



Zero Tolerance to Racism Guide for Staff and Patients

Our ambition is to create an environment for staff and patients that is free from any form of racial discrimination, abuse, or racist language. **As an organisation Walsall Healthcare NHS Trust has signed up to Race Code; a code that sets our commitment to stamp out racism, bullying and victimisation on the basis of a person’s ethnic background, or nationality. We will not tolerate any form of abuse against our staff or our patients.** We encourage you to support this campaign by reading this short guide on how we can all play our part in stamping out racism and racist abuse.

This guide has been developed to provide clarity to staff, patients, and visitors to the hospital of what steps to take to address any incidence of racism and how we can protect staff, patients, and visitors from racist abuse, harassment or victimisation. We know that our staff survey each year tells us our **front line patient facing staff** from a Black Asian and Ethnic Minority Background report that they had experienced discrimination on the grounds of their ethnic background and this is **unacceptable**.

What is Racist Abuse?

Something is a racist hate incident if the victim or anyone else thinks it was carried out because of hostility or prejudice based on their race, cultural background, ethnicity, or nationality. This means that if **you** believe something is a racist incident, it should be treated as such by the person you are reporting it to. Racist abuse or racially motivated attacks on a person on the basis of their ethnic background is **illegal** under the Equality Act 2010 and must be reported to the police.

What is a racist incident?	When is a racist incident also a hate crime?
<p>Racist hate incidents can take many forms including the following:</p> <ul style="list-style-type: none"> • verbal and physical abuse • bullying • threatening behaviour • online abuse, abusive texts, messages, or emails • damage to property • Patients refusing to be treated by someone on the basis of their ethnic background <p>It can be a one-off incident or part of an ongoing campaign of harassment or intimidation.</p> <p>Incidents can be intentional or unintentional but the key thing is they cause harm and distress to the victim</p>	<p>When racist hate incidents become criminal offences, they are known as hate crimes. Any criminal offence can be a racist hate crime, if the offender targeted you because of their prejudice or hostility based on race. There are two main types of racist hate crime:</p> <ul style="list-style-type: none"> • racially aggravated offences under the Crime and Disorder Act 1998 or hate mail (Malicious Communications Act 1988) • causing harassment, alarm or distress (Public Order Act 1986); • any other offences for which the sentence can be increased under the Criminal Justice Act 2003

Many forms of stereotypes or more subtle incidents known as **micro-aggressions** can also be racist. If an incident is related to employment this may be unlawful discrimination. Any staff experiencing this in the work place should refer to the Trust’s equality diversity and inclusion policies and contact our Freedom to Speak Up Team for advice and support about what to do.



Steps you should take to address Racist Abuse or Incidents

NOTICE

Don't ignore an incident



- Ensure your own safety and the safety of others around you
- Consider if the situation is escalating and how it can be diffused only if you feel comfortable to do so

ACT

If in imminent danger dial 999

- If it is safe to do so, diffuse the situation by removing one of the parties from the situation – you may ask to speak to the victim privately
- If you are the victim, see if there is a member of staff around who can provide support
- If you have witnessed an incident show support and empathy towards the victim, check they are OK and if they need any help.
- If it's safe and comfortable to do so, address the inappropriate behaviour directly. You may say "I find what you have said offensive because it is against the law and is classed as a racist comment. Please could you refrain from saying that" or "We do not tolerate any form of racist abuse in the Trust and if this behaviour continues, I will need to report what you have said to the Police"
- Talk to a trusted Manager or colleague
- Note down the time date of the incident and if there were any witnesses.

REPORT

Report racist incidences or abuse (Staff)	Report hate crimes or other hate-related incidents (Patients members of the public)
<ul style="list-style-type: none"> • Your Line Manager • Union representative • Freedom to Speak up Guardian • People and Culture Team (HR Employee Relations and Operations) • Black Asian Minority Ethnic (BAME) Shared Decision Making Council & Black Asian & Minority Ethnic Support Group  	<ul style="list-style-type: none"> • In an emergency call 999. • If you cannot make voice calls, you can contact the 999 emergency services by text from your mobile phone. You'll need to register with Relay UK first. <p>Other ways to report:</p> <ul style="list-style-type: none"> • True Vision offers a range of reporting options if you don't want to talk directly to the police https://www.report-it.org.uk/ • Stop Hate UK provides 24 hour support to people affected by hate crime. Report an incident by phone, text, post or online • Walsall Hate Crime Reduction Initiative - for any please contact us by email https://go.walsall.gov.uk/hate_crime_reporting-2 • Crimestoppers allows you to report a crime confidentially without giving your name or talking to the police. 0800 555 111 <p>Walsall Healthcare PALS (Patient Liaison Advisory Service)</p>