

# SPEAK UP

#EndEverydayHate



A young person's guide to  
intervening in a hate crime situation



ALL  
MOS  
MUST  
DIE

# INTRODUCTION

## WHO'S IT FOR?

This resource is intended to help young people intervene in situations where someone is the target of hate behaviour, and introduces our approach to being an Active Bystander.

It is aimed at 11-16 year olds but could also be used as a training tool for peer educators and youth workers. Accompanying workshop exercises can be found on the website [www.actiononprejudice.info](http://www.actiononprejudice.info)

We want to make Scotland a great place to live for everyone.

So SPEAK UP everyone and #EndEverydayHate

## WHAT IS AN ACTIVE BYSTANDER?

A Bystander is a person who observes a conflict or unacceptable behaviour. It might be something serious or minor, one-time or repeated, but the Bystander knows that the behaviour is destructive or likely to make a bad situation worse. An Active Bystander takes steps that can make a difference.

**FACT:** Did you know that only 20% of young people feel confident enough to speak up when someone else is being verbally harassed?





# WHAT IS HATE CRIME?

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Targets of hate crime are harassed because of;

- Race
- Religion/belief
- Disability
- Sexual orientation
- Transgender identity

Sometimes people may experience hate crime or be the target of hate behaviours because they face intersecting (more than one) features of the above. At the core of hate crime is an unhealthy power dynamic similar to those who bully others.

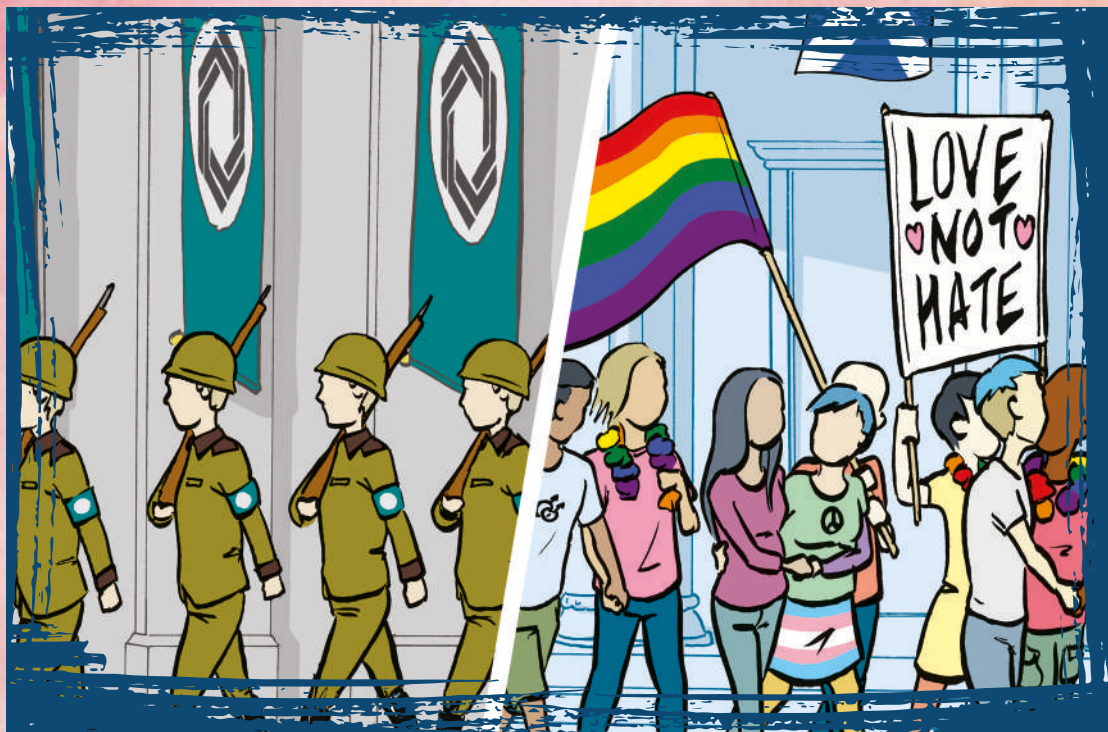
## LEGAL DEFINITION

**HATE CRIME** is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.

Hate crime takes many forms, such as; assault, arson, criminal damage, incitement to hate, stealing, verbal abuse etc.



# WHY IS IT IMPORTANT?



## WHY IS IT IMPORTANT?

### A HISTORY LESSON

At certain points in history, social and economic upheaval has led to more people hating others because of their differences. There are examples of times when intolerance has led to oppression and in extreme cases genocide. People always say it should never happen again.

## WHY IS THIS RELEVANT TO ME NOW?

The world is experiencing similar social and economic problems. In some places in the world, everyday hate is becoming normalised. At this moment in history we have a choice to act. We want Scotland to be a safe, tolerant and fair society for everyone to live in.

So 'Speak Up' and  
#EndEveryDayHate

# INTRODUCING THE 5 D'S

When you make a choice to speak up for someone and visibly take a stand against hate, the 5 D's are different methods you can use to challenge hate behaviours such as harassment and verbal abuse.

The Five Ds are;



Challenging a verbally abusive person can be scary, so it is worth thinking through the options of the 5 D's to help you plan what move you will make. There is no one method that is better than another. A lot will depend on the situation you want to intervene in, as well as how confident you feel about intervening.

In the next section, we'll show you a situation and 5 different methods using the 5 D's of intervention.



# STEPPING INTO THE BYSTANDER ROLE

## THE SITUATION

You are on a bus and someone starts behaving aggressively with another passenger.

Fortunately, this type of situation doesn't occur very often, but when it does it can be very upsetting. Many people would like to intervene but don't know how to, or are afraid to take action in case the antagonist turns on them.

## WHAT CAN YOU DO IN THIS SITUATION?

Over the following pages we will explore a number of options relating to the 5D's.



# DIRECT

## YOU CAN TAKE DIRECT ACTION

Only take direct action where safe to do so "I'd appreciate it if you weren't racist/homophobic/transphobic/ableist/discriminatory." Or be commanding i.e. hold out a hand and say "enough."

## TAKE DIRECT ACTION ONLY WHEN YOU FEEL SAFE TO DO SO

## YOU RUN THE RISK OF ESCALATING THE SITUATION IF YOU ARE TOO EMOTIONAL OR SPOILING FOR A FIGHT

Remember you can only speak for yourself and the way it makes you feel. "This makes me feel uncomfortable". Don't speak for the victim, you don't really know how they're feeling.

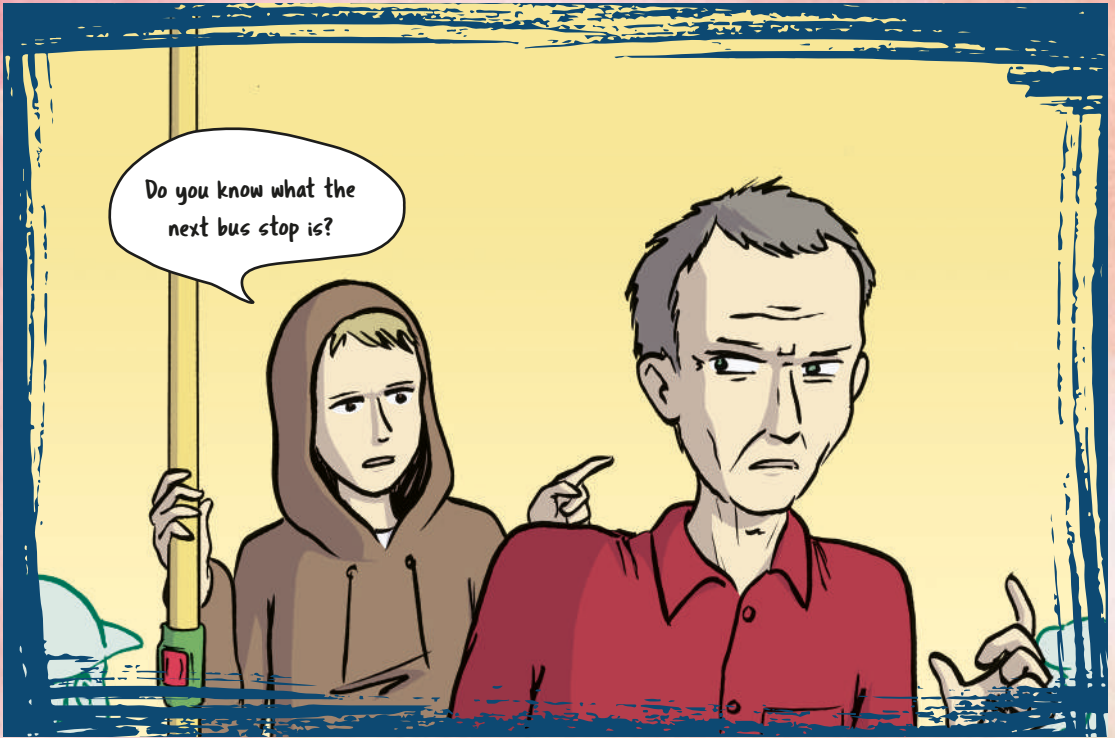
**TOP TIP:** If you're spoiling for a fight or feel angry at the behaviour of the person being abusive, then don't intervene. You are likely to make the situation worse.

**ANOTHER THOUGHT:** If someone else takes direct action, you can always back them up.





# DISTRACT



## YOU CAN DISTRACT ATTENTION AWAY FROM THE VICTIM

You can distract attention away from the victim by asking "Do you know if this bus stops at the town hall?" or "Do you have the time?"

## DISTRACTING BUYS TIME AND TAKES ATTENTION AWAY FROM THE VICTIM

It's risky and you may not necessarily succeed in distracting the aggressor.

**TOP TIP:** If you are with a friend, then why not both go up and ask for directions? You can always pretend you are having a disagreement that needs resolving.

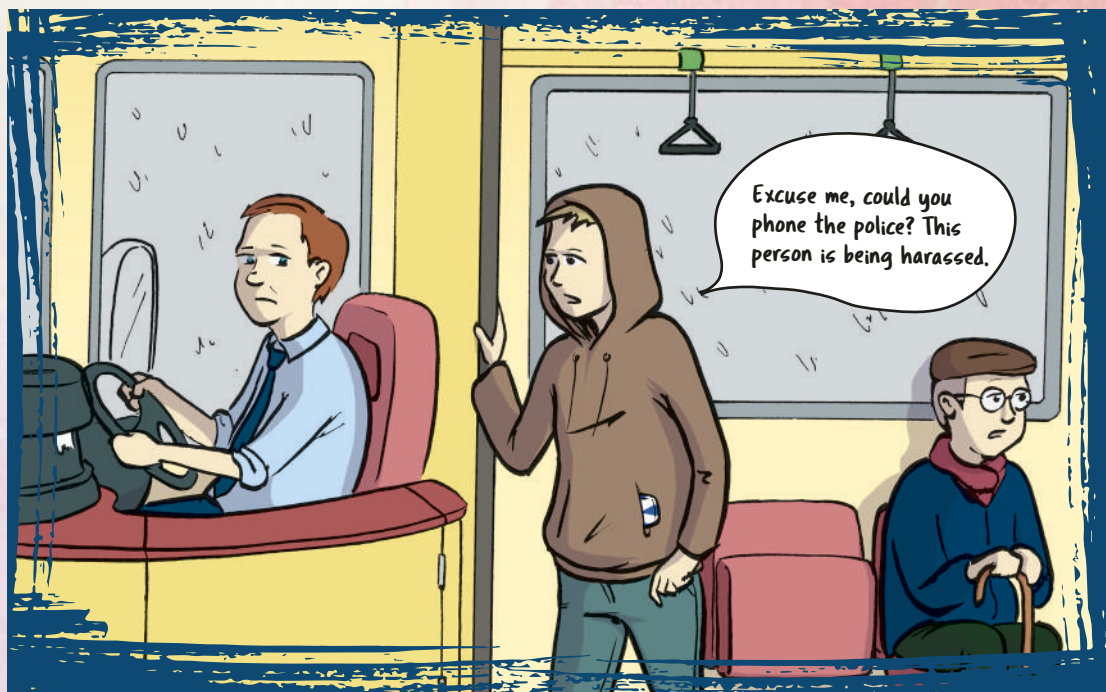
# DELEGATE

## YOU CAN DELEGATE TO ANOTHER PERSON OR SOMEONE WITH MORE AUTHORITY TO INTERVENE

You could ask an adult or someone in charge to intervene if you witness harassment. This could be a police officer, a teacher, a youth worker, a bus driver, a security guard, a ticket collector, a shop worker, or whoever might be with you in a potential situation.

When you are not confident in tackling the issue or need back up, this is a good option. You are still taking action and therefore making a difference.

**TOP TIP:** You can appeal to more than one person to intervene. For example, could you phone the police while I tell the bus driver what's going on?







## YOU CAN DOCUMENT THE INCIDENT ON YOUR MOBILE PHONE OR TAKE NOTES

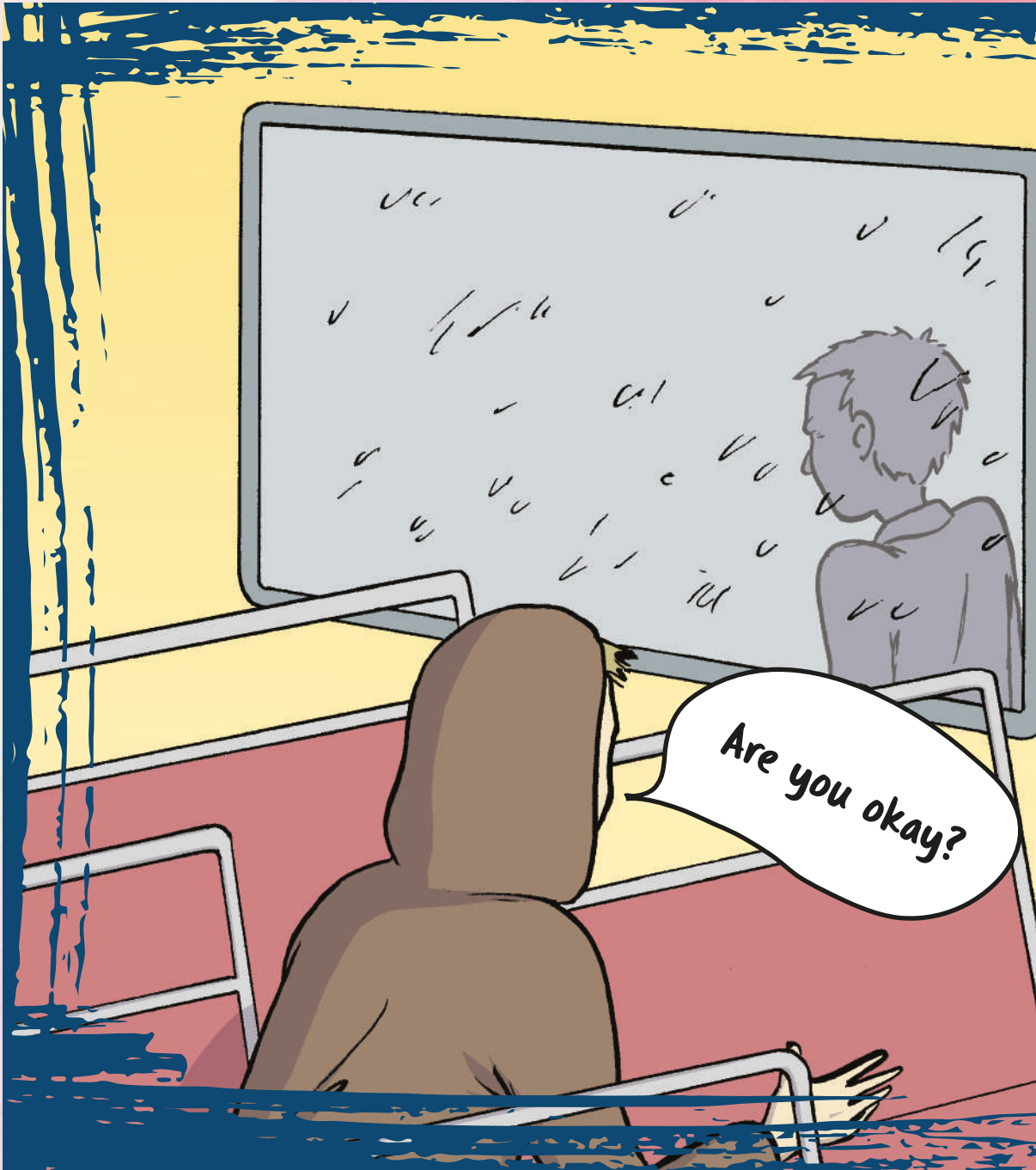
If you cannot intervene or if someone else has made a move, you can help by documenting the incident on either your phone, or by taking detailed notes. This might not feel like you are helping much but it can help in two distinct ways.

Firstly, it can shame a person into backing off, if they think that they are being filmed. No one wants to end up a Twitter star for behaving like an idiot.

Secondly, you might be able to help identify the person to police afterwards and help to get them prosecuted.

**TOP TIP:** If you are trying to shame a person into better behaviour make what you are doing really obvious! If you are scared of the person being abusive however you would be better off hiding what you are doing. Keep your headphones in/on and avoid eye contact.

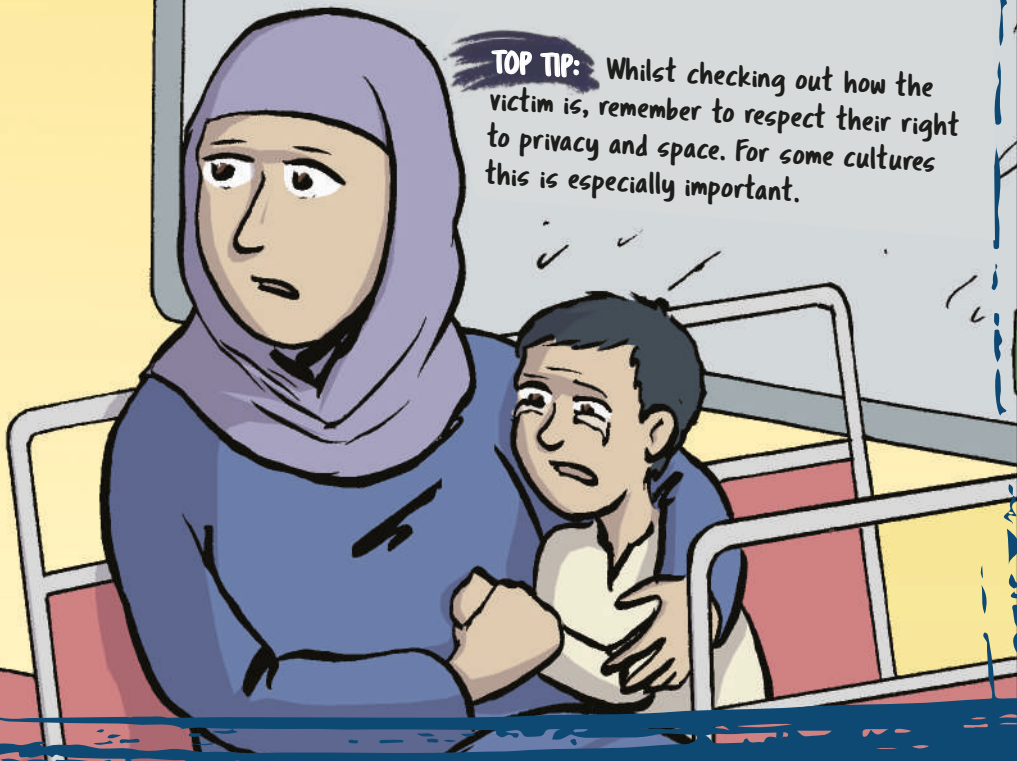




**YOU CAN DELAY RESPONDING UNTIL AFTER THE EVENT, TAKING TIME TO CHECK OUT WITH THE VICTIM THAT THEY ARE OKAY**

Check out with the victim after the event. Make sure that they are okay. You might want to help them home, or call someone who they trust. If they want you to, you might help them to report the incident to the police.

**TOP TIP:** Whilst checking out how the victim is, remember to respect their right to privacy and space. For some cultures this is especially important.



# A WORD ABOUT THE BANTER

'Banter' is a Scottish word for the friendly and playful exchange of teasing remarks. However, it can sometimes be used as an excuse for being discriminatory.

Is it ever acceptable to name call? What if it's just a joke?

Casual and careless remarks that are offensive and bigoted (racist, sexist, homophobic, transphobic etc.) seep into our culture and become 'normalised.'



This can make hate crime more, not less likely. It's okay to challenge remarks, jokes, and name calling that you think might be offensive. Banter should be fun, witty and smart. It shouldn't discriminate against people.

**TOP TIP:** Challenge to educate. The more people think about what they say, the less likely they are to use offensive language. Things are getting better in Scotland - let's not lose ground to bigotry.



# MIND YOUR NANA

Sometimes you will experience generational differences – when parents and grandparents use inappropriate language it is because they are used to speaking about others in a certain way that was at one time much more acceptable. This applies to offensive language for all of the protected groups.

Times are changing though and people can be slow to adapt to change or haven't been challenged much about their language before.



**TOP TIP:** You can tell them it's not considered appropriate to use certain words anymore but it will have much more impact if you say that you personally don't like that use of language. It's never too late to learn.

**PS:** Not all parents and grandparents would use inappropriate language, some have helped more things forward in Scotland a great deal. Celebrate their achievements in contributing towards making Scotland a better place for everyone!

# ONLINE HATE

This can take several forms and escalate in seriousness. Hate can be easier to perpetrate online because of perceived anonymity, therefore it is a very particular problem and can be hard to challenge.

## INTERNET MEMES AND BAD BANTER

These can sometimes be hard to interpret, as recently groups have realised that if they post offensive material hidden in a 'joke' then they have more chance of these memes being shared.

If you receive an offensive internet meme from an online acquaintance you can either **CHALLENGE** or **DELETE**.

If you are not really sure if something is offensive, then it probably is. Play it safe and **DELETE**.

## TROLLING, FLAMING AND CYBERBULLING

Trolls get a rise out of others by saying controversial things on social media.

Flaming is when someone says something offensive deliberately to start an argument online.

Cyberbullying online is particularly an issue for young people and can take the form of personal abuse, threats and sexual remarks.

Things can escalate quickly online as there are fewer social norms, whilst the consequences can be devastating for the victim. Online hate is real life hate and can be prosecuted if a victim is physically threatened.

If you witness online hate in the form of trolling, flaming and cyberbullying you can act using the 5 D's of being an Active Bystander.

**DIRECT** - "That's offensive"

**DISTRACT** - "Does anyone know what's on at the cinema this week?"

**DELEGATE** - "EG's getting tons of grief online. I'm worried. Can you do something to help?"

**DOCUMENT** - "I took a screenshot because the online abuse was getting really serious."

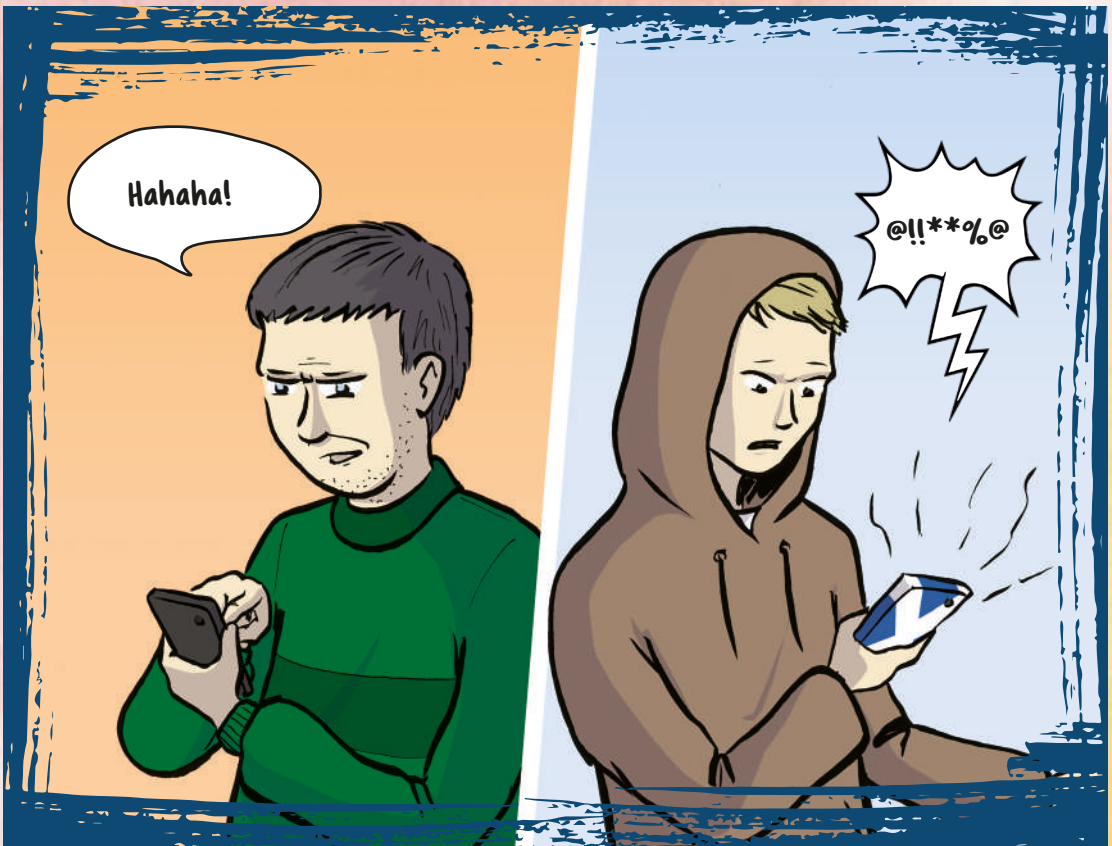
**DELAY** - "I saw the harassment you were receiving online. Are you okay? Do you want to talk through some options?"



# ONLINE HATE

## SITES THAT INCITE HATE

We are all entitled to voice our opinions and we have a right to free speech. However, this is not the case when our right to free speech gets in the way of basic human rights through preaching hate. This is why a lot of places do not allow a platform for far right organisations and hate speech in particular. It is harder to police this online and we can occasionally come across websites that spread hate. Most of these are not illegal, but you can still report it to either the website administrator, the website hosting company, or the police if it offends, upsets or scares you or is likely to do so to others.





# REPORTING HATE

You can report a hate crime by the following routes;

By telling someone with authority, such as a teacher, a youth worker or an adult relative and asking them to report it

By telephone 999 (emergency) or 101 (non-emergency)

In person at any police station

At 3rd Party Reporting Centres. In some cases, victims/witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with. This is called 3rd Party Reporting and happens at places where staff have been trained to assist a victim or witness in submitting a statement to the police and can make such a report on the victim/witnesses behalf. These places are often community centres or local groups.

Or you can report remotely on:

Crimestoppers [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) 0800 555 111

Fearless [www.fearless.org](http://www.fearless.org)

Or if the incident takes place on the railway, text 61016 to report to the British Transport Police.

Other useful numbers and websites if you are worried about yours or another's wellbeing, these websites and organisations might be able to help give further advice:

Childline [www.childline.org.uk](http://www.childline.org.uk) 0800 1111

NSPCC [www.nspcc.org.uk/what-we-do](http://www.nspcc.org.uk/what-we-do) 0808 8005000

CEOP [www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)

Disrespect NoBody [www.disrespectnobody.co.uk](http://www.disrespectnobody.co.uk)



# RESOURCES AND ACTIVITIES

You can download more information from the Action on Prejudice website, including a number of activities and resources to use with other young people demonstrating the 5 Ds of intervention on hate crime.

Remember to speak up and end everyday hate in Scotland.

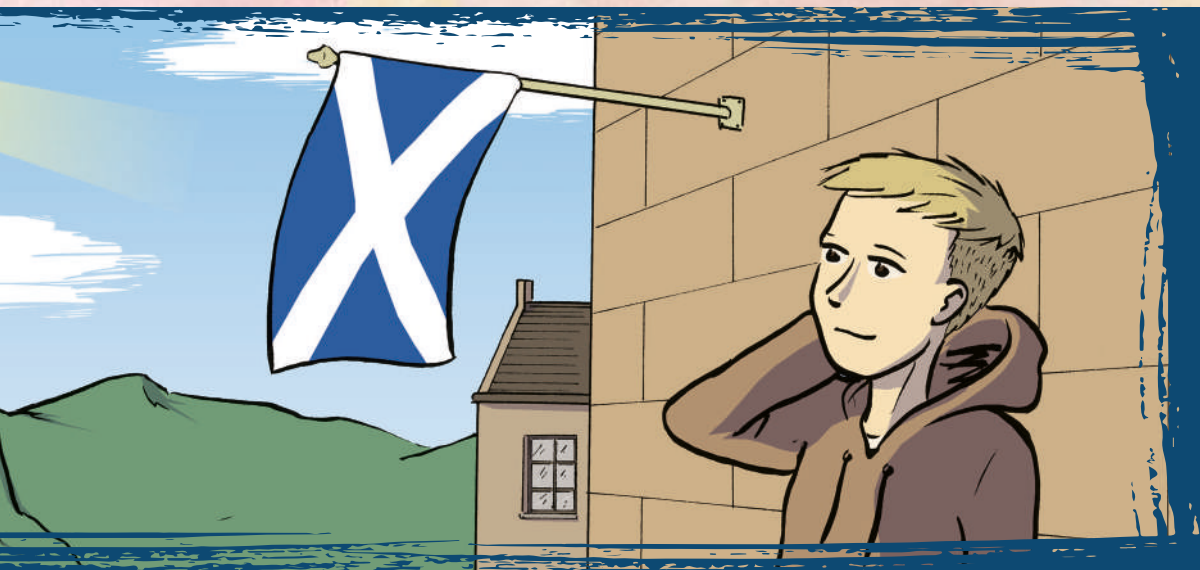


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**#EndEverydayHate**





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