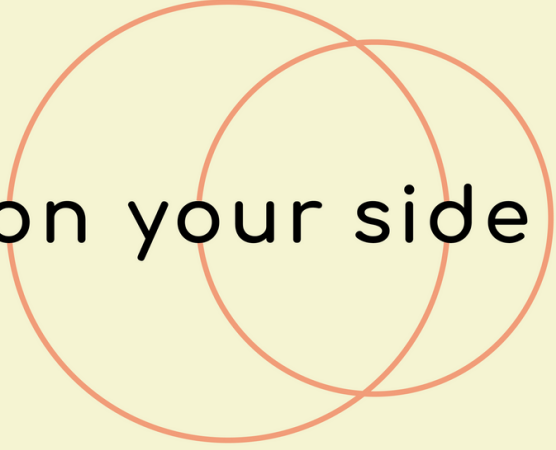




on your side

On Your Side information Pack

Key Info



- On Your Side is a UK-wide support and reporting service for East and Southeast Asian communities who experience racism and/or any forms of hate.
- The 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.
- The service includes a free nationwide 24/7 helpline (0808 801 0393) 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.
- The service also includes a website (www.onyoursideuk.org) available in different East and Southeast Asian languages offering resources, and the option to complete an online report form.
- Longer-term support will be offered by trained casework advocates. These casework advocates can help victims understand their rights, communicate with the police and local authorities, and direct service users to specialist support services.
- 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.
- The safety and well-being of those who use the service is the main priority of On Your Side. Unless there is an exceptional risk to a person's safety, data will never be shared with anyone else without full consent.
- On Your Side has been developed and is run by a consortium of 15 independent charity and non-profit organisations with expertise in hate crime reporting, hate crime prevention and supporting East and Southeast Asian communities. A list of consortium partners [can be found here](#).
- The service has been funded by the Department for Levelling Up Housing and Communities through the HKBN(O) Welcome Programme. It operates completely independently of the UK Government.

Digital Flyer

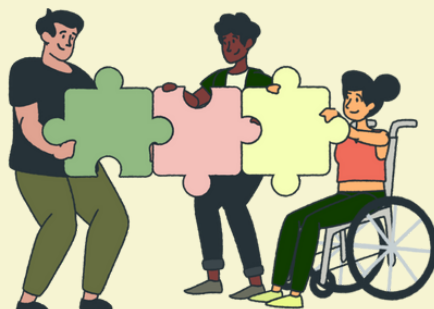
We've made a flyer with details about the service available in 12 East and Southeast Asian languages. Below is a link to a shared folder with copies of our digital flyer. Please share this flyer with your communities on the launch date only. We'd like to keep the website and phone number confidential until then.

Digital flyer drive

Animated video

We've created an animated video about the service with subtitles available in 8 East and Southeast Asian languages. Please share this video with your communities on the launch date only. We'd like to keep the website and phone number confidential until then.

Link to video



FAQs



1. 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.

2. What if somebody doesn't/I don'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 have experienced or witnessed hate, but don't think this service is for you, 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 (independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales)

3. 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 you require the service in a different language, we work closely with trusted external interpreters that are able to accommodate your needs.

4. What is the community-based ongoing support?

Our Casework Advocates are there to support for as long as the service user needs. They're based in local East and Southeast Asian community groups and are 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.

5. 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.

6. How can I get in touch?

Call us or contact us online for free 24/7: 0808 801 0393

Online reporting form: <https://www.onyoursideuk.org/>

Online Webchat: <https://www.onyoursideuk.org/>





7. Is there any scenario where my data may be passed on without my consent?

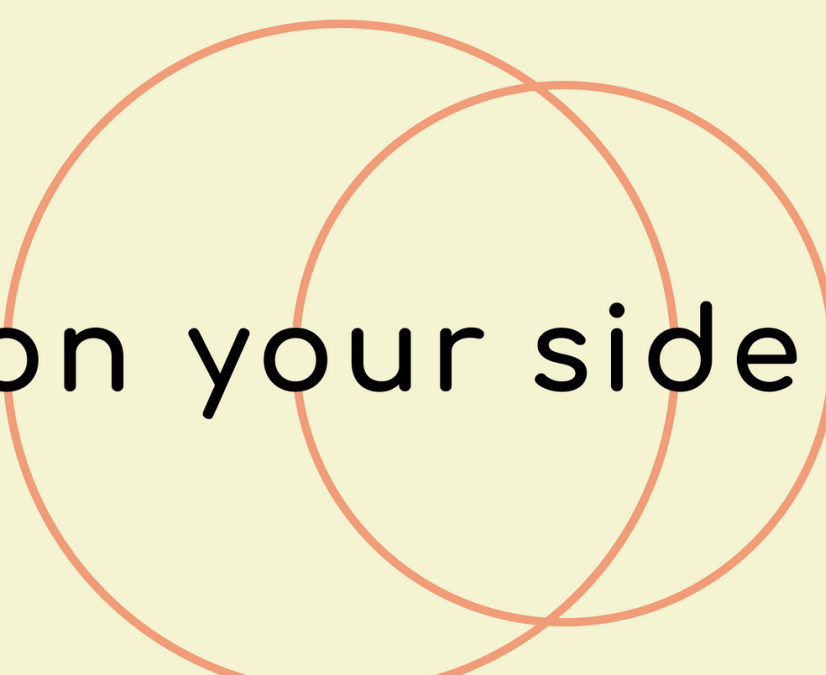
We will never pass on your data to other parties without your consent, apart from rare exceptions where we believe there is a serious risk to your safety or the safety of someone else. In those rare cases, we may escalate a situation to the necessary authorities such as a safeguarding lead in a Local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

8. What happens if I don't want to give my contact details or speak with a helpline operator?

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

9. Can I report something other than racism?

Yes! You can report racism or any other form of hate. This could include verbal harassment in person or online, criminal damage such as graffiti, or physical violence perpetrated because of hostility against an aspect (or assumed aspect) of a person's identity such as their race, gender identity, religion, disability, sexuality, or political beliefs.



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.