

# Zero Tolerance of Racist Abuse in Adult Social Care Settings in Camden Memorandum of Understanding

Camden Council with:



## Contents

- 1 [Forewords](#)
- 2 [Introduction](#)
- 3 [Cultural Context](#)
- 4 [Purpose of Memorandum of Understanding \(MoU\)](#)
- 5 [Definitions](#)
- 6 [Legislation](#)
- 7 [Different types of racism](#)
- 8 [Confidentiality](#)
- 9 [Safe Spaces](#)
- 10 [Management Support](#)
- 11 [Safeguarding](#)
- 12 [Threshold for reporting incidents to the Police](#)
- 13 [Joint Procedures for Investigation of Incidents](#)
- 14 [Joint Process and Action Plan](#)

## Appendices

- 15 [Case studies \(examples of racist abuse\)](#)
- 16 [Incident Report template](#)
- 17 [Setting up a 'Safe Space' for staff](#)
- 18 [Agreement of Reasonable Behaviour](#)
- 19 [Advice for allies](#)

## 1. Forewords



Across Adult Social Care and our provider services, people work tirelessly to support our citizens who have care and support needs – working with them to support them to live well, and independently.

Sadly, we know that inequality does still manifest itself across society and that people can be subject to racism and abuse in their communities and at work – and Camden is not exempt from this. It is up to us to do everything we can to make sure that we fulfil our duty to all staff in Adult Social Care and our provider services to protect them from racist abuse in the workplace.

The development of this Memorandum of Understanding was driven by Adult Social Care staff, and it is a striking example of our commitment to making sure Camden is truly inclusive: as an employer, as an organisation, and as a place to live and work. As part of that, we are asking our staff and providers to commit with us to absolute zero tolerance to racism in care settings. The memorandum and its supporting documents will greatly contribute to ensuring that if, and when, racist abuse does occur, we have a unified and consistent approach across our services: we will work together to address the abuse, and to make sure that all staff involved are appropriately supported.

Thank you to everyone who has contributed to the development of this MOU, and to all our staff, including in our provider services, who work so hard every day – even during the unprecedented difficulties of the pandemic – to make sure that people using care services in Camden can live well and do the things that matter to them.

### **Councillor Pat Callaghan**

Cabinet Member for a Healthy and Caring Camden and Deputy Leader



The COVID-19 pandemic brought into focus structural inequalities that disproportionately affect people from Black, Asian, and other ethnic backgrounds, and coincided with the resurgence of the Black Lives Matter movement. In response, staff

from across the council have come together, with leadership from the newly established Race Equality Task and Finish Group, to review inequalities and the disproportionate impact of COVID-19, and create [action plans](#) to deliver real and meaningful change.

We are lucky to have a diverse workforce across Adult Social Care in Camden, and we all have a duty to ensure the safety of our staff whilst they are at work, including those in our provider services. The development of this Memorandum of Understanding is a brilliant example of staff speaking up about what they need to feel safe and quick action being taken to meet these requests.

Developed by staff from Adult Social Care and our providers, this MOU provides a framework to ensure all staff involved in the delivery of Adult Social Care services are confident that we do not tolerate racist abuse, and that our response to abuse will be timely, credible and visible.

I want to thank everybody who has worked so hard on this crucial Memorandum, and who continues to help us to make Camden a safe space for all our staff. In particular, thanks to the Camden Black Workers Group, whose support and guidance has been vital. Thanks to everybody's efforts in creating this Memorandum of Understanding we have a clear path forward, and demonstrable commitment, for making sure that our Adult Social Care settings are no place for hate.

### **Councillor Abdul Hai**

Cabinet Member for Young People, Equalities, and Cohesion

## 2. Introduction

**Camden Council has a zero-tolerance approach to racism and any form of prejudicial behaviour whether the abuse is in person, in writing, virtual or over the phone. This Memorandum of Understanding will help the Council and its partners ensure we are able to live up to that commitment.**

**It is essential that all Camden employees and Care providers commissioned by Camden understand that they have a responsibility to address and challenge racist and prejudicial behaviour within their work environment.**

Racism is a deep-seated issue in society, maintained by discrimination and prejudice. Racist discrimination can range from unintentional misunderstandings and lack of awareness through to deliberate and/or malicious acts. See [section 6](#)

The workforce across the adult social care system in Camden is ethnically diverse and staff may unfortunately be faced with racist abuse and/or threatening behaviour from either the people they are working with to provide care or from a colleague. Racist, abusive and threatening behaviour remains a serious problem across the UK and within Camden. Situations where this behaviour is demonstrated, whether the abuse is in person, in writing, virtual or over the phone, should not be tolerated by any adult social care employer and it should not have to be tolerated in silence by any adult social care staff, personal assistants (PAs) or care providers.

In order to live up to this commitment within the workplace, racism needs to be explicitly condemned and challenged and this is key to providing the foundation for change. This can be achieved by setting out clear expectations for employers, for staff and for the people it delivers services to.

Any kind of racist abuse or other prejudicial behaviour against adult social care staff, personal assistants (PAs) or care providers is unacceptable and Camden are committed to maintaining a zero-tolerance approach to work related racist incidents as required by the Equality Act 2010 and in conjunction with Camden Council's [Dignity at Work Policy](#)

## 3. Cultural Context

Continuing police brutality in the US, the resulting murders of African Americans, and the pernicious level of racism specifically against the African American community in the US during 2020, has brought the issue of systemic and institutional racism in the United Kingdom to the fore, both in wider society and social care.

Britain remains a vastly unequal society despite the Race Relations Act 1976 making discrimination on the grounds of race unlawful. In 2004 the Equality Act superseded the RRA and introduced the Public Sector Equality Duty, but this would seem to have made little difference, and would seem to have been ignored by the Home Office when implementing its 'hostile environment' policy that led to the [Windrush scandal](#).

This inequality manifests itself in all areas of life across the UK including access to employment, educational achievement, becoming a victim of crime, contact with the police, the courts and custody, health outcomes, and, as has become increasingly apparent during the Covid pandemic, life expectancy.

Our collective revulsion at these acts and these inequalities, from staff across Adult Social Care, has led all of us to reflect on what part we play in either perpetuating or redressing the barriers and discrimination faced by people from Black, Asian and other minority communities. In response

Camden launched a programme of work to address this, summarised its ambitions in the report, [Building Equal Foundations](#), – which presents our findings (see graphic below) and sets out a plan of action to tackle racial inequalities in Camden. This Memorandum of Understanding should be seen as part of this Council wide plan of action.

The phrases ‘silence is violence’ and ‘if you are not part of the solution you are part of the problem’ powerfully capture the call to action for all people and organisations who care about social justice. They compel us all to work together to proactively identify and address all incidents of racist prejudice and abuse.

The demand for this statement of intent, defining how as a system we intend to put our Zero Tolerance of racist abuse into practice so that it becomes more than empty words, is driven by front line staff from across all ethnic backgrounds: social justice is a core value for all professional groups in adult social care.

Developing and signing up to this Memorandum of Understanding will allow all partners to demonstrate their commitment to eliminating racist prejudice and abuse in all adult social care workplaces in Camden, and to take action to demonstrate they are ‘part of the solution’.



The prevalence of key long term conditions that increase clinical vulnerability to poor COVID-19 outcomes, such as diabetes, heart disease, obesity and high blood pressure, is higher in some Black, Asian and other ethnic groups compared to their White counterparts.



A significantly higher proportion of Asian resident were shielding from COVID-19: 11% of Asian residents were shielding compared to a general population of 7%



Schools with the highest percentage of pupils with no access to digital devices have tended to be those with high percentages of disadvantages and/or Black, Asian and other ethnic pupils.



Local GP data shows that prior to the pandemic, Black men and women, and Asian men, were more likely to be overweight and obese compared to the Camden average adjusted for age.



There was a disproportionate number of new registrations in April and May from young people from Black, Asian and other ethnic backgrounds for Kooth, an online mental health support service commissioned by Camden.



73% of households with overcrowding points on the Council's Housing Allocation Scheme have a lead tenant from a Black, Asian or other ethnic background.

#### 4. Purpose of the Memorandum of Understanding (MoU)

The MoU is intended to ensure that all involved agencies commit to a shared commitment to tackling racist abuse in the workplace and apply this shared guidance to ensure that there is regulation and investigation in response to incidents of racist abuse.

The purpose of this Memorandum of Understanding is to:

- i. set out a clear and shared statement to Camden residents regarding zero tolerance of racist abuse and expected standards of behaviour when in receipt of paid care and support
- ii. ensure that staff from:
  - provider organisations and services
  - the relevant commissioning team
  - the social care/social work team who purchased the serviceare enabled and empowered to:
  - **coordinate** a response to any reported incident
  - **collaborate** across organisational boundaries to a set of shared principles
  - **consistently** respond to incidents in a timely and effective way that offers support to staff affected by racist abuse, whoever they work for.
- iii. complement the existing policies and procedures for all the relevant partner organisations.

The MoU does not seek to replace or usurp what already exists. All partner organisations should already have policies and procedures in place (Health and Safety, Grievance, Disciplinary etc.) that give staff and managers the tools they need to respond proactively to racist abuse.

This MoU is intended to help all agencies:

- Work together to more effectively meet their responsibilities for responding to racist abuse and the protection and safety of staff
- Provide guidance and resources to support staff and managers in all organisations
- Protect staff confidentiality
- Provide safe spaces in which staff feel safe to raise issues relating to racist abuse
- Ensure all are aware of particular statutory responsibilities, for example safeguarding
- Set out processes to enable the reporting of incidents or other prejudicial behaviours experienced or witnessed
- Prompt early decisions about the actions and investigation(s) thought to be necessary
- Provide an efficient and effective approach to the management of the investigations
- Develop and strengthen communications and partnership working
- Identify how we can learn from these situations and prevent instances of racist abuse and discrimination from happening in the future
- Ensure that the requirements of current data protection legislation is met by all involved agencies.

- Take responsibility for creating an environment and culture across teams and services where zero tolerance is the norm.

### **Supporting Action required from Partners**

The Council and partner organisations should review, and if necessary, update their relevant internal policies and procedures in order to support the effective operation of this MoU.

Camden Council will:

- work to develop practice guidance for its managers to support and guide their decision making in such complex cases.
- Review guidance and clarify to staff how to report racist incidents

## Legal, social and linguistic contexts

### 5. Definitions

Language can be a carrier of unconscious bias and prejudice, so it is important that we are all careful to use terminology regarding race and ethnicity that is sensitive and will engage with and invite input from staff.

Following feedback from staff, this MoU will use the term Black Asian & Minority Ethnic in place of the abbreviations, BME/BAME, which are considered to be unhelpful by staff.

BME refers to Black and Minority Ethnic and BAME refers to Black, Asian and Minority Ethnic. In this context 'Minority Ethnic' has broad meaning that includes but is not limited to the communities that experience oppression such as Eastern European, Gypsy, Irish Traveller, Turkish, Middle Eastern, Arab and Jewish.

### 6. Legislation – Equality Act 2010

Racist discrimination is when a person is treated unfairly or differently because of their race. This treatment could be one off or a regular occurrence, direct or indirect and it also doesn't have to be intentional to be unlawful.

The Equality Act 2010 states that you must not be discriminated against because of your race. The Equality Act 2010 explains that race can mean your colour, or your nationality (including your citizenship). It can also mean your ethnic or national origins, which may not be the same as your current nationality. Race also covers ethnic and racial groups. This means a group of people who all share the same protected characteristic of ethnicity or race.

The Equality Act 2010 protects people from discrimination, harassment and victimisation based on race which is one of the nine protected characteristics covered within the act. Information and guidance regarding other protected characteristics can be found [here](#).

### 7. Different types of race discrimination

The Equality Act 2010 states that there are four main types of discrimination within the protected characteristic of race, these are:

**Direct discrimination** - Direct discrimination is when someone is treated unfairly because of a protected characteristic, such as their race. Direct discrimination also could include how a person's race is perceived regardless of whether this perception is correct or not, or the race of someone they are associated with such as a friend or family member.

**Indirect discrimination** – Indirect racism is usually less obvious than direct racism. This can happen when an organisation puts a rule, policy or a way of doing things in place which has a worse or negative impact on someone with a protected characteristic than someone without one.

**Harassment** - Harassment occurs when someone makes you feel humiliated, offended or degraded. Harassment is defined as unwanted conduct related to a relevant protected characteristic with its purpose of violating a person's dignity and or creating an intimidating, hostile or offensive environment for that person.

**Victimisation** - This is when you are treated badly or more unfavourably than others because you have made an allegation, supporting a complaint of discrimination, given evidence relating to a



complaint of discrimination or raised a grievance concerning equality or discrimination under the Equality Act 2010. Victimisation may also occur if a person is suspected of doing one or more of the above.

Other forms of racism include:

**Microaggressions** - is a term used for brief and commonplace daily remarks, questions, or actions whether intentional or unintentional, that communicate hostile, derogatory, or negative prejudicial slights and insults, particularly towards ethnic minority groups or groups that are discriminated against or subject to stereotypes.

**Macroaggressions** - Large-scale or overt aggression toward those of a certain race, culture or gender. Macroaggressions are obvious intentional insults where there is no chance of a mistake on the part of the transgressor to be provoking, insulting, or otherwise discourteous.

**Racial Gaslighting** - racial gaslighting is related specifically to psychological abuse surrounding racism. Racial gaslighting is when a victim is led to doubt and question their own sense of reality regarding racism. This can include countering a person's memory of events, withholding "understanding", refusing to listen, "forgetting" or denying that something happened, playing down a person's feelings as unimportant or irrational, questioning the credibility of what the person is saying and victim blaming.

### Practice Requirements

#### 8. Confidentiality

Staff will need to feel confident that any abuse that they are subjected to will be addressed. All partners are committed to address staff concerns in a confidential manner.

Staff who want to raise an issue should be advised to go to their Manager or a named contact person dealing with racial abuse.

Following discussion, all involved parties should agree what action will be taken.

Staff should be advised that the employer has a duty of care for their health and wellbeing, and that key information needs to be collated that will help the organisation address racist behaviours and institutional racism.

Clear guidance on reporting whether the concern raised falls into one of the following categories;

- Racial Incident
- Safeguarding (see [section 10](#))
- Criminal offence (see [section 11](#))

Protocols should be followed where existing Council and/or agency policy and procedures exist.

Anonymised data should be collated as part of the organisation's Race Equality Action Plan.

## 9. Safe Spaces – Recommended Practice

It is recommended that all partners provide a 'safe space' for colleagues sharing circumstances or characteristics to connect with others, share experiences and challenge organisational practices to create a more inclusive working environment.

Managers should encourage Black Asian & Ethnic Minority staff to have Safe Spaces within Supervision, Team meetings and where group sessions are facilitated. When setting up safe spaces, clarification on purpose and desired outcomes will be essential so that all parties involved do not feel that they are being 'set up'.

See [Appendix 3](#) for guidance about setting up Safe Spaces.

## 10. Management Support

It is a manager's responsibility to ensure that all racist incidents are reported and actioned appropriately. If a member of staff has been subject to racist abuse, they can access support from their manager.

Organisations should consider creating other formal and informal sources of support for staff affected by racist abuse.

Employees of LB Camden can connect with the following groups using the links highlighted below:

- Employee Assistance Program [Employee Assistance Programme](#)
- Camden employee support groups such as [Camden Black Workers Group](#)
- Able Futures for Mental Health Support - [Able Futures](#)
- Trade union support at [Camden Unison](#)
- Other Yammer Groups – See Yammer pages

## 11. Safeguarding: When reporting abuse crosses over with Safeguarding procedures.

The Council is not required by law to carry out enquiries for those individuals who do not fit the 3 stage condition threshold for adult safeguarding, however they may do so at their own discretion.

These enquiries would relate to an adult who is believed to be experiencing, or is at risk of, abuse or neglect but does not have care and support needs.

These enquiries might be about a carer for example, or someone with support needs but no obvious care needs. In this instance MASH can progress to S 42 (2) and undertake non-statutory safeguarding enquiries.

## 12. Threshold for reporting incidents to the Police

For more serious incidents, it may be necessary to report the abusive behaviour to the Police by calling 101 or via the [Hate Crime Reporting website](#).

Advice from the Police is that the worker who has been abused would have to be prepared to press charges in order for the Police to investigate the incident.

When an incident is reported to the Police:

- If the person committing the offence is 'vulnerable', a Merlin report would be sent to the local authority

- Even if a prosecution is not pursued it is good to have the incident logged as this may be used to evidence a pattern of behaviour if the abuse continues
- [Community Resolution](#) is an option available to the police in such cases
- Victim Support will also be triggered for the care worker involved

All organisations agree that the affected workers are to be offered all appropriate support such that

- they feel confident to report incidents to the Police and to press charges
- are supported to participate in the Police investigation
- are supported to attend court if required
- they are paid to complete the report, to meet with the Police and attend court if required.

### 13. Joint Process for Reporting and Investigating incidents of Racism

If a person feels that they have been subjected to or witnessed racist discrimination while at work, they should be confident in raising the matter with their manager and be assured it will be taken seriously. If a staff member is not comfortable reporting to their manager then an alternative option will need to be in place as above.

#### **Key actions following an incident:**

All incidents of racist abuse should be reported to the line manager immediately and the manager should meet with the staff/care worker for a debriefing including obtaining an account of the incident. All involved agencies should follow the protocol for Joint Process and Action Planning (see section 13 below).

#### **Abusive behaviour from a Camden Citizen**

When the incident of racist abuse is by a Camden citizen who is receiving care and support then:

- the employing manager should work with the affected employee to decide on whether the incident should be reported to the Police and any further immediate action to be taken in accordance with the agreed protocol below.
- An incident report should be completed and sent to their HR by the employing organisation or as per their internal procedures
- Steps should be taken to ensure the member of staff/care worker is well supported and identify resources and support networks as appropriate

All organisations agree to work to the principles that:

- requests to replace the worker from a Black or Asian or other minority ethnicity with a white worker should not be entertained as this would be seen as condoning and colluding with the racist behaviour (exceptions to this must be agreed at Head of Service and/or Area Manager level)
- the shared response from all organisations should seek to:
  - give a clear message that racist abuse will not be tolerated
  - reduce the number of incidents of racist abuse experienced by staff in the short term
  - eliminate such incidences of racist abuse in the long term

## Abusive behaviour by a colleague

When the incident of racist abuse is by a colleague from the same organisation then this should be reported to Human Resources or equivalent as an incident of racism and the appropriate internal policies and procedures of the employing organisation should be followed.

If the incident is regarding racist abuse by a colleague from a second organisation then this should be

- reported to HR/Equivalent as an incident of racism and the appropriate internal policies and procedures of the first organisation should be followed.
- Reported to the appropriate manager in the organisation that employs the alleged abuser. This second organisation will be required to work with the first organisation to complete a joint investigation and agree a shared outcome.

## 14. Outline of a Joint Process and Action Plan

As per the separate guidance document, [Reporting Abuse, Guidance for Staff and Frontline Managers](#), we expect most incidents of racist abuse or other prejudicial behaviour to be resolved through informal action. That document explains how to report incidents and how managers should respond to such reports.

Where attempts to resolve issues informally are not successful and abusive behaviour continues, the joint process for persistent and ongoing abuse outlined within the [Managers Guidance: responding to persistent racist abuse](#) should be followed.

## Appendix 1: Case studies

Examples of situations demonstrating racist discrimination, demonstrating the complex circumstances and the dilemmas faced by organisations which this MoU aims to help managers resolve appropriately.

### **Case Study 1. An exemplar ‘unresolved’ overview of the difficulties presented by continuing and persistent abuse**

Care worker raised concern with her manager as Ms X was repeatedly offensive to her because she was Black and Muslim. Care worker reported that Ms X was often derogatory towards her and attempting to engage her in conversation about terrorism. Care Worker declined to work with Ms X.

There were then several reports from carers about the same concern. Ms X continued to make derogatory remarks directed at Black and Muslim care workers.

The last report detailed a complaint from a care worker who had visited to support that Ms X was abusive towards her because she was Black and Muslim. Care Worker reported that Ms X made undermining comments about her ability to do a nursing degree because of her race and religion. Care Worker had to leave the property as she was upset.

#### **Actions:**

Meeting between SW Team and Provider Manager to discuss course of action.

ASO had telephone discussion with Ms X concerning her racist behaviour and attitude towards the carers. Ms X told ASO she did not want Black or Muslim carers as they “bring death to her”.

ASO attempted to engage Ms X in thinking about her prejudiced behaviour saying that it had been offensive towards the carers. Ms X did not accept this and said that she can tell ASO some things about Muslims. Ms X would divert the conversation to her own needs and not acknowledge her behaviour or that her views were discriminating and offensive.

Agreed that provider manager should thank the care workers on behalf of Camden, continue to offer them support and encourage them to voice their concerns.

Continued reports regarding racist and religiously prejudicial remarks from Ms X

2<sup>nd</sup> Meeting between SW Team and Provider Manager to discuss next steps

Agreed to write a joint letter to Ms X outlining the behavioural expectations and reinforcing the zero tolerance approach. Letter drafted and all agreed to contents.

ASO sent letter to Ms X warning that her behaviour was not acceptable and highlighting Camden’s Zero tolerance towards any discrimination. Letter states at the end that

*‘Please be advised that should we receive any further reports of prejudicial behaviour towards care staff this may result in withdrawal of care services.’*

Provider manager is requesting counselling support for the workers who have experienced racist and discriminatory abuse.

SW Team and Provider will continue to monitor behaviour and meet again to agree next steps if the abuse continues.

### Case study 2: Racist attitudes and abuse involving a person receiving care in his own home

Matthew is a man in his forties who lives in his own flat with support with personal care, shopping and cooking. He has received care from the same agency for eight years and has a consistent carer who attends most of his needs. Sometimes Matthew will refuse to have care from a particular worker because of their religion or nationality. Other times, he will make comments to his care workers such as 'you're foreign, I'm English. You need to do what I ask for.' His requests not to have a care worker are always agreed to even when it is because of their religion or nationality. His care co-ordinator has reflected that such racist comments seem to occur when he is not happy/stressed or bored and that he will accept care workers when he is in a better frame of mind.

The last time Matthew asked for a care worker to be removed because of his religion the care co-ordinator and his main care worker met to talk things through with him. They pointed out the positive things that that care worker had been doing for him. They also discussed another care worker that no longer visited him anymore due to some comments that Matthew had made in the past about him not being English. During the conversation, the care co-ordinator asked him to think about if the care worker's religion or nationality really affected the way they provided him support. She did not push him to accept having the care worker back. They also discussed other problems that were affecting his daily routine as at the time.

At the end of the week, after removing the Muslim care worker from his visits and giving him some time to reflect, Matthew agreed to have the care worker back.

The care workers report that Matthew may express anxious behaviour and sometimes shout at them but they are able to deal with it as they understand what's going on for him. They say that that lately he is not making offensive comments to the care workers about their religion or nationality.

*Please note that at the time of writing (April 2021) this case remained unresolved. This illustrates how complex and challenging it can be to reach a resolution.*

## Appendix 2: Exemplar Incident Report Form

[View 'LBC Incident Report Form March 2020' here.](#)

### Appendix 3: Top Tips for setting up a 'Safe Space' for staff

#### **Stay Connected**

What does it mean to create a safe space for employees? It's hard to tell if you don't know your workers, so take some time to learn more about them. Don't be intrusive, but get to know your team on a personal level so you can better provide for their needs. Safe spaces mean different things to different people, so don't just rely upon your preconceived notions of what your employees might want. Remember to learn not just about their personalities, but also how they handle conflict.

#### **Have an Open Door Policy**

Can your employees talk to you about the things that bother them? Does your team feel comfortable taking time out of their day to let you know what's going on? You can't provide a safe space if your team is afraid of you, so implement a true open door policy that will help to foster a sense of communication. In addition to keeping your door open, you'll also need to guarantee a certain degree of privacy - no one will talk to you if their issues become the latest bit of workplace gossip. Your team should feel comfortable in the knowledge that what they tell you will stay between the two of you.

#### **Listen: Then Take Action**

One of the best ways to create a safe space for your employees is to stop and listen before you take any action. When your employees come to you, they're not always looking for you to take an immediate stand. Take some time to gather up all the information, look into what you are realistically able to do, and then take the appropriate action. This creates not only a safe space for your workers, but one that can realistically provide for their needs. Immediate action might feel good, but properly researched action is better able to solve problems over the long term.

#### **Find Leaders**

Identify leaders within your workplace as a method of creating a safe space for your employees. While this is a very good idea for those who are concerned with physical safety, it's also very important for those who are looking to create an emotionally and psychologically safe space for employees. Good leaders will be your eyes and ears in the workplace, identifying problems that you are too removed to spot. It might be a good idea to start your search by looking at those employees who have received service awards in the past.

Creating a safe space is not always easy, but it is rewarding. If your employees feel comfortable, they can be more productive and will become more loyal. A safe space will help you to create the kind of workplace that your employees truly deserve.

#### **Adult Social Care Safe Spaces**

Adult Social Care are setting up a range of safe spaces across the service where staff are able to have allocated time per week / month to explore issues, provide support and identify solutions. These Safe Spaces could be staff led or facilitated. Staff may need support to speak out about issues as confidence increases.

The Camden Black Workers Group acts as an organised presence for Camden's Black workers. This is an inclusive group, embracing all ethnic strands of the workforce. You do not have to be a member of a union to be a Camden Black Workers Group member. Individuals are able to connect with each other and feel a sense of belonging. Through sharing of experiences, supporting cultural and organisational behaviour change and making contributions to policy and practice.

Appendix 4: Exemplar Agreement of Reasonable Behaviour

[View the exemplar Agreement of Reasonable Behaviour here.](#)

Appendix 5: Advice for ‘Allies’

The table below suggests examples of do-s and don’t-s for white allies when it comes to responding to racial injustice taken from [Girls Inc.](#)

| Do   |
|--|
| <ol style="list-style-type: none"><li>1. Acknowledge and call out the pain caused by racist beliefs and actions</li><li>2. Center Black voices without placing the burden on Black individuals to lead conversations about race</li><li>3. Listen to the voices of those most impacted</li><li>4. Risk personal discomfort to engage in dialogue if you are not a member of the Black community</li><li>5. Convey openness to listening and deepening your understanding about others experiences and the effects, with no expectation that they take you up on it</li><li>6. Take responsibility for your own education and examine your understanding of the intersections of race, class and gender</li></ol> |

| Don't  |
|--|
| <ol style="list-style-type: none"><li>1. Remain silent in the face of injustice</li><li>2. Be defensive</li><li>3. Expect Black individuals or youth to educate you. This is potentially re-traumatizing</li><li>4. Participate in performative allyship</li><li>5. Share viral recordings of Black individuals being brutalized</li><li>6. Assume that every Black person is impacted in the same way or needs the same kind of support</li></ol> |