

## **NHS Greater Glasgow and Clyde**

### **Responding to Hate Incidents**

#### **An Employee Guide**

**A guide for NHSGGC employees on the organisational position in relation to hate crime, what to do if you are a victim of, or witness to a hate incident or if a hate incident is disclosed to you in the course of your work.**

**October 2025**

## **Introduction**

### **1. Purpose of Guidance**

This guidance states what employees should do when they are victims or witnesses to a hate incident or an incident is brought to their attention in the course of executing their duty.

### **2. Definitions**

#### **2.1. Hate Crime**

NHSGGC applies the Scottish Government definition of hate crime:

“Any crime which is understood by the victim or any other person as being motivated (wholly or partly) by malice or ill will towards a social group.”

In Scotland specific legislation (Hate Crime and Public Order (Scotland) Act (2021) applies to crimes that are motivated by malice or ill-will based on the following characteristics:

- Age
- Disability
- Gender Identity
- Race
- Religion
- Variation in sex characteristics
- Sexual orientation

Staff should note the definition is based on the motivation of malice or ill will towards a social group. This means the question of the individual victim's identity is irrelevant. For example, if someone is the victim of a homophobic attack, they do not need to be lesbian or gay for a hate incident to have taken place.

#### **2.2. Hate Incident**

A hate incident is any incident which is perceived by the victim or any other person, to be motivated (wholly or partly) by malice and ill-will towards a social group but which does not constitute a criminal offence (non-crime incident). The role of NHSGGC staff is to record all hate incidents and where appropriate, report to Police Scotland.

### 3. Scope of Incidents Covered by Guidance

The following incidents fall within the scope of the Employee Guide:

#### 3.1. Public On Employee

If you have been subjected to hate harassment or abuse from a member of the public or have witnessed a member of staff being subject to such behaviour while delivering a service, you should report it to your line manager and assess appropriate actions, including the option of reporting to Police Scotland. You have the option to report to Police Scotland anonymously if you feel more comfortable doing this.

A Datix report should be completed documenting the nature of the incident. There are drop down boxes available on the Datix reporting form relating to abuse perceived to be motivated on the grounds of Age, Race, Religion, Disability, Sexual Orientation, Transgender Identity and variations in sex characteristics.

#### 3.2. Public on Public

When a member of the public / patient / customer perceives that they have been a victim of a hate incident the following steps should be followed:

- Encourage the individual to report the incident to Police Scotland.
- Make the victim aware that they can report to the police through you and offer to make the report.
- Inform the victim that they have the option to report anonymously, although this will limit the action Police Scotland can take.

If the victim indicates that they want to report through NHSGGC then the following methods of reporting could be adopted –

- Telephone Police Scotland on behalf of the victim. The victim would then engage directly with Police Scotland.
- Inform the victim that an on-line [Hate Crime Reporting Form](#) can be submitted and direct them to the Police Scotland Website for them to complete the report and submit same. THIS IS FOR NON-URGENT REPORTS.
- NHSGGC either support the victim in the completion of the Hate Crime Reporting Form or alternatively complete the form on behalf of the victim (similar to the support provided by a Third-Party Reporting Centre).
- NHSGGC can report a Hate Crime even if the alleged incident took place outwith an NHSGGC setting.

NHSGGC staff should encourage victims to report all Hate Crime/Incidents regardless of whether there are any witnesses.

- Provide the victim with a [Hate Crime – what you need to know](#) leaflet

- Assess whether the victim requires on-going support and make appropriate referral, including referral to Victim Support, unless the victim opts out.

All public-on-public incidents that occur on NHSGGC property should be documented using the Datix reporting system.

### 3.3 Employee on Employee

If you believe that you or other employees are victims of or witnesses to hate incidents carried out by another employee, report the incident to your line manager. If you perceive a criminal offence has taken place then a request to report directly to the police can be made.

Also refer to the [Bullying and Harassment Policy](#) which details the stages of procedures for dealing with such complaints.

A Datix report detailing the nature of the incident should be completed by a member of staff.

### 3.4 Employee on Public

If a member of the public or service user feels that they have been the victim of a hate incident carried out by a NHSGGC employee, they should be supported to report the incident via the NHSGGC Complaints Process. This may lead to disciplinary action being taken if it is found that the employee is in breach of the NHSGGC Code of Conduct. If the member of the public perceives the incident to constitute a criminal offence they are within their rights to report this directly to the Police and should be advised of this.

A Datix report detailing the nature of the incident should be completed by a member of staff.

## 4. Procedure

In all categories of incident, a Hate Incident field should be selected and completed on the NHSGGC DATIX reporting system under the category 'violence and aggression'. Incidents are regularly reviewed by NHSGGC's Violence and Aggression Team and any developing trends or 'hotspots' can be identified and appropriate interventions made. Local managers with reviewing and approval responsibilities will interrogate the [Datix reports](#) and ensure appropriate outcomes are achieved.

#### 4.1. All Staff

A central challenge to addressing hate incidents is extremely low levels of reporting to Police Scotland. Research among hate crime victims indicates that the biggest influence on whether they report an incident to the police or not, is encouragement from a trusted person close to the time of the incident. This gives NHSGGC staff an important role to play in improving reporting of hate incidents, both as service providers and as colleagues.

NHSGGC is committed to improving and supporting the reporting of hate incidents to Police Scotland in all instances. Where a NHSGGC staff member receives a hate incident disclosure from a patient, witnesses a hate incident or is the victim of a hate incident, **they should always seek to report the incident to the police, (with the victims' permission where relevant).**

Victims should be made aware of the option to report to the police anonymously and through Third Party reporting routes.

Where a victim consents to report through a third party, the NHSGGC staff member should offer to make the report on the victim's behalf.

Where a victim indicates that they do not want the police to be contacted or do not want their personal details given to the police, this should be respected and confidentiality maintained.

The staff member should seek to identify if the victim requires additional support and a referral made to Victim Support unless the victim specifically opts out. Victim Support Glasgow City Contact Details: 131 – 141 Saltmarket, Glasgow G1 5LF tel 0141 553 2415 email [glasgowcity@victimsupportscotland.org.uk](mailto:glasgowcity@victimsupportscotland.org.uk)

The staff members should then inform their line manager to review the actions taken. The staff member has then fulfilled their obligations.

#### 4.2. Line Managers and Service Managers

Managers should check the status of any reported hate incident. Key actions within this check should include:

- Establish whether police were informed
- Response the victim received
- Actions taken to address harassment / abuse
- Presence of ongoing risk
- Application of child protection policy where relevant.
- Check that referral to Victim Support has been made/offered.
- Ensure a report has been recorded on the DATIX system
- Line/ Service managers should determine what ongoing interventions or support are required e.g. employee counselling.

**Related Policies**

[Disciplinary Policy & Procedure](#)

[Dignity at Work Policy](#)

[Mental Health & Wellbeing Policy](#)

[Grievance Policy & Procedure](#)

[Corporate Use of Social Media Policy](#)

[Management of Violence & Aggression Policy](#)