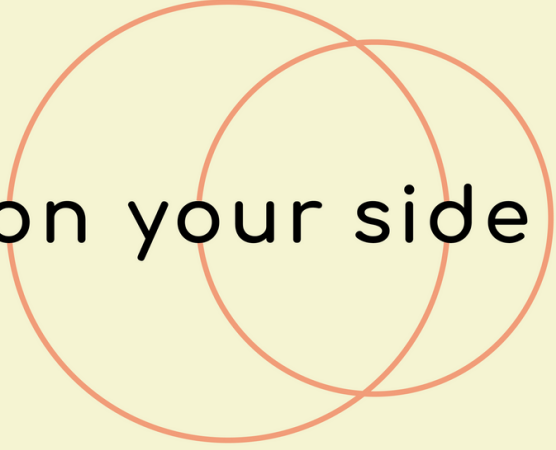




on your side

General Resources Pack

Introduction:

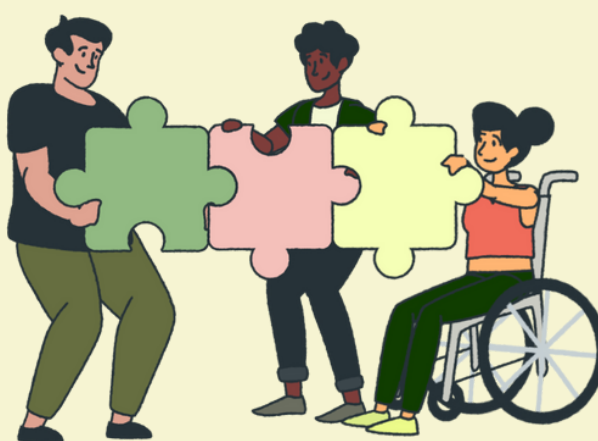
On Your Side is the UK's first nationwide service offering dedicated support for East and Southeast Asian victims of racism and/or other forms of hate. The service has been created and delivered by a consortium of fifteen different organisations with expertise in working with ESEA communities and hate crime prevention.

The service offers culturally competent and trauma-informed support alongside new reporting options to anyone from East and Southeast Asian communities who experience racism and/or another form of hate. It includes a free nationwide 24/7 helpline and website offering initial advice and support from trained staff. Helpline operators speak a range of East and Southeast Asian languages, and through trusted interpreters, can support you in any language you need.

Longer-term support is offered by trained casework advocates. These casework advocates can help victims understand their rights, communicate with the police and local authorities, and direct them to specialist support services.

The safety and well-being of those who use the service is our main priority. Unless there is an exceptional risk to a person's safety, data will never be shared with anyone else without full consent.

The service will form a more accurate understanding of the levels of racism and/or other forms of hate faced by East and Southeast Asian communities in the UK, providing policymakers, civil society and community groups with insights to shape better prevention and justice approaches.



We need your help...

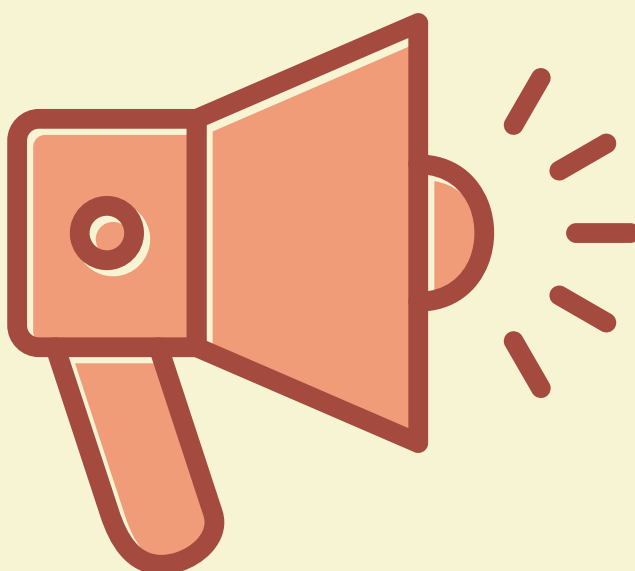
On Your Side is a service made by the community for the community. The creation of On Your Side is the result of a larger history of grassroots community organising by East and Southeast Asian communities, for East and Southeast Asian communities. Currently, the service is coordinated by a consortium of organisations with experience working with our communities and hate crime.

East and Southeast Asian communities in the UK have historically faced a lack of service provision. We're really proud to be able to offer you this service... but the service is only useful if people know about it.

We need your help to spread the word!

This resource pack is designed to make raising awareness about On Your Side as easy as possible. It has links to a drive with posters, graphics, and suggested text for posts.

If there's anything that you think would be a useful addition, please get in touch. Email our Communications lead - tramy.hickin@protectionapproaches.org.



Key Contacts

Talk to us for free anytime



5 min online reporting form



Chat to us online



Call us for free - 0808 801 0393

onyoursideuk.org

Follow us on Social Media!

Click on the icons to access the links



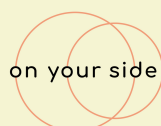
fb.me/onyoursideuk



@OnYourSideUK



@OnYourSideUK



Resources:

Printed Material

- We have a number of printed materials we can send to you. Here's a list of what's available:
 - Business Cards
 - A5 Flyers
 - A4 Poster
 - A3 Multi Language posters
- If you would like to be sent a copy, please send an email to our Communications Lead - tramy.hickin@protectionapproaches.org. Please indicate how many copies of each material you would like to request and the address you wish to send the items to.

Digital Material

- We have created a google drive folder where you can access all the visual material including flyers, posters videos, graphics as well as suggested messaging. Click on the link below:

[Click here](https://drive.google.com/drive/folders/1ewIMXVDw-py3rebVZU1no_xABg1OjRiS?usp=sharing)

Link not working?

Here's the url: https://drive.google.com/drive/folders/1ewIMXVDw-py3rebVZU1no_xABg1OjRiS?usp=sharing

Frequently Asked Questions:

What is On Your Side?

- On Your Side is a support and reporting service for East and Southeast Asian Communities, or those perceived to be from East and Southeast Asian communities, who experience racism and/or any forms of hate as well as witnesses to racism and or hate targeted at East and Southeast Asian communities.
- The service includes a 24/7 freephone helpline available in East and Southeast Asian languages, a website with reporting forms and resources and ongoing community-based support delivered by trained casework advocates

What do we mean by East and Southeast Asian?

- Some of the places included in East Asia are: China; Hong Kong; Macau; Mongolia; Japan; North Korea; South Korea and Taiwan.
- Some of the places included in Southeast Asia are Brunei; Cambodia; Indonesia; Laos; Malaysia; Myanmar (Burma); the Philippines; Singapore; Thailand; Timor-Leste and Vietnam.
- These lists are by no means fixed or exhaustive.
- We also include their diasporas, including British East and Southeast Asian people, many of whom have been born here, or had family in the UK for one or more generations and those with mixed heritage.



What if somebody doesn't identify as East and Southeast Asian?

This service is for anyone in the UK who identifies as East and Southeast Asian, including people with mixed heritage. It is also for anyone who is perceived by others to be East and Southeast Asian and witnesses of hate towards East and Southeast Asians from any background. If you speak with people who have experienced or witnessed hate, but don't think this service is for them, there are a number of other support and reporting services out there, such as:

- Stop Hate UK (Report and supporting service for all forms of hate crime)
- Galop (LGBT+ Anti-abuse helpline)
- Joint Council for the Welfare of Immigrants helplines (defend the rights of refugees, asylum seekers and migrants)
- Mindline Trans+ (emotional and mental health support helpline for anyone identifying as transgender, non-binary, genderfluid)
- Refuge (supports people experiencing domestic violence)
- Samaritans (Support to anyone in emotional distress, struggling to cope or at risk of suicide)
- Switchboard (LGBT+ Helpline)
- Tell MAMA (supports victims of anti-Muslim hate)
- True Vision (police-funded web site designed to provide you with information about hate crime)
- Victim Support (an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales)



Why should people use the service?

- When an individual reaches out to us, we can assist with reporting an incident and signpost to resources we think would help.
- We also offer longer-term support by trained casework advocates based at East and Southeast Asian organisations across the country.
- Our casework advocates are there to support for as long as the service user needs. They're trained in advocacy, mental health first aid, trauma-informed practice, safeguarding, cultural competency and hate crime awareness. They can help find the appropriate support services needed, such as legal aid or mental health aid, and can offer support if the report is being handled by the police or local authority

Why should people report / speak out?

- There's no such thing as an incident of racism, hate or discrimination that's too small or insignificant. No matter how small or trivial the service user may think it might be, if something has happened to them, we are here to listen and support.
- Reporting helps us build a better picture of what is happening to East and Southeast Asian communities across the UK, so we can better prevent incidents of hate and violence from happening in the future.
- There is a lack of funding for services & provisions for ESEA communities, our data can hopefully be used to support demands for better support.

What do we mean by racism / any forms of hate?

- When we say racism we mean prejudice, discrimination, hostility, or negative treatment of any kind based on somebody's East and Southeast Asian heritage or perceived East and Southeast Asian heritage.
- When we say 'any forms of hate' we mean prejudice, discrimination, hostility, or negative treatment target at somebody because of any aspect of a person's identity or presumed identity such as their sexual orientation, gender, religion, disability, political beliefs, age, socio-economic status etc.
- People of East and Southeast Asian heritage can contact On Your Side if they have faced hate targeted against any aspect of their identity. This can range from physical abuse, but also includes verbal and emotional acts of abuse or harassment. This includes things like hate speech graffitied onto your wall, being bullied or treated differently in the workplace, or heckled on your way home.
- There's no incident that's too small. No matter how small or trivial the service user may think it might be, if something has happened to them, we are here to listen and support.

What services are available?

- Call our freephone helpline at any time. Our friendly helpline team speak a range of ESEA languages, but with the help of trusted interpreters we can support service users in any language they need. Just ring 0808 801 0393.
- Visit our website and use our webchat service. This is also available in multiple languages. Go to <https://www.onyoursideuk.org/>
- Use our online reporting form. This quick and simple short form can also be found on our website and can be completed anonymously. Right now the reporting form is available in a range of languages including Chinese, Vietnamese, Tagalog, Thai, Japanese, Malay, and Korean... and we're looking to expand that list. Link here: <https://www.onyoursideuk.org/>
- And all these options are completely free!

Who are the telephone Helpline operators?

- Our helpline operators are available 24/7 on the freephone helpline. They're here to listen, find out more about what happened and give support. If they don't speak the language needed by the caller, they'll find a trusted interpreter.
- All helpline operators have received comprehensive training on how to listen to and support callers, including trauma-informed practice training from the Association of Psychological Therapies. This helps ensure that we prevent further harm or re-traumatisation.

What languages are currently available?

- At the moment we are staffed with helpline operators and caseworkers that speak a range of ESEA languages including Cantonese, Bahasa, Bahasa Indonesia, Fookian, Hakka, Japanese, Mandarin, Melayu, Tagalog, and Vietnamese. If someone requires the service in a different language, we will work closely with trusted external interpreters that are able to accommodate their needs.

Why isn't the service available in certain languages?

- We're currently working on expanding the range of languages covered by the website and support team.

What happens to the information given to you?

- It is up to the service user what happens to the things that they tell us. When a service user reaches out to us, we will ask them if they would like us to pass on what they have told us to the police, or to other agencies. We will explain what this means and only pass on information if they would like us to.
- If for any reason a service user doesn't feel comfortable telling us their details, they can use the service anonymously – they don't have to tell us any details about themselves and we'll still work to support them in the same ways as anybody else
- To help inform the public and policy makers of the experiences of ESEA communities, we publish completely anonymous statistical data. For example we publish the number of reports we have received, and the sorts of incidents recorded. But nobody will ever be able to identify individuals from that data.
- Unless there is an exceptional and immediate risk to the service user or to somebody else's safety, we will never share any details about them or what they have told us with anybody else without their full and informed permission

Is there any scenario where someone's data may be passed on without consent?

- We will never pass on your data to other parties without consent, apart from rare exceptions where we believe there is a serious risk to the service user's safety or the safety of someone else. In those rare cases, we may escalate a situation to the necessary authorities such as a safeguarding lead in a Local Authority, or to the police.

What happens if someone's doesn't want to give their contact details or speak with a helpline operator?

- That's totally okay! They don't need to give any details they don't want to. Speaking with a helpline operator means that we can find out more about what happened and how we can support, but we understand that some people would rather not have to speak with someone. If this is the case, what they've us will be logged, but we might not be able to use it in our reports without further information.

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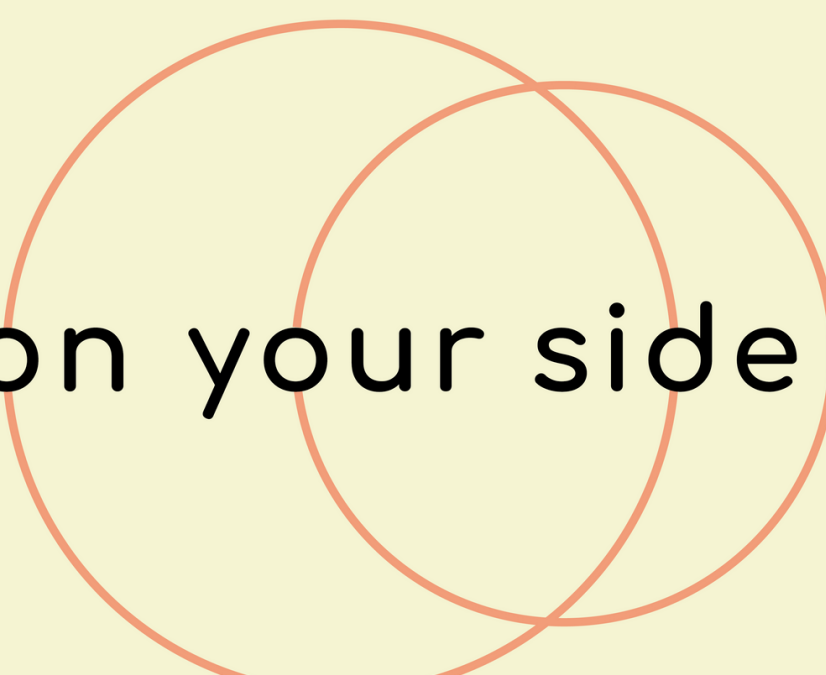
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What are our links to the government and police?

- We are an independent service developed and run by a consortium of 15 charity and non-profit organisations, with decades of expertise in hate crime reporting, hate crime prevention and supporting East and Southeast Asian communities.
- The service is funded by the Government's Department for Levelling Up, Housing and Communities. But we are completely independent of the Government and of the Police.
- Should a service user wish to report their incident to the police, we are here to support them to do that. However, this is up to the service user and we are here to support them in whatever they would like to do.
- Our main priority is the safety and well-being of those who use the service. Unless there is an exceptional risk to their safety or the safety of others, data will never be shared with anyone else without full consent.





on your side



Department for Levelling Up,
Housing & Communities

This service has been funded by the Department for Levelling Up Housing and Communities through the HKBN(O) Welcome Programme. The service is run by a consortium of charity and non-profit organisations and operates completely independently of the UK Government. Unless there is exceptional risk to your safety, or the safety of others, no data you share will ever be given to any other agency without your full and informed consent.