



FASTLISA

Project Brochure

Vol 2: In Action

Action Plans



**Co-funded by
the European Union**

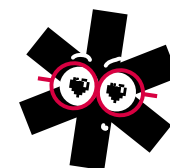
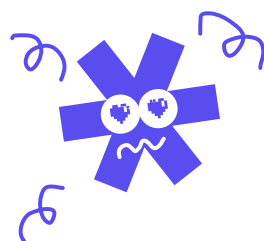
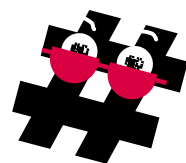
FAST LISA is co-funded by the Citizens, Equality, Rights and Values programme (CERV), contract number 101049342

Phase 3

Engagement – Action Plans

In the third and final phase of the project, **the focus shifts to engagement, operating at both institutional and community levels.**

Young Ambassadors play a pivotal role in disseminating project messages and raising awareness among their peers. Their active involvement ensures that the **impact of the project extends beyond institutional boundaries.**



NO HATE SPEECH

The three communities - **Ravenna in Italy, Santa Coloma de Gramenet in Spain, and Kreis Offenbach in Germany** – faced the engagement phase of the project using a diverse range of methodologies, designed to **address the different forms of online hate speech prevalent within their specific domains**. Despite encountering similar challenges, these communities acknowledged the importance of **customizing their approaches** to account for the distinct socio-cultural intricacies inherent to their contexts.



RAVENNA, ITALY

1. Adopted **ECHO** (Educational Chat about Hate Online) to seamlessly integrate the Role-plays into schools.
2. Conducted **Public Consultation** of administration proposals: e-Participation.



SANTA COLOMA DE GRAMENET, SPAIN

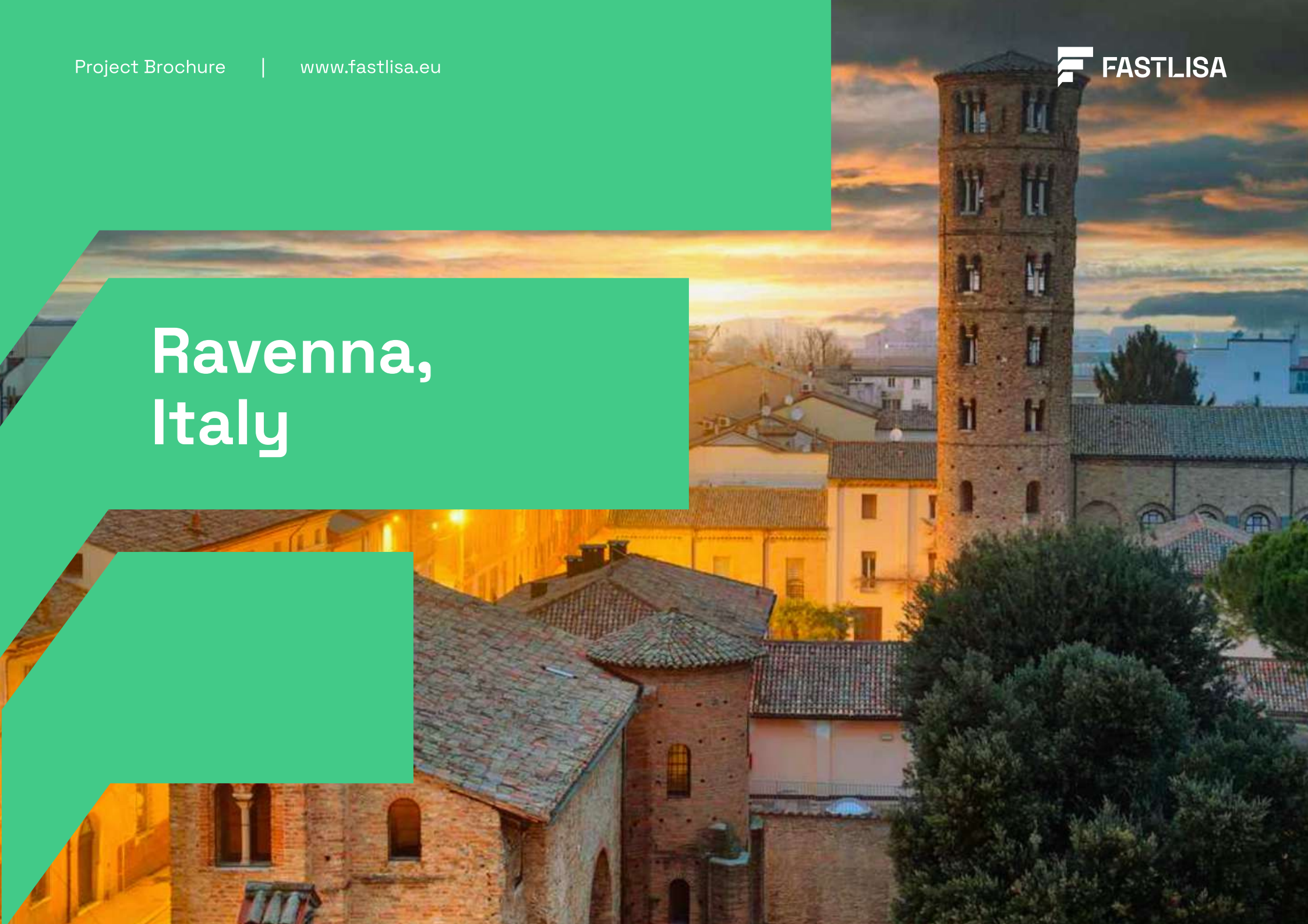
1. Conducted **Public Consultation** of administration proposals: e-Participation.
2. The **Ambassadors lead efforts to disseminate project messages within their communities**, raising awareness among young populations about the risks of online interactions, individual rights, and legal protections available to victims of hate crimes for self-defense and reporting.
3. **Involved municipal policy makers and academics** through a Conference focusing on enhancing detection and response techniques within the realm of criminal law.



KREIS OFFENBACH, GERMANY

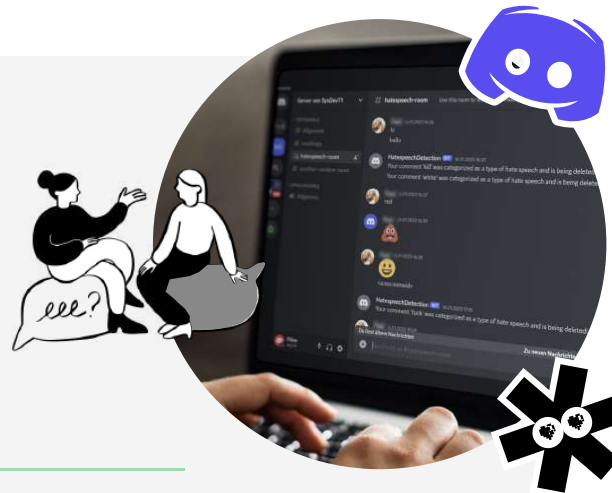
1. Adopted **ECHO** (Educational Chat about Hate Online) to seamlessly integrate the Role-plays into schools.
2. Engaged in proactive outreach by presenting the project's achievements and implementation progress to **policy makers**. They facilitated this through workshops, actively involving project Ambassadors in the process.

Ravenna, Italy



Use Case: Role-plays in Schools using Discord

Tool: ECHO, the Educational Chat about Hate Online

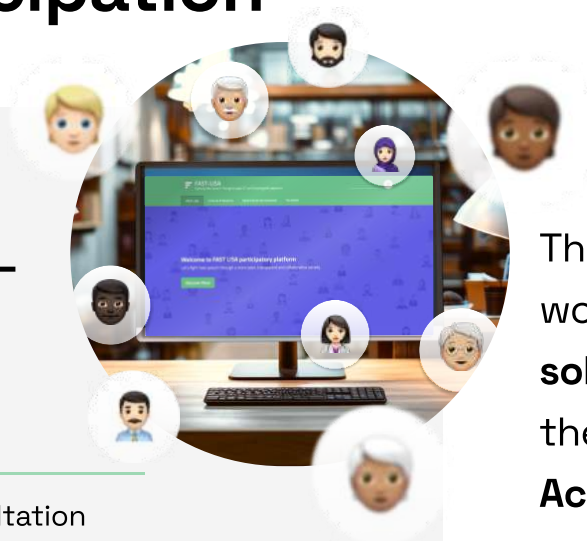


- 9 workshops
- Three institutes involved
- 210 students (5th and 7th grade)
- Span of 3 months (October –December '23).

Italian tutors from Librazione and FASTLISA project Ambassadors conducted workshops following University of Bologna's guidance. Key steps included setting up Discord access, validating credentials, and structuring the game environment. **Students engaged in role-playing activities, maintaining anonymity and focusing on individual screens.** Project ambassadors moderated the chat, and a debriefing session encouraged reflection.

Use Case: Public Consultation of administration proposals: e-Participation

Tool: FASTLISA
e-Participation Platform -
<http://fast-lisa.unibo.it/>



- 4 events: 3 Workshops and 1 Public Consultation
- 71 participants attended the workshops targeting third-sector operators
- 827 comments generated of which 774 successfully passed through the scrutiny of the moderators.
- Span of 4 months (July – October '23).

The Municipality of Ravenna has actively worked on initiatives to **strengthen family solidarity and raise social awareness**. In 2021, they introduced the **“Albo delle Famiglie Accoglienti”** (Registry of Welcoming Families) as part of a broader reception policy. This registry encourages citizens to contribute through family reception or by offering their time and resources to support vulnerable individuals.

- **For minors**, the focus is on promoting temporary family care while safeguarding their rights and supporting parental functions.
- **For adults and the elderly**, the goal is to create effective family support systems that combat isolation and promote autonomy.

However, the online promotion of the campaign for the Registry of Welcoming Families has sparked mixed reactions, including hate speech and abusive language towards migrants. In response, the **FAST LISA project emerged as an alternative approach, engaging citizens in discussions**. Its aim is to identify innovative methodologies and tools for territorial policies and social cohesion enhancement.



Experimental Workshop

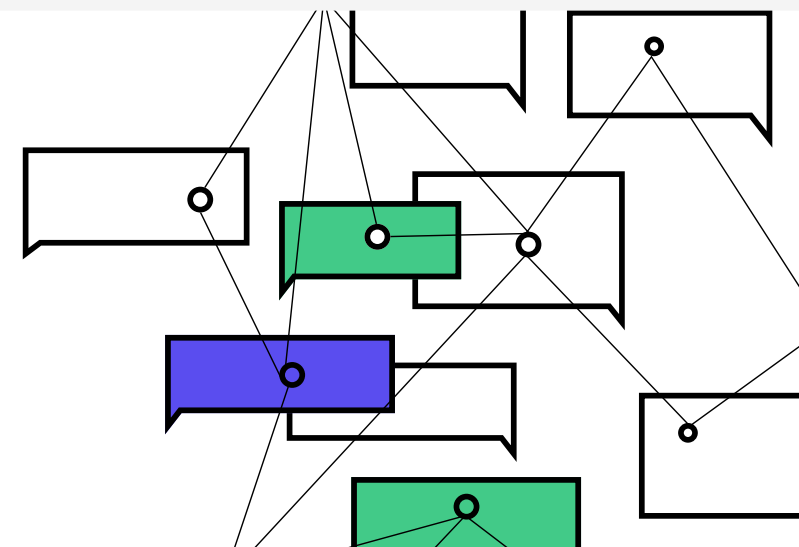
Objective: Conducted by the Municipality of Ravenna and Librazione, this first workshop was useful for the ambassadors to experiment as moderators, and train before the actual public consultation.

Focus: First use of the dashboard and methodology.

Participant Selection: Third sector operators, sensitive to the issue of migration.

Discussion Approach: Randomly assigned “role cards” (in favor, against, or undecided).

Ambassadors’ Learning: Enhanced problem-solving skills, technical proficiency, and self-confidence.



Online Public Consultation

Duration: August 1 to August 31, 2023

Objective: Engage citizens in discussions and collect comments on the proposed topic.

Participation and Approach: Communicated on the municipality’s social media platforms and the institutional website, anyone could access the link and participate writing comments.

2 Workshops

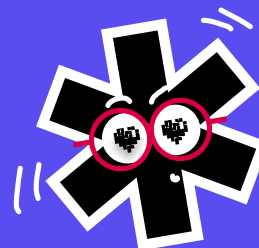
October 20 and 27, 2023

Participant Selection: Third sector operators, sensitive to the issue of migration.

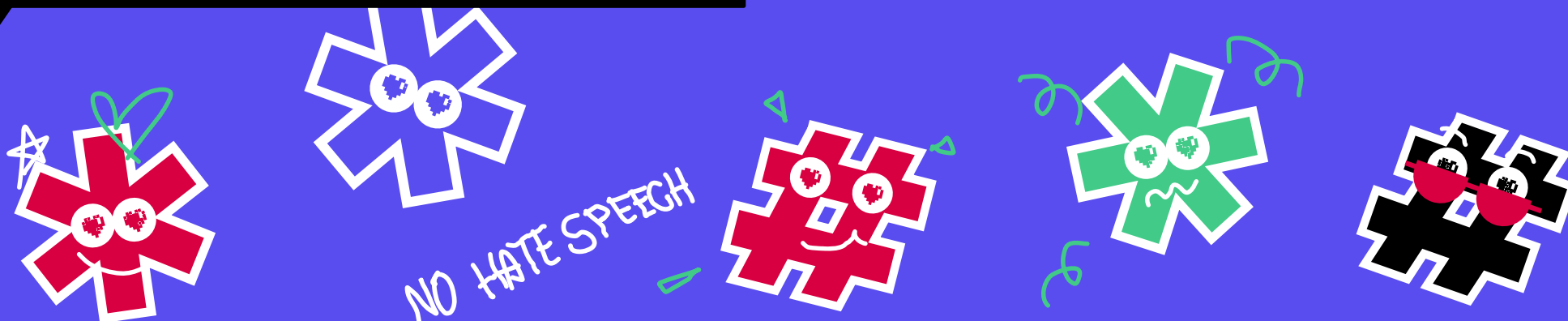
Discussion Approach: Randomly assigned “role cards” (in favor, against, or undecided).

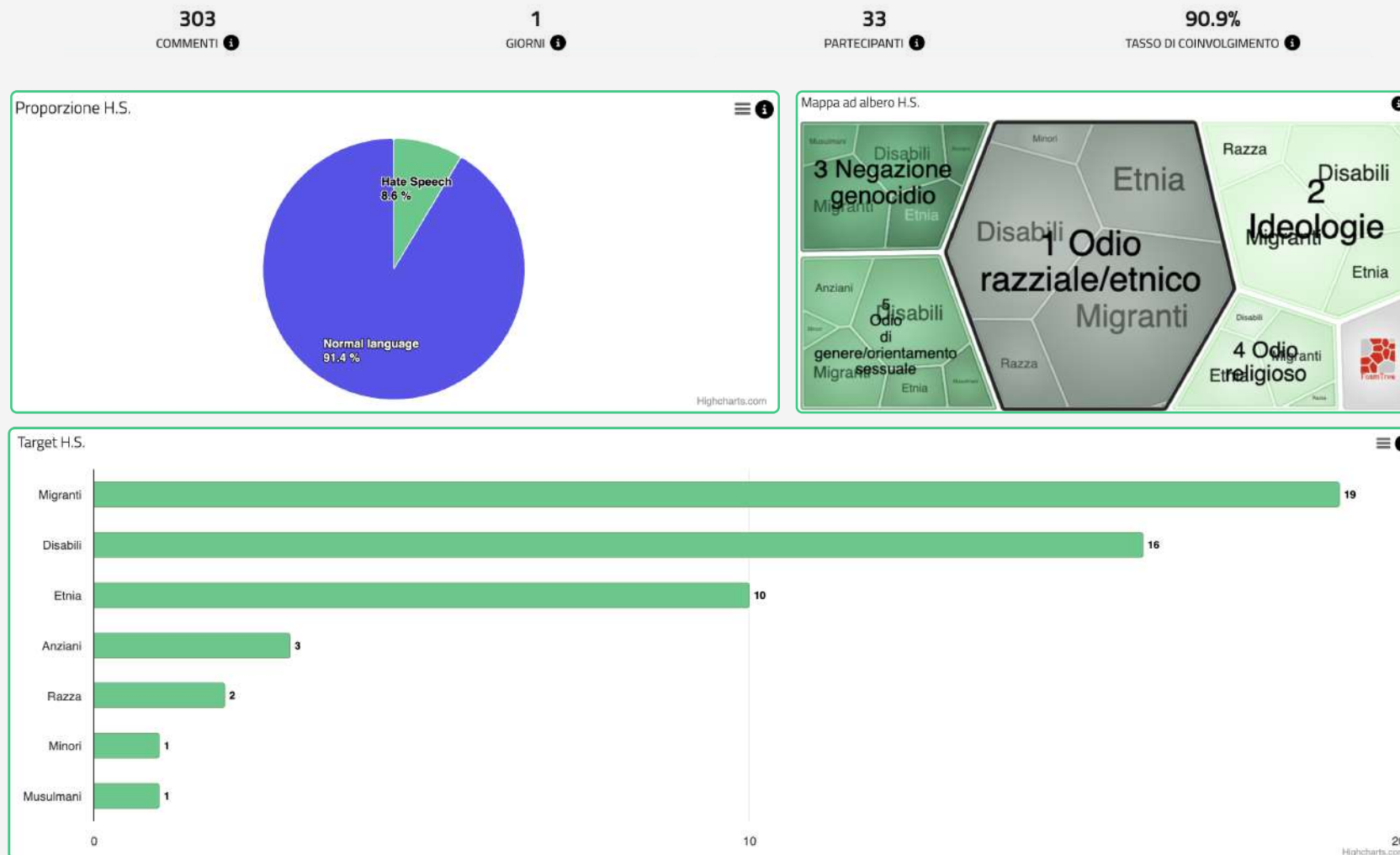
Moderation: Young ambassadors monitored comments, promptly removing any hate speech.

“Deroling” Process: Participants transitioned from roles to personal identities, sharing impressions after each simulation.



These workshops were valuable for third-sector operators, who frequently encounter online **situations related to cyberbullying or hate speech**. This experience provided them with valuable insights. Reflecting on **personal experiences, participants deepened their understanding of online identity implications, including hate speech**. Statistical data and visual representations were also shared during the discussion. Illustrating the visual representations related to the quantity of hate speech generated and the associated themes allowed **participants to gain a deeper understanding of the meaning of words and terms used during the discussion**.





Source: <http://fast-lisa.unibo.it/dashboard27-10-23/>

Published on October 27, 2023, the dashboard presents the results of the consultation titled “A casa mia?” (At My Home?) proposed to the citizens by the Public Administration of Ravenna, specifically the Office for Immigration and Decentralized Cooperation. The discussion centers around the reception policies of the municipality of Ravenna, with a new proposal to activate an alternative method of accommodating immigrants within local families.

Santa Coloma de Gramenet, Spain



Use Case: Public Consultation of administration proposals: e-Participation

Tool: FASTLISA e-Participation Platform - <http://fast-lisa.unibo.it/>



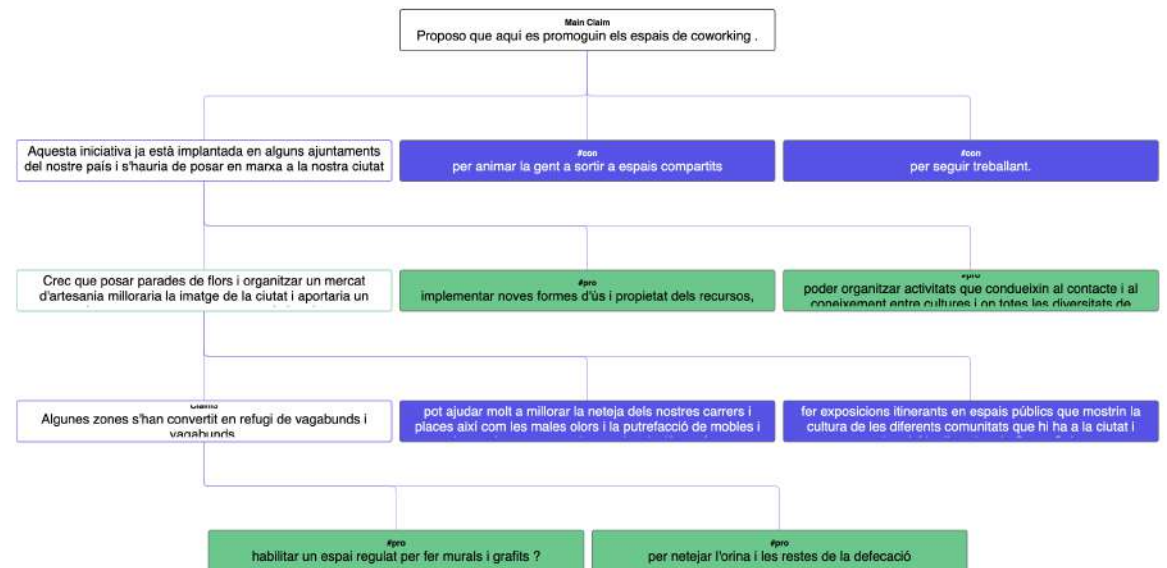
The Santa Coloma City Council initiated a Public Consultation from October 20th to December 20, 2023. Specifically, the Department of Coexistence, Community Development, and Civic Mindedness Service aimed to gather citizens' proposals for collaborative activities in public spaces. The **Service ensures equal rights and duties for residents, intervening citywide with a proximity-based strategy.** Its mission is to implement citizen coexistence policies through continuous improvement, informed by research and learning, tailored to Santa Coloma's diverse social realities.



The public consultation aimed to **promote e-participation by gathering citizen input and integrating their opinions into the political agenda.** Additionally, language analysis of citizen comments informed the **creation of policies to combat hate speech.**

The result of the public consultation was: **54 proposals received and 310 reactions of support and approval to the comments made by citizens.** The comments have been collected, grouped and classified into four groups according to their type:

1. Activities
2. Education and Awareness
3. Facilities and Services
4. Initiatives and reference spaces
5. Intervention of the City Council
6. Network and Democratic Spaces



The Dashboard tool analyzed contributions to the public consultation based on the presence or absence of abusive language, the underlying bias, and the intended target audience. Decision makers will utilize the hate maps dashboard to comprehend the phenomenon and devise relevant strategic policies.

e-Participation Platform

357 COMMENTS

Anonymous
30 October 2023 11:45

Ayudaría regular los horarios y usos de las plazas. Yo voy con mis amigos con skate a la Plaça del Relotge y me echan porque hago ruido y molesto. Si hubiesen horarios que diesen cabida a todos los ciudadanos y actividades pues habría una mejor convivencia y sería más inclusivo.

10

Anonymous
31 October 2023 9:05

Santa Coloma ha empeorado mucho en los últimos años. La Rambla del Fondo – Sant Sebastià y la zona del río están desaprovechadas. Como comerciante, opino que poner paradas de flores y organizar un mercado artesanal mejoraría la imagen de la ciudad y habría un mayor acercamiento entre comercios y ciudadanos.

9

Anonymous
8 November 2023 12:03

Que pongan educadores para trabajar a pie de calle con los jóvenes y adolescentes con el fin de reducir las conductas incívicas. Todavía confío en que el diálogo y la educación es la manera adecuada para mejorar convivencia en los espacios públicos. Las conductas incívicas no solo son los balanzos que tanto critican a mi hijo sino también el mal uso de bicicletas y patinetes, los juegos invasivos, las conductas irrespetuosas o los niveles altos de ruidos en calles y plazas.

10

Anonymous
3 November 2023 12:40

Cal informar a les persones que passegen un gos per Santa Coloma, que han de portar una ampolla amb aigua i sabó per netejar l'orina i les restes de defecacions de les seves mascotes, doncs moltes persones no estan assabentades que cal netejar tant les defecacions com els orins depositats a la via pública. Aquesta simple acció pot ajudar molt a millorar la neteja dels nostres carrers i places així com les males olors i el podriment del mobiliari i arbrat urbà causat per les continuades miccions.

12

Proposo que des de l'Ajuntament de Santa Coloma de Gramenet es contractin Agents Cívics per informar i conscienciar a les persones que passegen un gos pels nostres carrers i places de la necessitat de netejar els orins i les defecacions dels seus gossos i si escau repartir ampolles amb aigua i sabó. Aquesta iniciativa ja està implantada en alguns ajuntaments del nostre país i caldria posar-la en marxa a la nostra ciutat.

Anonymous
8 November 2023 13:02

Jo crec que les mesures educatives que es proposen com ara l'ampolla d'aigua i sabó per netejar l'orina i la caca de les mascotes, ha d'anar acompanyada de: 1) sancions per conductes incíviques i 2) habilitar més espais "caninos". Les mesures educatives és complementari a les sancions econòmiques, no exclouent.

10

Anonymous
12 December 2023 18:10

Cinema en català

Proposem que el cinema tingui més presència a la ciutat ja que no tenim cap sala de cine. Proposem que les biblioteques siguin el motor d'aquesta oferta a la nostra ciutat i que sigui especialment sensible a la projecció en català de les pel·lícules ja que és un tema de cultura i llengua que queda doblement abandonat.

Encara que actualment l'accés al visionat de continguts és molt fàcil de forma individual, caldria també valorar la importància de tenir espais que facilitin l'activitat i la trobada de les persones interessades en aquest tipus de proposta.

6

Anonymous
13 December 2023 11:51

Totalment d'acord. Suggerixo fer passes en grup amb posterior debat sobre documentals, temàtics de valors i cultures en favor de un millor i major coneixement de les diferents comunitats que hi ha a Santa Coloma.

5

Source: <http://fast-lisa.unibo.it/2023/10/11/barris-i-comunitats-motors-de-transformacio/> Published on January 15, 2024. Proposed by: Department of Coexistence, Civic Affairs, Solidarity, and Cooperation, Santa Coloma City Council. Open to citizen participation, the Service seeks new actions to enhance relationships and strengthen social cohesion. The public consultation, open until December 20, 2023, collects proposals for collaborative activities in public spaces.

Ambassadors: Empowering Youth to Amplify Project Impact



Ambassadors participated in the inaugural meeting of Centres per la Convivència (**Centers for Coexistence**) in Santa Coloma de Gramenet. This socio-educational program, supported by the City Council and public secondary schools, aims to foster positive coexistence. It involves teachers, students, families, and community agents. The program focuses on conflict transformation, intercultural understanding, and anti-racist and feminist perspectives. During the meeting, FAST LISA ambassadors introduced their project, shared experiences, and discussed implementation strategies. Teachers expressed interest in adopting the initiative, and ideas were exchanged for student-led activities against hate speech.



Ambassadors collaborated with representatives from the Universitat Autònoma de Barcelona (UAB) and la Xarxa de Valors to prepare for their role as trainers at the inaugural **'Intercentres'** event on December 12, 2023. Two additional events were scheduled for February and April 2024, each lasting four hours. During these events, the ambassadors conducted six workshops for secondary school students (aged 11-14) and high school students (aged 15-19). The workshops covered the FAST LISA project, discussions on online hate speech, and personal testimonies related to specific cases. The program continued through follow-up working meetings throughout the academic year. The collaboration among teachers from different schools allowed them to improve their protocols and even create joint protocols for all schools. Some students volunteered for training on online hate speech and they became role models in their schools. These participants are now FASTLISA ambassadors and serve as references in their schools.



Congress: “Study of Hate Speech: Prevention and Reaction Systems from Criminal Law”.

The City Strategy included the academic conference organized by the Universitat Autònoma of Barcelona: ‘**Hate crimes: applicability problems and constitutional limits.**’ The event was held on March 21, 2024, at the same University. The objective of this Congress was to further advance the study of hate speech issues (particularly in social networks and the internet) and enhance the investigation of detection and response techniques, especially within the realm of criminal law. The Congress served as an open public event, with key participants including university students, members of cultural associations, municipal politicians, and academics.

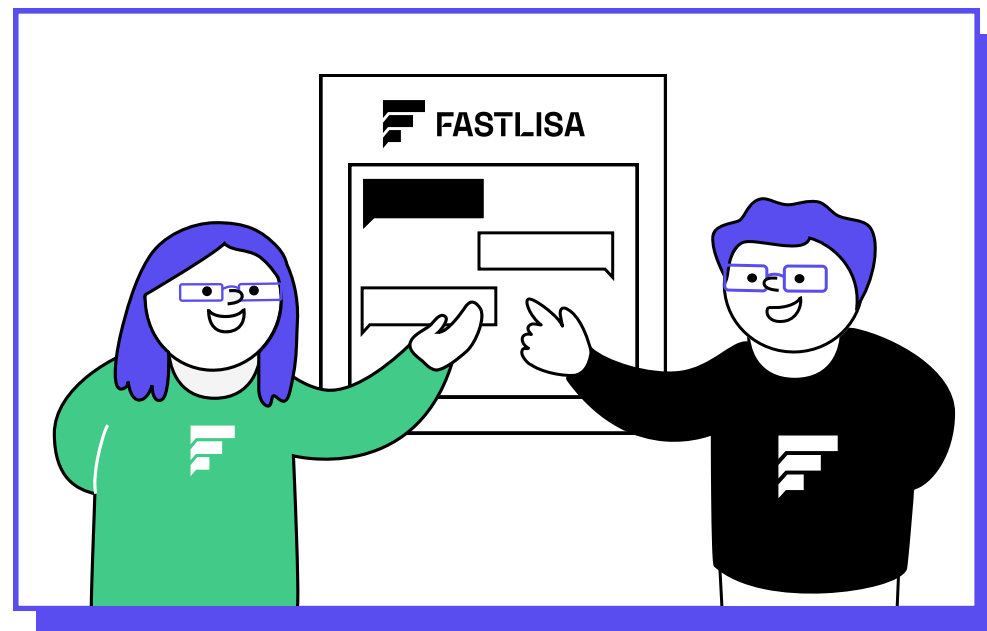


Kreis Offenbach, Germany



Involving Representatives of Public Authorities

Pro Arbeit organized **2 Information Days (October 2023 and January 2024)**, to which local Ambassadors and policymakers from all the municipalities in Kreis Offenbach (divided into a total of thirteen municipalities) were invited. Six municipalities participated in the event, represented by nine policymakers and a total of four local Ambassadors representing the entire group.



The aim of the events was to **inform the policymakers about the FASTLISA project**, to introduce the local Ambassadors and their role in the project, to **raise awareness of the issue of hate speech**, to **identify the timeliness and relevance for the policymakers** and thus to create a basis to come back to the participants for further events within the framework of the project.

Use Case: Role-plays in Schools using Discord

Tool: ECHO, the Educational Chat about Hate Online



Over **100** school pupils, aged **12 to 25**, participated in workshops focused on **combating online hate speech** and utilizing the ECHO. Encouraged by their positive experience, plans are already underway to replicate the workshops with young ambassadors leading the way as part of the sustainability plan.

The **collaborative efforts of three Partner communities** during the engagement phase **resulted in a comprehensive set of actionable steps for stakeholders aiming to replicate FASTLISA's use cases and tools:**

- **ECHO**, the Educational Chat about Hate Online
- **FASTLISA e-Participation Platform**



These tailored procedural guidelines, ensure **smooth execution and meaningful participant engagement.**

Moreover, the insights and findings derived from the activities carry immense potential. They can **inform strategic advocacy approaches and shape policy recommendations** related to critical issues like digital rights, online safety, and the root causes of hate speech on the internet.

By harnessing the outcomes of these activities, **stakeholders actively contribute to advancing digital rights, enhancing online safety, and mitigating hate speech in the digital realm,** thereby **fostering a more inclusive and equitable online environment for everyone.**



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