementation of D3.4 - Workshop Bulgaria, organised by PROVISION INTERNATIONAL within Work Package 3 (WP3) of the COMBATHATE project. The workshop was designed to introduce the support systems developed under WP2 to individuals with mental disabilities and to support their practical understanding of how the tools can be used in real situations involving discrimination, hate speech, hate crime, distress, or the need to seek help.

The deliverable is prepared for upload to SYGMA in electronic format and in English. It follows the public-deliverable approach used for the other WP3 workshop reports: it provides the full narrative, agenda, materials overview, attendance summary and aggregated evaluation results, while excluding personal data such as names, signatures and identifiable participant images.

The workshop had a practical and accessible character. It focused on presenting the COMBATHATE support system in a simple, understandable and participant-centred way, using visual materials, exercises, group dialogue and reflection activities. The activity was implemented over two full days in the following address: 5 Kralev Dvor str, 2760 Bansko, Bulgaria, on 27-28 May 2026, with final evaluation completed on 28 May 2026.

The report covers:

- the implemented two-day agenda;
- the participant profile and gender composition;
- the materials, presentations and WP2 tools introduced during the workshop;
- the methodology used for accessible and participatory learning;
- the evaluation framework and aggregated participant feedback;
- lessons learned and recommendations for future implementation activities.

2. Event Overview and Implementation Context

Element	Description
Project	COMBATHATE - Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities
Grant Agreement Number	101205522
EU Programme	Citizens, Equality, Rights and Values (CERV)
Work Package	WP3 - Practical Implementation of Support Systems
Deliverable	D3.4 - Workshop Bulgaria
Organising beneficiary	PROVISION INTERNATIONAL (PROVISION)
Country / city	Bansko, Bulgaria
Dates	27-28 May 2026
Duration	2 full days
Participants	20 individuals with mental disabilities
Gender composition	7 male, 13 female, 0 non-binary / unspecified
Output format	Electronic, English, public deliverable

WP3 builds on the WP2 outputs developed and validated during the first project phase. Those outputs include the practical support system, accessible reporting tools, Psychological First Aid guidance, help maps, evidence and referral concepts, and training materials. The purpose of D3.4 was not to deliver a technical training for professionals, but to make the tools understandable and usable for the final target group in a safe, simplified and supportive environment.

The Bulgarian workshop was therefore structured around the principle of practical introduction: participants were not only told what the tools are, but were guided through short, simple activities showing when and how each tool can support a person after a difficult situation. This is aligned with the broader COMBATHATE logic of moving from system design to real-life implementation and user testing.

3. Participant Profile and Public-Data Approach

The workshop involved 20 participants from Bulgaria belonging to the target group of individuals with mental disabilities. The participation structure was confirmed through the organiser attendance records and final attendance confirmation. The gender composition was as follows:

Gender category	Number of participants	Share
Male	7	35%
Female	13	65%
Non-binary / unspecified	0	0%
Total	20	100%

The activity was implemented in a supportive setting and with an accessible facilitation approach. The participants were engaged through simple explanations, visual prompts, concrete examples, practical exercises and reflection circles. The workshop design considered the need for reduced cognitive load, predictable sequencing, sufficient pauses, and the possibility to learn through doing rather than through long theoretical presentations.

3.1 Public deliverable note

This is a public deliverable. For data-protection reasons, signed presence lists and participant photographs are not annexed to this version of the report, because they contain names, signatures and potentially identifiable personal data. The original signed presence lists are retained in the internal project archive of PROVISION and can be made available to the Coordinator or granting authority upon request through the appropriate confidential channel.

4. Implemented Agenda

The agenda was implemented over two full workshop days. The structure combined accessible information, practical demonstrations, participant exercises and reflection time. The agenda below is presented in English as clean text for the SYGMA deliverable.

Day 1 - 27 May 2026

Time	Session	Purpose / content
10:00	Getting to know each other	Participants introduced themselves and learned about the workshop goals in a relaxed and supportive atmosphere.
10:30	Session 1: Who can help me?	Introduction to people, services and support actors that can offer help in difficult situations.
11:30	Session 2: Icon-based reporting form	Participants practised using a simple visual form to explain difficult situations and ask for help.
12:30	Lunch	Informal time for rest, communication and social connection.
13:30	Session 3: 8 steps for PFA	Simple steps for staying calm, feeling safe and finding support when something difficult happens.
14:30	Reflection circle	Participants shared how they felt during the day and discussed what they learned.
15:00	Closing Day 1	Simple summary and preparation for the second workshop day.

Day 2 - 28 May 2026

Time	Session	Purpose / content
10:00	Friendly recap	Review of what was learned during Day 1 and clarification of remaining questions.
10:30	Session 1: Using the Digital Wizard	Participants learned how to use the digital tool to report problems and ask for support safely.
11:30	Session 2: Help Maps	Participants explored local services and worked with support maps.
12:30	Lunch	Informal time for rest, communication and social connection.
13:30	Session 3: All COMBATHATE tools	Participants combined the different support tools step by step in realistic support situations.
14:30	Confidence and safety	Strengthening self-confidence and reinforcing that asking for help is always acceptable.
15:00	Final closing session	The workshop ended with appreciation, positive reflections, celebration of participation and completion of the evaluation form.

5. Training Materials, Presentations and Support-System Tools Presented

The workshop used adapted participant-facing materials derived from the WP2 support system and training package. Because the target group consisted of individuals with mental disabilities, the material was simplified and presented through examples, visuals and practical exercises rather than long theoretical explanations.

5.1 WP2 outputs presented

- Psychological First Aid (PFA) Card: presented as a simple sequence of steps for safety, calm, connection and aftercare.

- Icon-based Incident Reporting Form: introduced as a visual way to explain what happened and ask for help.
- Proxy / assisted reporting concept: explained in accessible terms as receiving help from a trusted person when reporting is difficult.
- Help Maps: used to show that support can come from services, organisations, professionals and trusted people.
- Digital Wizard concept: introduced as a guided digital support and reporting tool.
- Support-system pathway: explained through simple examples showing how a person can move from a difficult situation to support and referral.
- Training materials from D2.3: adapted into simplified, participant-friendly workshop exercises.

5.2 Materials used during the workshop

- Easy-to-understand agenda and session structure;
- short project introduction and explanation of COMBATHATE aims;
- visual presentation on support options and who can help;
- sample icon-based reporting form for practice;
- PFA 8-step explanation using simple language;
- digital-tool demonstration for the Digital Wizard;
- local help-map and service-navigation activity;
- case examples and realistic support situations;
- participant evaluation questionnaire.

The materials were used to help participants understand the support system not as an abstract project result, but as a set of concrete tools that can be used when a person feels unsafe, confused, discriminated against, insulted, excluded, or in need of support.

6. Description of Activities Implemented

6.1 Day 1: Basic understanding and first tools

Day 1 started with a gentle introduction session aimed at building a relaxed and supportive atmosphere. Participants were introduced to the purpose of the workshop and to the COMBATHATE project. The opening format was intentionally simple and predictable, helping participants understand what would happen during the two days and why the activity was relevant for them.

The first thematic block, “Who can help me?”, focused on helping participants identify support actors in their environment. The session explored the role of trusted people, support workers, community services, NGOs, local institutions and specialised support structures. The objective was to reinforce the message that people do not have to face difficult situations alone and that asking for help is legitimate and safe.

The second session introduced the icon-based reporting form. Participants practised how to use a visual form to explain what happened, where it happened, and what type of support may be needed. This part of the workshop was especially important because reporting barriers are a major issue for persons with mental disabilities. The exercise helped translate reporting into a simple and visual process.

In the afternoon, participants worked with the 8-step Psychological First Aid logic. The session was adapted to the target group and focused on easy ideas: finding safety, calming down, connecting to a trusted person, choosing what is needed, and planning the next step. The day closed with a reflection circle in which participants were invited to share how they felt and what they remembered from the day.

6.2 Day 2: Digital support, help maps and integrated use of tools

Day 2 began with a friendly recap. The recap helped participants consolidate Day 1 learning and created a bridge to the more practical tool-combination activities of the second day. Trainers used short prompts and simple questions to check understanding and to encourage participants to repeat key ideas in their own words.

The Digital Wizard session introduced participants to the idea of guided digital reporting and support. The tool was presented as a safe step-by-step aid that can help a person explain a problem and ask for support without needing to manage complex written procedures alone. The emphasis was on safety, consent, assistance and the possibility of receiving help from a trusted person.

The Help Maps session focused on service navigation. Participants explored how to identify who can help in different situations and how support maps can make available services easier to understand. This activity also reinforced the importance of warm referral: connecting the person to support rather than simply telling them where to go.

The final practical session combined all COMBATHATE tools. Participants worked through realistic support situations and identified which tool could help at each stage: calming and safety, explaining what happened, asking for help, identifying services, and planning next steps. The workshop closed with confidence and safety messages, final reflections and completion of the feedback form.

7. Evaluation Framework and Data Sources

The workshop evaluation used an anonymous participant questionnaire completed at the end of the activity. The evaluation aimed to measure clarity, usefulness, accessibility, perceived learning and overall satisfaction. The questionnaire used a 1-5 scale, where 5 represents the most positive score.

Data source	Coverage	Use in this report
Participant feedback questionnaire	20 responses	Quantitative evaluation of clarity, usefulness, learning and satisfaction.
Attendance documentation	20 participants	Confirmation of participant number and gender distribution.
Agenda and implementation notes	2 workshop days	Verification of content delivered and session sequencing.
Organiser short report	Narrative summary	Qualitative interpretation of workshop implementation and impact.

Evaluation response coverage was complete: all 20 participants completed the anonymous feedback questionnaire. No personal names or signatures are reproduced in this public report.

8. Results of Participant Feedback

The evaluation results indicate a very high level of participant satisfaction and a strong perceived learning impact. Participants reported that the objectives were clear, the support systems were better understood, the activities were useful, and the atmosphere was inclusive and supportive.

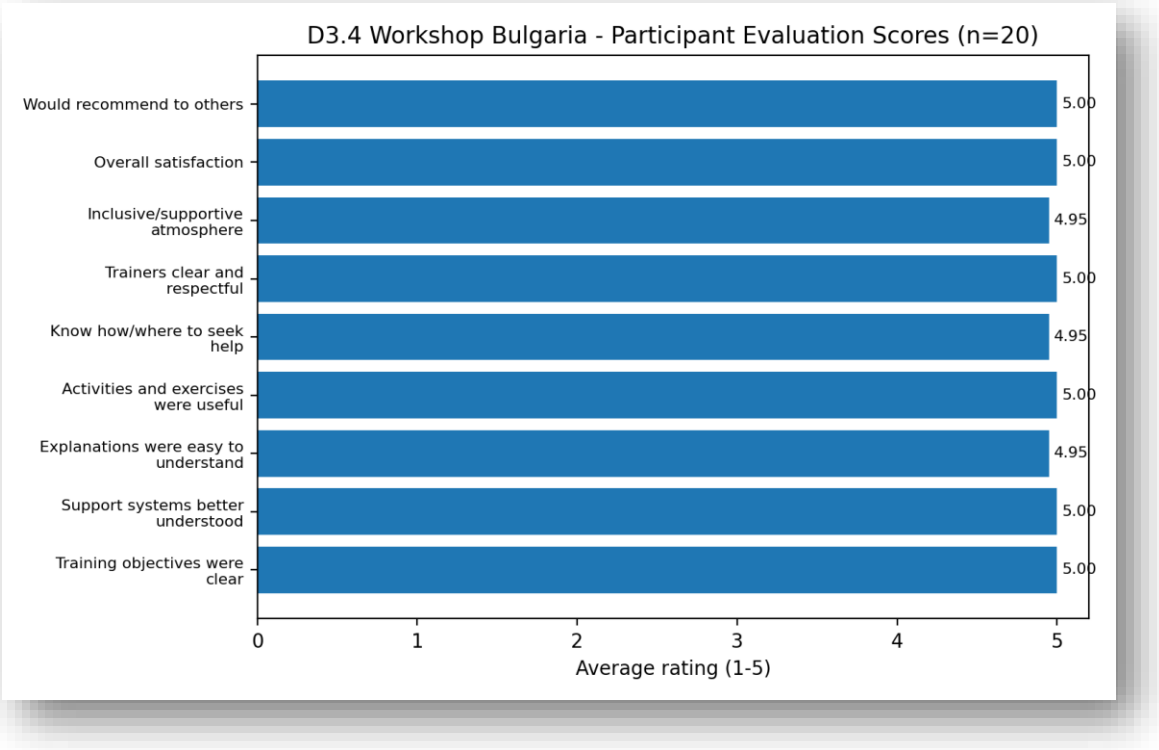


Figure 1. Aggregated average evaluation scores for D3.4 Workshop Bulgaria (n=20).

Evaluation item	Mean	Median	% ratings 4-5	N
Training objectives were clear	5.00	5	100%	20
Training helped me understand COMBATHATE support systems	5.00	5	100%	20
Explanations were easy to understand	4.95	5	100%	20
Activities and exercises were useful	5.00	5	100%	20
Workshop helped me understand how/where to seek help	4.95	5	100%	20
Trainers communicated clearly and respectfully	5.00	5	100%	20
Atmosphere was inclusive and supportive	4.95	5	100%	20
Overall satisfaction	5.00	5	100%	20
Would recommend the workshop to others	5.00	5	100%	20

8.1 Key quantitative findings

- 100% of participants rated the clarity of the workshop objectives at the highest level.
- 100% of participants confirmed that the activity helped them better understand the COMBATHATE support systems.
- 100% of participants rated the practical activities and exercises as useful.
- 95% gave the maximum score for understanding how and where to seek help; the remaining 5% still rated this item positively.
- The trainers received the maximum average score for clear and respectful communication.
- The overall average evaluation score was approximately 4.99 out of 5 across all questionnaire items.
- All participants indicated that they would recommend a similar workshop to others.

8.2 Interpretation of results

The results confirm that the workshop successfully achieved its main purpose: introducing the COMBATHATE support systems in a way that was understandable, practical and relevant for individuals with mental disabilities. The high scores for clarity, usefulness and accessibility show that the facilitation methods were appropriate for the target group.

The evaluation also shows that participants did not experience the workshop as only informative, but as empowering. The high scores on seeking help, confidence, support systems and inclusive atmosphere suggest that participants left the workshop with stronger awareness that help exists, that reporting and support can be assisted, and that difficult situations can be addressed through concrete steps.

The near-maximum evaluation of the trainers and the supportive atmosphere is particularly important for WP3 implementation, because the success of the support system depends not only on tools but also on trust, accessible communication and safe interaction. The workshop demonstrated that these conditions can be created in a local Bulgarian implementation setting.

9. Conclusions, Lessons Learned and Recommendations

9.1 Conclusions

D3.4 Workshop Bulgaria was successfully implemented by PROVISION in Bansko over two full days, reaching 20 participants from the target group. The workshop introduced the support systems developed under WP2 and translated them into simple, practical and accessible activities. The workshop met its objectives and generated highly positive feedback.

The activity confirmed that the COMBATHATE tools can be understood and discussed directly with individuals with mental disabilities when they are presented through accessible methods, practical examples and supportive facilitation. Participants showed high satisfaction and increased understanding of how support can be accessed in cases of discrimination, hate speech or difficult situations.

9.2 Lessons learned

- Visual and practical tools are essential for meaningful engagement of the target group.
- The icon-based reporting form is a particularly useful entry point for discussing difficult situations in a non-threatening way.
- Help Maps and “who can help me” exercises are useful for reducing the feeling of being alone or unsupported.
- Simple PFA concepts can be presented effectively to participants when translated into everyday language and actions.
- Reflection circles help participants process information and create a sense of inclusion and safety.
- The Digital Wizard should continue to be presented with assistance options, so participants understand that digital support can be accompanied and not isolated.

9.3 Recommendations for future WP3 and dissemination activities

- Continue using simplified, visual and step-by-step materials when presenting support systems to final beneficiaries.
- Replicate the “who can help me” method in future workshops, as it helps participants map trusted people and support services.
- Ensure that the Digital Wizard and reporting tools are always introduced together with reassurance about consent, privacy and assisted reporting.
- Maintain small-group and reflection-circle formats to support participation from people with different communication needs.
- Collect feedback immediately after activities while impressions are fresh and while participants can still ask clarifying questions.
- Use the feedback from D3.4 to refine Bulgarian local examples, help-map wording and future beneficiary-facing explanations.

Annex 1 - Feedback Questionnaire (English Version)

The original questionnaire was completed anonymously by participants. The English version below is provided for transparency and to document the evaluation tool used in the workshop.

- Country
- The objectives of the training/workshop were clear.
- The training/workshop helped me understand the COMBATHATE support systems.
- The explanations during the training/workshop were easy to understand.
- The activities and exercises were useful.
- The workshop helped me better understand how to seek help in case of discrimination or hate speech.
- The trainers communicated clearly and respectfully.
- The atmosphere of the seminar was inclusive and supportive.
- Overall satisfaction with the training/workshop.
- Would you recommend this seminar/workshop to others?

Rating scale: 1 = very low / strongly disagree; 5 = very high / strongly agree.

Annex 2 - Public Deliverable Statement on Presence Lists and Photos

D3.4 is a public deliverable. In accordance with data-protection and privacy principles, the signed presence lists and any identifiable participant photos are not included in this public version. These materials contain personal data, names, signatures and/or identifiable images. The originals are archived by PROVISION as supporting evidence for audit and reporting purposes and can be made available through the appropriate confidential channel if requested by the Coordinator or the granting authority.

The public version of this deliverable therefore reports only aggregated attendance information, gender composition, agenda, materials overview, implementation summary and anonymised evaluation results.