

Zero Tolerance of Racist Abuse in Adult Social Care Settings in Camden.

Guidance for staff and front line managers: Reporting and responding to incidents of racist and other prejudicial abuse and behaviour

1. Introduction

Camden Council has a zero-tolerance approach to racism and any form of racist abuse or prejudicial behaviour, whether the abuse is in person, in writing, virtual or over the phone. This guidance will help staff working in Adult Social Care ensure we are able to live up to that commitment.

It is essential that all staff working in Adult Social Care understand that they have a responsibility to address and challenge racist and other prejudicial behaviour within their work environment, both if they are a victim of abuse, but also when they witness any abuse.

It is also essential that all staff working in Adult Social Care understand that they have a right to protect themselves from abuse and remove themselves from any situation in which they are being abused if the perpetrator of that abuse will not stop or cease their abusive behaviour.

The vital elements of our commitment to standing up to racist abuse and other prejudicial behaviour are that:

- All our staff
 - ✓ know they have the right to protect themselves from abusive behaviour (see separate guidance)
 - ✓ know how to report any incidents when they are abused or if they witness abuse
 - ✓ understand their responsibility to raise any concerns about abuse with their manager
 - ✓ feel safe to report any incidents
 - ✓ are confident that when they report an incident prompt and appropriate action will be taken to address the behaviour and associated risks.
- As an organisation we meet the legitimate expectation of staff that we will respond in a timely, visible and credible way to their reports of racist abuse and prejudicial behaviour

2. Guidance for staff

2.1. Reporting Incidents of racist abuse and other prejudicial behaviour

It is really important that all incidents should be reported as per the [current corporate guidance](#) as an 'incident of violence and aggression' towards an employee. The report can be logged by:

- the victim of abuse
- anyone who witnesses any abuse
- a manager to whom the abuse is reported.

When making the report, whether by phone or online, you should explicitly identify that the violence or aggression was of a racist or prejudicial nature. This will support Camden to monitor

There is no place for hate in Camden

and learn from the level and types of prejudicial behaviours faced by our staff and actions taken to resolve this. See [Health and Safety Incident Reporting](#) for more information.

Where the incident may constitute a criminal act you should consider [reporting the incident as a Hate Crime](#)

The following guide's focus is on antisemitism and anti-Muslim hatred. However, its advice can be used by anybody who has suffered any kind of hate crime, which can occur due to race, religion, sexuality, age, disability, gender or any other characteristic. Read '[Hate Crime, a guide for those affected](#)' here.

2.2. If the perpetrator is a Camden Employee

If the person who has been abusive or 'perpetrator' is a Camden employee, you may choose to use the [grievance procedure](#) to seek resolution. Most issues can be dealt with informally, as an alternative to raising a formal grievance and all employees and their managers are encouraged to explore this first. We recommend you discuss this with your line manager, trusted colleague or Trade Union rep so as to be clear what this procedure involves.

2.3. Concern that a reported incident is not being responded to in a timely, visible and credible way

As an organisation Camden wants its employees to be confident that all incidents of racist abuse or prejudicial behaviour will be responded to in a timely, visible and credible way. Any employee who feels this is not the case must feel able to hold us to account on this. If you are concerned that any report of racist abuse or prejudicial behaviour has not been responded to in a timely, visible and credible way you may want to:

- Raise this concern with your line manager
- Raise this concern with another trusted manager or more senior manager
- Discuss this with a Trade Union representative
- Use the grievance procedure

to ensure that the issues are resolved fully and appropriately

3. Guidance for Managers in responding to reports of racist abuse or other prejudicial behaviour

It is vital that as an organisation we are able to meet the legitimate expectation of staff that we will respond in a timely, visible and credible way to their reports of racist abuse and prejudicial behaviour.

As a manager your primary responsibility is to ensure the welfare of the employee and to seek to act so as to protect them from any future harm. For example, you may wish to:

- encourage the individual to report the incident via the corporate [Health and Safety reporting system](#) as an 'incident of violence and aggression' towards an employee
- review lone working or other arrangements so as to reduce the likelihood of any future incidents
- consider adding a warning to MOSAIC if the person is on the system so as to ensure other staff are aware of the risks (see ASC practice guidance on MOASIC warning notes (IN DEVELOPMENT))
- ensure other team members who may also be at risk are protected from harm as far as possible
- refer the employee to the [Employee Assistance Programme](#)

There is no place for hate in Camden

- Make the employee aware of supportive groups such as Camden Black Workers Group

In most circumstances (see below) you will also need to take actions to investigate or in some other way to work with the perpetrator to ensure the chances of any repetition of the racist abuse and other prejudicial behaviours are minimised as far as possible

3.1. Verbal reports of racist abuse or other prejudicial behaviour

As a manager you should encourage all staff to report incidents of racist abuse and other prejudicial behaviour as per 2.1 above.

If the employee is not willing to complete a formal report, you should still work with them to resolve the issue as per 3.2

3.2. Action to resolve reports of racist abuse and other prejudicial behaviour

As a manager your response to any incidents or racist abuse and other prejudicial behaviour reported to you will be determined to a large extent by the identity of the perpetrator, their relationship to the employee and their relationship to Camden.

3.2.1. *Member of Public*

Some employees may be subject to abuse from unknown members of the public. In such circumstances your primary responsibility is to ensure the welfare of the employee and to seek to act so as to protect them and the rest of your team from any future harm. You should discuss the incident with the employee and agree actions between you.

3.2.2. *Person in receipt of care and support or a member of their household*

Where the perpetrator is in receipt of care and support funded by Camden Council and/or the CCG (or is a member of their household) and they have abused a member of their care and support team, the Social Work Team Manager, the Provider Manager and the commissioning team should work together to resolve the issue, so as to ensure we consider and balance our duty of care to the person who needs care and support and our duty of care towards the employee who has been abused.

In most cases we expect the issue to be resolved through informal action.

The Informal stage may include:

- A verbal warning and restating of Camden's commitment to Zero Tolerance of abusive behaviour
- Record 'verbal warning status' on MOSAIC
- Check with partners re concerns from elsewhere (e.g. housing) to see if the behaviour may be part of a pattern of abusive behaviour.

If informal action is not successful in resolving the issue, please refer to the guidance document: ['Managers guidance: Responding to Persistent Racist Abuse'](#).

3.2.3. *Camden Employee*

Where the perpetrator is a Camden employee, as the manager of the person who has been abused, you should seek advice from HR. The manager of the perpetrator will need to work with HR to consider how to use the Council's [disciplinary policy and procedures](#) to manage the process.

3.2.4. *Employee of a partner organisation*

Where the perpetrator is employed by another organisation, as the manager of the person who has been abused, you should seek advice from HR and any Council officer with a relationship to the employer such as the appropriate commissioning team so as to ensure that their employer takes appropriate action in line with their own internal disciplinary policy and procedures.