

BUSINESS PROCESS GUIDANCE NOTE

Service Area; Corporate

Title; Reporting hate crimes and incidents occurring on Glasgow Life premises

Ref No:

Issue No: Draft 0.4 **Date:** 01/05/13

These guidance notes are supplementary to, and should be read to support, business process map, **Reporting hate crimes and incidents**. They apply to situations on Glasgow Life premises where a customer bullies or harasses another customer.

In recording, reporting and responding proportionately to incidents, employees should pay due regard to their own health and safety.

Definitions:

Hate incident – any incident that may or may not constitute a criminal offence, which is perceived by the victim or any other person to be motivated by prejudice or hate.

Hate crime – any hate incident that constitutes a criminal offence, which is perceived by the victim or any other person to be motivated by prejudice or hate.

Hate crime/incidents can include, but are not limited to:

- physical assault, including, spitting
- obscene calls or gestures
- intimidating or threatening behaviour
- vandalism, graffiti or arson
- hate mail
- abusive name-calling, including offensive 'jokes'

NB; Further information on work related definitions of violence are listed in Glasgow Life's Managing Work Related Violence policy.

1. Action

The following reference numbers relate to the action box numbers on the related business process map.

1. Staff member identifies a hate crime / incident by:
 - Witnessing them (this includes seeing, hearing or reading them)
 - Have incidents reported to them by victims or witnesses, or
 - Have strong suspicion or evidence of hate crimes/incidents.
2. Establish if the victim of the hate crime / incident is agreeable to the police being contacted.

If English is not the first language of the victim, consider use of an

interpreter. If a localised solution is not available, contact Cordia Linguistics (a charge may be applicable). Tel. 0141 276 6850

Anonymous reporting

3. If the victim does not wish to contact the police, the staff member should advise them that they have the option of anonymous reporting.
4. Only if the victim agrees that the hate crime / incident can be reported anonymously should the staff member report details to the police.

All reporting

5. The staff member witnessing the hate crime / incident is responsible for reporting details to the police (providing the victim has agreed this course of action as outlined above). This may be done by calling Police Scotland's Customer Contact Centre on 0141 532 2000 or using remote reporting form at: <http://www.scotland.police.uk/forces-welcome>.

Each local police division have officers who can advise and liaise with you. You may wish to seek support from your Line Manager or Glasgow Community & Safety Services Hate Crime Officer (Tel 0141 276 7494).

6. The staff member will record details of the hate crime / incident using Hate Incident Log Pro-Forma. This action must be taken regardless of whether the hate crime / incident has been reported to the police or not. A private and accessible space should be used to take details.

If the form is being completed without the person's consent then the person's personal details should not be recorded (i.e. name, contact details and equalities monitoring information) but only the details of the incident.

7. The staff member will then report the hate crime / incident to their Line Manager as soon as reasonably practicable.
8. On receipt of the details, the Line Manager will review and take necessary actions. These may include, but are not restricted to the following;
 - Establish whether the police were informed – if police have been informed this takes primacy in investigating the incident
 - Respond to victim/complainant, unless incident is reported anonymously
 - Take necessary steps to deal with any harassment **within seven working days** from the date the incident was reported, in line with Anti-Harassment procedures and log outcome - contact with the victim/complainant should be maintained by the Line Manager whilst action is pursued and/or crimes/incidents stop.

9. Where necessary the Line Manager should ensure that hate crime incidents are referred to other agencies that can provide support to the victim such as Victim Support Scotland (Tel. 0141 553 2415) or as listed in Glasgow Life's Anti-Harassment Procedures. Additional contacts are listed in the Hate Crime leaflet at <http://www.saferglasgow.com/corporate/hate-crime.aspx> and advice/support can also be provided via Glasgow Community & Safety Services Hate Crime Officer.
10. The Line Manager should forward a copy of the hate incident report to Policy and Research and retain original within premises for at least 3 years from the date of the incident.
11. Each quarter Policy and Research will pass details of reported hate crime / incidents to:
 - Glasgow Life Senior Management Team for management and monitoring purposes
 - Glasgow Community & Safety Services for inclusion in multi-agency hate crime database.

2. **Related Documents / Links**

Internal –

Hate Incident Log Pro-Forma

<http://glintranet/supportservices/policy-research-development/policy-development/equalities/Pages/default.aspx>

Health and Safety Policy

<http://glintranet/human-resources/health-safety-policy/policy/health-safety-policy/health-safety-induction/Pages/home.aspx>

Equality Policy <http://www.glasgowlife.org.uk/policy-research/glasgow-life-equality-policy/Pages/default.aspx>

Managing Work Related Violence

<http://glintranet/human-resources/health-safety-policy/policy/health-safety-policy/managing-work-violence/Pages/home.aspx>

Employee Harassment Policy <http://glintranet/human-resources/me-my-job/help-support/Pages/Harassment.aspx>

Comments, Compliments and Complaints Policy, Glasgow Life

<http://glintranet/news/Pages/Customer-Consultation.aspx>

Glasgow Life Draft Anti-Harassment Procedures

<http://glintranet/supportservices/policy-research-development/policy-development/equalities/Pages/default.aspx>

External –

Anti Bullying Policy, Glasgow City Council Education Services

<http://www.glasgow.gov.uk/index.aspx?articleid=8668>

3. Review

The process owner will review this business process and related documentation annually. All changes will be forwarded to the Performance and Service Quality team for publication.

4. Revision History

- Draft 0.2 24/2/11
- Draft 0.3 28/11/12
- Draft 0.4 01/05/13