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D5.4 – FIRST PUBLIC EVENT IN ITALY (PUCK)

WP5 – PUBLIC AWARENESS AND DISSEMINATION

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 D5.4 - First public event in Italy, organised by Associazione GLI AMICI DI PUCK within WP5 of the COMBATHATE project. The event was held in Ercolano, Italy, on 20 May 2026 and was designed as a one-day public awareness and stakeholder dialogue activity.

The purpose of the event was to present and discuss the results produced under WP2, including the developed support systems, training materials, legal and psychological support concepts, and other project outputs relevant to the prevention and response to hate speech and hate crimes against individuals with mental disabilities.

The scope of this public deliverable is to provide an English-language record suitable for SYGMA upload, covering the implemented agenda, public attendance summary, materials and presentations used, participant feedback, main discussion outcomes, and conclusions for follow-up dissemination. The signed presence lists are not reproduced as annexes because this deliverable has a public dissemination level and the lists contain personal data and handwritten signatures. The original signed lists are retained by the organising beneficiary for audit and verification purposes.

- event rationale, objectives and implemented agenda;
- public summary of participant attendance, gender balance and stakeholder reach;
- overview of WP2 support systems, training materials and project resources presented;
- aggregated analysis of participant feedback collected through the event evaluation form;
- description of communication, visibility and data-protection measures applied in the public version of the deliverable.

2. Executive summary

On 20 May 2026, Associazione GLI AMICI DI PUCK organised the first COMBATHATE public event in Italy in Ercolano. The event brought together 50 participants and created a structured space for awareness raising, presentation of project results and dialogue with local stakeholders.

The activity was implemented as part of WP5 - Public Awareness and Dissemination, but it was directly connected to the technical work completed under WP2. Participants were introduced to the project objectives, the needs addressed by COMBATHATE, the developed support system, the practical reporting and referral tools, and the training materials designed to strengthen responses to hate speech and hate crimes affecting individuals with mental disabilities.

The event reached the planned target of 50 participants. The signed attendance list records a balanced gender composition: 25 male and 25 female participants. The post-event questionnaire returned 50 forms, of which 49 contained evaluable role and feedback data and one was incomplete/blank. Feedback was strongly positive overall: 91.7% of valid respondents reported being satisfied or very satisfied, 87.8% considered the support-system information useful, 89.8% agreed or strongly agreed that speakers communicated clearly and effectively, and 97.9% of valid respondents indicated interest or potential interest in future collaboration or follow-up activities.

The event therefore achieved its purpose as a public dissemination and stakeholder engagement activity. It increased visibility of the project in Italy, promoted practical awareness of the WP2 tools, and supported local dialogue on inclusive practices, accessible reporting and cooperation between community members and institutional or professional actors.

3. Event overview and compliance with the Description of Action

Item	Description
Deliverable	D5.4 - First public event in Italy
Work Package	WP5 - Public Awareness and Dissemination
Organising beneficiary	Associazione GLI AMICI DI PUCK (PUCK)
Event title	Public Event on COMBATHATE Support Systems and Awareness Raising
Location	Ercolano (NA), Italy
Date	20 May 2026
Duration	1 day
Planned participants	50 participants
Actual participants	50 participants
Target group	Local stakeholders and awareness-raising audience, including local community members, NGOs, law enforcement representatives, public authorities, educators and other stakeholders
Main purpose	To present and discuss WP2 deliverables, including developed support systems, training materials, legal and psychological support concepts and related project outputs.

The event was coherent with the Description of Action because it supported public awareness, dissemination of project results and stakeholder engagement. It also served as a bridge between the technical outputs developed during WP2 and the wider public and stakeholder audiences addressed under WP5.

The event also respected the project visibility requirements. The attendance documentation and event materials included COMBATHATE and European Union visibility elements. The event framed the project as an EU-funded action supporting dignity, equality, inclusion and coordinated responses against hate speech and hate crimes affecting individuals with mental disabilities.

4. Participant profile and stakeholder reach

The event reached the planned number of 50 participants. The signed attendance list was used to confirm the total attendance and gender balance, while the evaluation questionnaire provided additional self-declared stakeholder profile data. Since the deliverable is public, individual names, signatures and identifiable personal information are not reproduced.

Indicator	Result
Total participants	50
Male participants	25
Female participants	25
Non-binary / other	0
Country represented in evaluation responses	Italy
Valid evaluation forms with role/feedback data	49
Incomplete / blank evaluation forms	1

The event was particularly relevant for community-level awareness because the signature list records participants mainly as private/local community stakeholders, while the evaluation forms show a wider self-declared composition including community members, educators and trainers, health or social-service professionals, representatives of local authorities, civil society actors and law-enforcement stakeholders.

Self-declared role/profile in feedback form	Number of valid respondents	Share of valid respondents
Citizen / community member	10	20.4%
Other	9	18.4%
Educator / trainer	9	18.4%
Health or social services professional	8	16.3%
Local authority	6	12.2%
NGO / civil society	4	8.2%
Law enforcement	3	6.1%

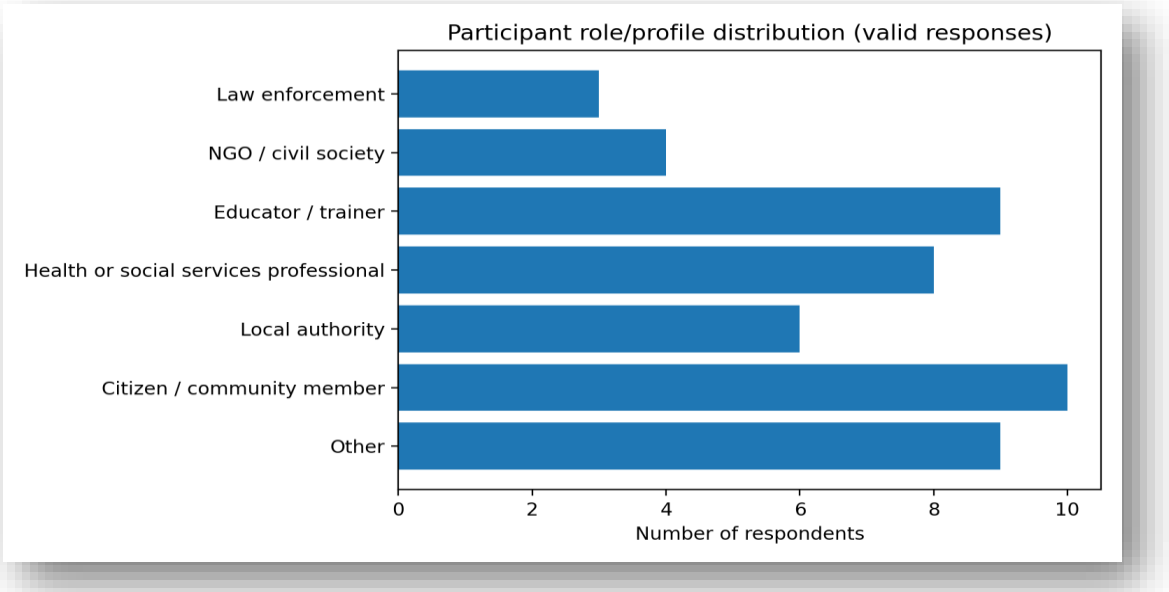


Figure 1. Participant role/profile distribution based on valid feedback responses.

This profile indicates that the event achieved a mixed stakeholder audience. The presence of community participants ensured public-awareness reach, while the inclusion of educators, social-service professionals, local authorities, NGOs and law-enforcement participants strengthened the event's relevance for follow-up cooperation and practical implementation.

5. Implemented agenda

The one-day agenda combined information sessions, presentation of WP2 results, practical discussion and participant feedback. The schedule below is reproduced as a written agenda for the public deliverable. The original agenda/attendance documentation is retained by the host organisation.

Time	Session	Content and purpose
09:30 - 10:00	Registration and welcome	Registration of participants, distribution of information materials, informal networking and visual introduction to the COMBATHATE project.
10:00 - 10:20	Official opening and introduction	Welcome by PUCK representatives, introduction to the project, event objectives and expected outcomes.
10:20 - 11:00	Understanding hate speech and hate crimes	Interactive presentation on hate speech, hate crime, discrimination and stigma affecting people with mental disabilities, including online and offline contexts.
11:00 - 11:15	Coffee break	Informal exchange and networking.
11:15 - 12:15	WP2 support systems and training materials	Presentation of developed support-system tools, training materials, accessible reporting logic and referral concepts.
12:15 - 13:00	Stakeholder dialogue	Moderated discussion on local challenges, service gaps, cooperation needs and how institutions and communities can improve support.
13:00 - 14:00	Break / networking	Informal exchange and review of project materials.
14:00 - 15:00	Workshop: building inclusive and safe communities	Small-group reflection on local challenges, preventive actions, reporting pathways and practical support for people with mental disabilities.
15:00 - 15:20	Break	Short break before final session.
15:20 - 15:40	COMBATHATE resources and support opportunities	Presentation of project resources, psychological/legal support concepts, local services and opportunities for future cooperation.
15:40 - 16:00	Final reflection, evaluation and closing	Summary of key messages, final discussion and completion of participant feedback forms.

6. WP2 deliverables, support systems and training materials presented

A central element of the event was the presentation and discussion of the WP2 outputs already developed by the consortium. These outputs were explained in practical terms so that public participants and stakeholders could understand how the project moves from analysis and capacity building to concrete support for people with mental disabilities who experience hate speech or hate crimes.

WP2 output / material	How it was presented and discussed during the event
Needs Assessment findings	Participants were introduced to the main needs identified by the project, including low reporting, stigma, barriers to accessible support, and the need for psychological and legal support pathways.
Support System Development	The practical support system was presented as a set of tools that can help victims, families and professionals respond to incidents more safely and clearly.
Psychological First Aid (PFA) Card	Presented as a first supportive response to emotional distress, focusing on safety, calm, listening, orientation and warm referral.
Icon-based Incident Form and Proxy Reporting	Explained as an accessible reporting tool for people who may experience difficulty using standard written complaint forms.
Evidence Bundle Kit	Discussed as a structured way to collect and organise basic information, screenshots, witness notes and other evidence without overburdening the person affected.
Legal Flowcharts and Template Letters	Presented as practical aids for explaining possible reporting and referral pathways in clear language.
Help Maps and support contacts	Explained as a tool for connecting people to local services, psychological support, legal aid and other relevant organisations.
Training Materials	Presented as a capacity-building resource for staff and stakeholders, including modules on psychological first aid, legal rights and support protocols.

The discussion emphasised that the support system is not intended to replace professional services or legal procedures. Instead, it is designed to make first response, documentation, referral and access to support clearer, safer and more accessible for people with mental disabilities and those supporting them.

7. Description of activities implemented

7.1 Opening and project introduction

The event opened with a welcome session led by the host organisation. Participants were informed about the objectives of the day, the COMBATHATE project framework, the role of the partnership and the relevance of the project to the protection of dignity, equality and inclusion for individuals with mental disabilities.

7.2 Awareness-raising session on hate speech and hate crimes

The first thematic session created a common understanding of hate speech, hate crimes, discrimination and stigma. The discussion addressed how harmful speech and hostile behaviour may affect mental health, participation in community life, trust in institutions and access to support. Participants were encouraged to reflect on both online and offline forms of hostility and to consider why incidents against people with mental disabilities may remain underreported.

7.3 Presentation of support systems and training materials

The core session of the event introduced the WP2 support systems and training materials. The facilitator explained how the tools are intended to support a person after a distressing or discriminatory incident: first by creating safety and calm, then by documenting the situation accessibly, and finally by connecting the person to relevant support, reporting or referral pathways.

7.4 Stakeholder dialogue and small-group reflection

Participants discussed local challenges and possible improvements in support and reporting pathways. The dialogue highlighted the importance of community awareness, accessible communication, clear referral points and stronger cooperation between local services, civil society actors and public authorities. Small-group exchanges supported practical reflection and allowed participants from different profiles to compare experiences and expectations.

7.5 Evaluation and closing

At the end of the event, participants completed a feedback questionnaire. The final session summarised the main learning points and invited participants to remain connected with the project, follow dissemination channels and support future awareness and inclusion activities.

8. Evaluation framework and participant feedback

Participant feedback was collected through a short evaluation questionnaire. The form included role/profile information and closed questions assessing clarity of objectives, clarity of project presentation, usefulness of support-system information, awareness raising, communication quality, stakeholder dialogue, overall satisfaction and interest in future cooperation.

The event had 50 participants. A total of 50 evaluation forms were returned; 49 contained evaluable role and feedback data, while one form was incomplete/blank and is counted only in the attendance total. Item-level analysis therefore uses the valid number of responses available for each question.

8.1 Overall rating results

Item	N valid	Strongly agree	Agree	Neutral	Disagree	No answer	Positive %
Q1 Objectives clear	48	8	32	8	0	2	83.3%
Q2 Project presented clearly	49	16	27	6	0	1	87.8%
Q3 Support-system information useful	49	12	31	6	0	1	87.8%
Q4 Awareness increased	49	13	24	11	1	1	75.5%
Q5 Speakers clear/effective	49	18	26	4	1	1	89.8%
Q6 Dialogue encouraged	49	19	20	10	0	1	79.6%

Note: Q1 = event objectives clear; Q2 = COMBATHATE project presented clearly; Q3 = support-system information useful; Q4 = event increased awareness of hate speech and hate crimes against people with mental disabilities; Q5 = speakers communicated clearly and effectively; Q6 = event encouraged dialogue between stakeholders.

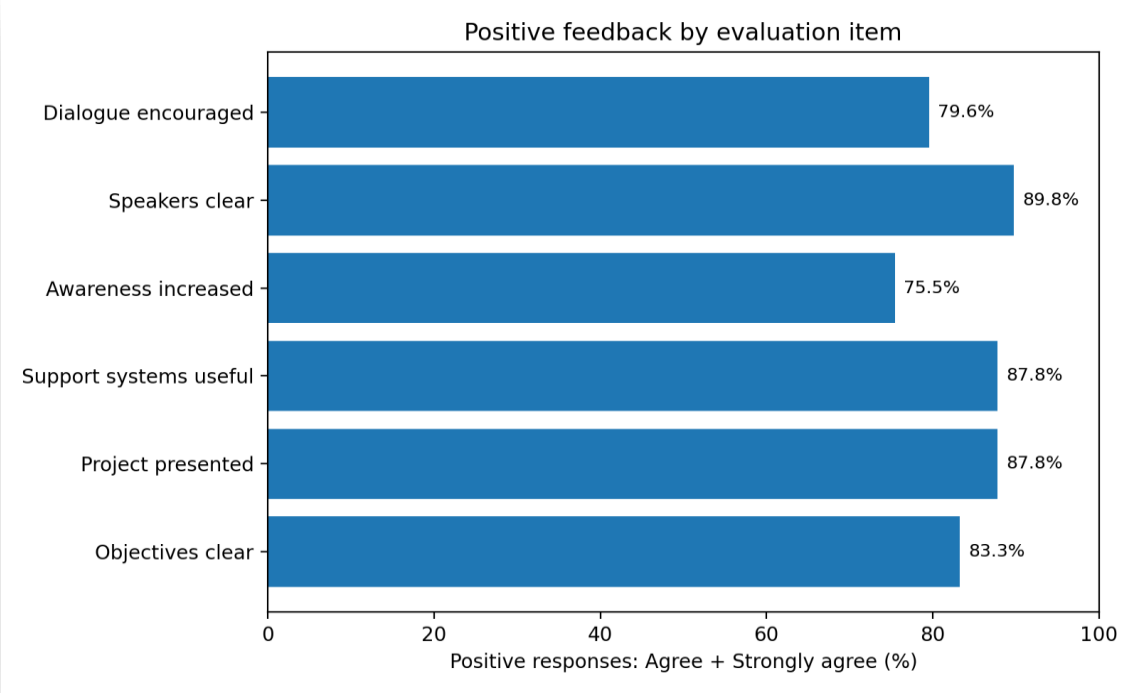


Figure 2. Positive feedback by evaluation item (Agree + Strongly agree).

8.2 Overall satisfaction and follow-up interest

Overall satisfaction	Number of responses
Very satisfied	20
Satisfied	24
Neutral	4
No answer / blank	2

Interest in future collaboration or follow-up activities	Number of responses
Yes	38
Maybe	9
No	1
No answer / blank	2

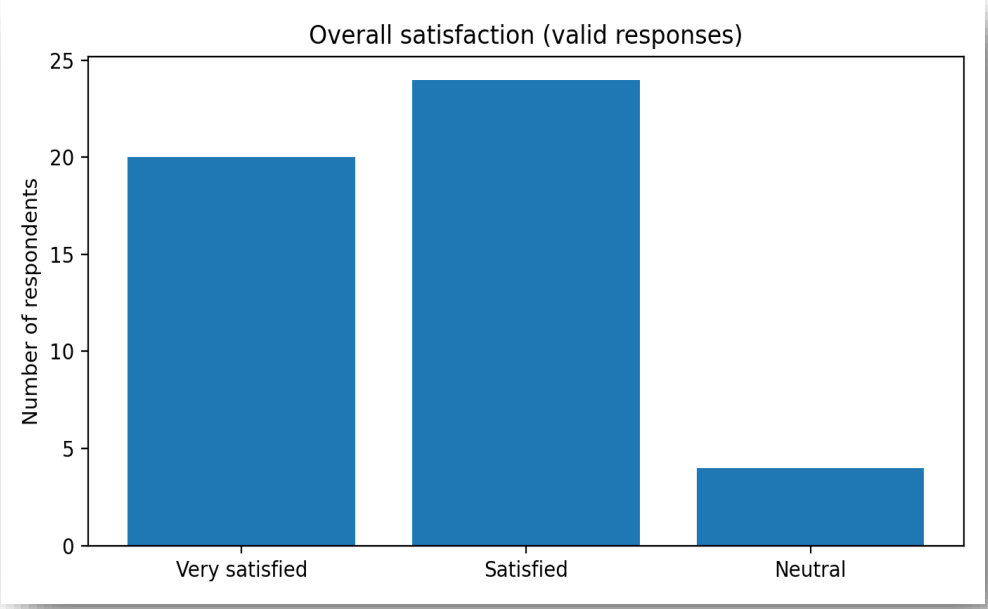


Figure 3. Overall satisfaction based on valid feedback responses.

8.3 Interpretation of feedback

The feedback confirms that the event was positively received by participants. The strongest results concern clarity of communication, clarity of the COMBATHATE project presentation, usefulness of the support-system information and overall satisfaction. The high percentage of respondents expressing interest or possible interest in future collaboration indicates that the event succeeded in generating stakeholder engagement beyond one-way dissemination.

At the same time, the distribution of neutral responses on awareness raising and stakeholder dialogue indicates an area for future improvement. Some participants may require more time, more practical examples or more concrete local pathway information in order to fully translate the project concepts into daily practice. This finding is useful for future public events and dissemination actions in Italy and other partner countries.

- 91.7% of valid respondents were satisfied or very satisfied with the event.
- 87.8% considered the support-system information useful.
- 89.8% agreed or strongly agreed that speakers communicated clearly and effectively.
- 79.6% agreed or strongly agreed that the event encouraged dialogue between stakeholders.
- 97.9% of valid respondents expressed interest or possible interest in future collaboration or follow-up activities.

9. Key findings, lessons learned and recommendations

9.1 Key findings

- The event achieved the planned participation target and documented full attendance through signed presence lists retained by the organiser.
- The gender balance was fully equal, with 25 male and 25 female participants.
- The event successfully introduced COMBATHATE and the WP2 outputs to an Italian public and stakeholder audience.
- Participants responded positively to the presentation of practical support tools, especially when framed as accessible and user-oriented resources.
- The event created a useful platform for local dialogue on stigma, reporting barriers, referral needs and support for people with mental disabilities.
- Feedback shows strong satisfaction and openness to follow-up collaboration.

9.2 Lessons learned

- Public events benefit from a clear link between general awareness messages and concrete project tools. Participants understand the value of the project more easily when support systems are presented through practical examples.
- Accessible language is essential. Concepts such as hate crime, proxy reporting and evidence collection should be explained through simple scenarios and visual materials.
- Stakeholder dialogue requires sufficient time. Future events should allocate extended discussion space for institutional cooperation and local reporting pathways.
- Evaluation tools should be completed immediately before closing to maximise response quality and reduce incomplete forms.
- Public dissemination deliverables should preserve audit evidence while avoiding the disclosure of personal data, especially signatures and names of individual participants.

9.3 Recommendations for future public events

1. Include short practical demonstrations of the PFA Card, icon-based form and help maps, rather than only explaining them verbally.
2. Use one or two simple fictional case studies to show how the support system works from first contact to referral.
3. Prepare a one-page local support pathway handout for participants, adapted to the specific territory where the event is organised.
4. Reserve more time for dialogue between local authorities, social services, civil society and community participants.
5. Continue collecting feedback in a short and accessible format, while improving form completion monitoring to avoid blank or incomplete questionnaires.
6. Use the event results to inform follow-up communication activities and local stakeholder engagement under WP5 and future project phases.

10. Communication, visibility and public dissemination

The event contributed to the visibility of COMBATHATE in Italy and supported the project's wider public-awareness strategy. It reinforced messages on inclusion, non-discrimination, accessible support and the need for coordinated responses to hate speech and hate crimes affecting individuals with mental disabilities.

The public communication logic of the event was aligned with the COMBATHATE campaign strategy. Participants were encouraged to follow project communication channels and to share awareness messages in their local communities and professional networks. The activity also supported the dissemination of WP2 results to audiences beyond the project partnership.

EU visibility was ensured through the use of the COMBATHATE visual identity and the European Union funding statement in event materials and attendance documentation. The public deliverable itself includes the required EU disclaimer and avoids disclosure of personal data.

11. Conclusions

D5.4 - First public event in Italy was successfully implemented by Associazione GLI AMICI DI PUCK in Ercolano on 20 May 2026. The event reached the planned number of participants, achieved balanced gender participation, presented the WP2 support systems and training materials, and generated positive feedback from participants.

The event demonstrated the value of connecting awareness raising with practical tools. Participants were not only informed about the problem of hate speech and hate crimes against people with mental disabilities, but also introduced to concrete support mechanisms designed by the project. This strengthened the event's practical relevance and created a foundation for further dialogue and collaboration.

The feedback results show that the event was clear, useful and well received. The strong willingness of participants to engage in future collaboration confirms the relevance of continued awareness, dissemination and stakeholder engagement activities in Italy. The public version of this deliverable provides a transparent record of the event while protecting personal data contained in the signed attendance documentation.

Annex A - Implemented agenda

The agenda below is reproduced in text form for public dissemination. The original event and attendance documentation is retained by the host organisation.

Time	Session	Content and purpose
09:30 - 10:00	Registration and welcome	Registration of participants, distribution of information materials, informal networking and visual introduction to the COMBATHATE project.
10:00 - 10:20	Official opening and introduction	Welcome by PUCK representatives, introduction to the project, event objectives and expected outcomes.
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11:15 - 12:15	WP2 support systems and training materials	Presentation of developed support-system tools, training materials, accessible reporting logic and referral concepts.
12:15 - 13:00	Stakeholder dialogue	Moderated discussion on local challenges, service gaps, cooperation needs and how institutions and communities can improve support.
13:00 - 14:00	Break / networking	Informal exchange and review of project materials.
14:00 - 15:00	Workshop: building inclusive and safe communities	Small-group reflection on local challenges, preventive actions, reporting pathways and practical support for people with mental disabilities.
15:00 - 15:20	Break	Short break before final session.
15:20 - 15:40	COMBATHATE resources and support opportunities	Presentation of project resources, psychological/legal support concepts, local services and opportunities for future cooperation.
15:40 - 16:00	Final reflection, evaluation and closing	Summary of key messages, final discussion and completion of participant feedback forms.

Annex B - Materials and presentations used

The following materials were used or presented during the event. They were selected to make the technical results of WP2 understandable for a broad public and stakeholder audience.

Material / presentation	Purpose
COMBATHATE project presentation	Introduced the project, partnership, objectives, EU funding and expected impact.
WP2 results overview	Summarised the development of support mechanisms and capacity-building outputs.
Needs Assessment summary	Explained the main problems identified by the project, including stigma, low reporting and service-access barriers.
Support System presentation	Presented the practical support architecture developed under WP2.
PFA Card	Presented the first supportive response logic and the difference between PFA and therapy.
Icon-based Incident Form and Proxy Reporting	Illustrated accessible reporting principles and assisted reporting options.
Evidence Bundle Kit	Explained how basic evidence can be preserved and organised.

Legal Flowcharts and Template Letters	Explained reporting/referral pathways and formal communication templates.
Help Maps / support contacts	Supported discussion on local services and referral routes.
Feedback questionnaire	Collected structured participant feedback for this deliverable.

Annex C - Feedback questionnaire

The participant feedback questionnaire used for this public event included the following questions. Responses were analysed only in aggregated form.

Question	Answer type
Your country	Text / country selection
Your role / profile	Role/profile selection
The event objectives were clear.	Likert scale: Strongly agree / Agree / Neutral / Disagree / Strongly disagree
The COMBATHATE project was presented clearly.	Likert scale
The information provided about support systems was useful.	Likert scale
The event increased my awareness of hate speech and hate crimes against people with mental disabilities.	Likert scale
The speakers communicated clearly and effectively.	Likert scale
The event encouraged dialogue between stakeholders.	Likert scale
Overall satisfaction with the event	Very satisfied / Satisfied / Neutral / Dissatisfied
Would you be interested in future collaboration or follow-up activities?	Yes / Maybe / No

Annex D - Attendance evidence and public-data note

The event attendance was documented through signed presence lists. The attendance documentation covers 50 participants and includes participant names, gender, country, stakeholder category and handwritten signatures. The list also contains the host organisation representative confirmation, with the event date indicated as 20 May 2026.

Because D5.4 is a public deliverable, the signed presence lists and any identifiable participant images are not annexed to this public report. This is necessary to protect personal data and avoid public disclosure of names and handwritten signatures. The original attendance list and supporting documents are archived by Associazione GLI AMICI DI PUCK and may be provided to the coordinator, EACEA or authorised auditors upon request.