



Department of  
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An Roinn Sláinte

Mánnystrie O Poustie

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Improving and Safeguarding  
Social Wellbeing in  
Northern Ireland

# Guidance for social care employers



# Responding to Racism and Promoting Inclusion

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# Introduction

This guidance has been developed by members of the Fair Work Forum, the Department of Health's Social Care Collaborative Forum<sup>1</sup> and expert advisers from organisations representing racial minority communities.

A diverse workforce brings a wide range of perspectives, experiences and skills that strengthen teams, improves problem solving and leads to more inclusive and responsive services. People from different cultural and ethnic backgrounds will contribute to that diversity and have long made vital contributions across the health and social care sector, enriching the workplace culture and helping organisations to better reflect and meet the needs of the communities they serve.

Our workforce is enriched because of the multi-ethnic and racial diversity within it, and the different experiences that can bring. We are committed to fostering a culture where all employees are valued and respected equally.

In the summer of 2024 and more recently, Northern Ireland experienced a series of racially motivated attacks that deeply affected many of our communities. Homes and businesses were targeted and public discourse around identity and belonging became increasingly hostile. During this period, a number of social care staff who were from racialised minorities or perceived as "not from here" were subjected to verbal abuse and attack from the public, people who use social care services and, in some cases, colleagues.

These events served as a stark reminder of the importance of the duty of care towards all staff, including ensuring the promotion of an anti-racist culture that strongly rejects all forms of racism and discrimination. This is everyone's responsibility.

Every member of our social care workforce has the right to feel safe, respected and valued – no matter their background, race, culture or personal identity.



# 1. Purpose of this Guidance

This guidance is designed to equip social care employers with the knowledge, tools and practical strategies necessary to create and maintain anti-racist workplaces. It provides a framework for identifying, preventing and responding to racism in all its forms, while fostering an environment where diversity is celebrated and all staff can feel safe and thrive.

The guidance recognises that building an anti-racist workplace requires more than policy statements. It demands sustained commitment, cultural change and the active participation of leaders at all levels. By implementing the strategies outlined in this guidance, employers can create safe, respectful and inclusive environments that not only aim to protect staff from harm but also enhance the quality of care provided to people who use services.

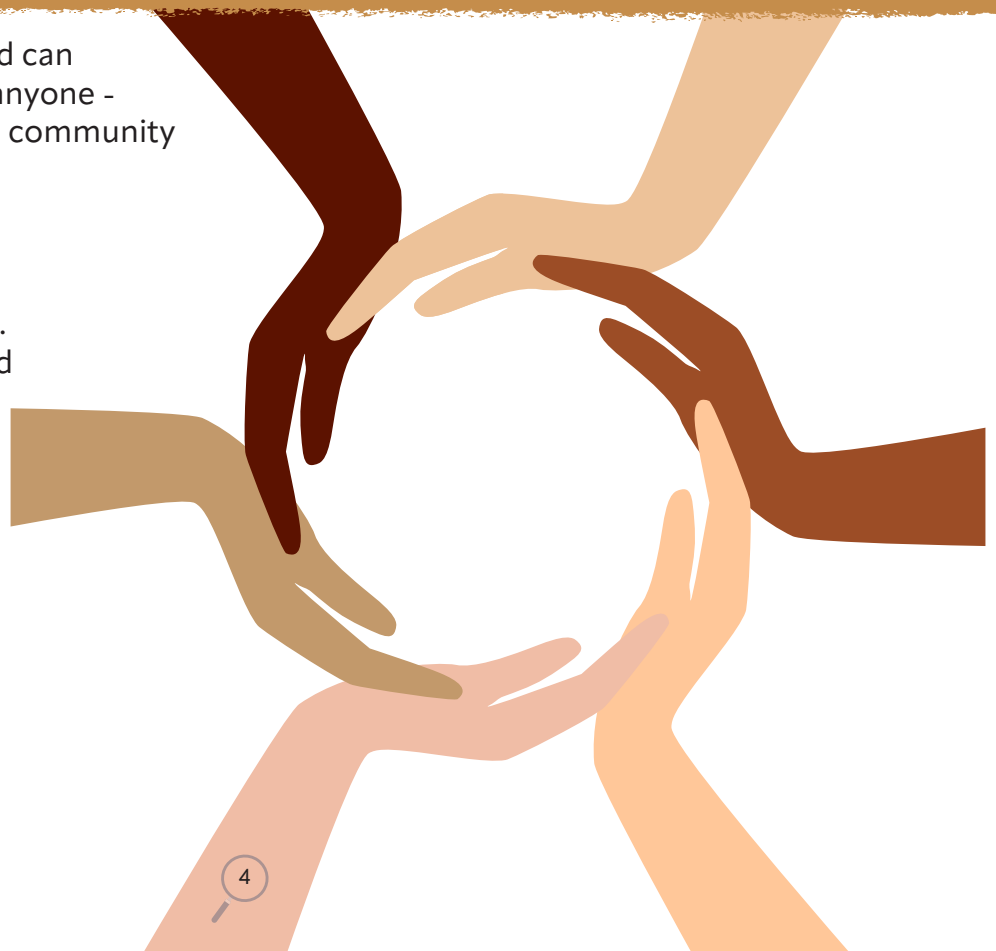
Employers are encouraged to consider how they can work in partnership with others to challenge racism and discrimination and support their staff, including trade unions representing their staff, the Labour Relations Agency and civic organisations supporting racial minority communities.<sup>2</sup>

This document serves as both a practical toolkit and a call to action, emphasising that the responsibility for combating racism lies with everyone in the organisation, from senior leadership to frontline staff.

## 2. Recognising racism in the workplace

Racism is never acceptable and can manifest from anywhere and anyone - at individual, institutional, and community levels, - including:

- members of the public.
- the community.
- colleagues or management.
- people who use services and their families.



## 3. Terminology and use of language

Language is constantly evolving and there are a number of terms in use around race and ethnicity. The use of these terms depends on the context in which they are being used, why they are being used and how the decision to use those terms has been agreed. It is important that we understand the meaning behind the terms we use to address people and to refresh our language, so that we use appropriate and respectful terms.

Employers should regularly consult with staff and external experts as appropriate to ensure terminology remains current, respectful and inclusive.<sup>3</sup>

## 4. Understanding racism

Understanding racism in all its forms is essential to creating a workplace where everyone is treated with dignity, fairness and respect.

Racism is more than individual acts of prejudice or discrimination. It includes systemic and structural inequalities that disadvantage individuals or groups based on their race, ethnicity, or cultural background. Racism can be overt or subtle, intentional or unintentional, and may be embedded in attitudes, behaviours, policies and organisational practices.

Racism can have a profound and lasting impact on those who experience or witness it. It can lead to emotional distress, fear, loss of confidence, reduced job satisfaction and a sense of exclusion, that can affect performance, wellbeing and retention.

In the workplace, it can undermine trust, morale and team cohesion, leading to higher levels of stress, absenteeism and staff turnover. At an organisational level, failure to address racism can damage reputation, reduce the quality of care and widen inequalities.

Recognising and addressing these impacts are essential to building a safe, supportive and inclusive environment for all staff and to the people who use services.



## 5. Legal responsibilities

Employers have a legal duty under the Race Relations (NI) Order 1997<sup>4</sup>, the Northern Ireland Act 1998<sup>5</sup>, the Human Rights Act 1998<sup>6</sup> and the Health and Safety at Work Order 1978 (NI)<sup>8</sup> to prevent discrimination, protect employees' wellbeing and respond to racism appropriately. These legal obligations require employers to take proactive steps to create safe working environments and to respond effectively when incidents occur.

Northern Ireland Social Care Council (NISCC) has a legal duty under The Health and Personal Social Services Act (Northern Ireland) 2001 to register the social care workforce and set standards for conduct, practice and training. Standards of conduct and practice exist for employers as well as social care workers.

As an employer, you must ensure that you have written policies and procedures in place that ensure the safety and wellbeing of service users and registrants. In particular employers must "provide and maintain a work environment that is healthy and safe and free from harassment, bullying or violence."<sup>9</sup>

As a social care worker, you must uphold public trust and confidence in social care services. In particular, you must not "discriminate unlawfully or unjustifiably against service users, carers or colleagues or condone any unlawful or unjustifiable discrimination by service users, carers, or colleagues."<sup>10</sup>

The Labour Relations Agency and the Equality Commission for Northern Ireland both help to ensure employers protect staff from racial discrimination. The Labour Relations Agency supports employers by providing advice and helps resolve workplace disputes. The Equality Commission has statutory powers to promote and enforce equality law and can take action if employers do not meet their legal duties. Together these organisations support fair and equal treatment in the workplace.



## 6. Defining levels of racist incidents

Clearly defining levels of racist incidents is helpful for ensuring consistency, enabling appropriate responses, and supporting affected staff. Social care employers may find it useful to adopt a tiered system to categorise incidents based on severity. However, employers should be very sensitive to the employee's perception of the seriousness of an incident and consider that fully in their consideration of the appropriate response.



This categorisation enables organisations to tailor responses, support mechanisms, and interventions appropriately while ensuring all incidents are taken seriously, and the impact on the individual or community is acknowledged, regardless of perceived severity.

# 7. Responding to racist incidents

Employers must ensure they have clear, accessible procedures for responding to incidents of racism. The response should include:

## Immediate response

- Ensure the immediate safety and wellbeing of the staff member.
- Take all reports seriously and respond promptly regardless of the perceived severity of the incident.
- Listen without judgement, allowing individuals to share their experiences in a safe and confidential space.
- Keep staff members who are involved in the incident informed of the steps being taken and expected timelines for resolution.

## Investigation and documentation

- Clearly communicate how incidents are handled and what support is available.
- Investigate, record and report all incidents in accordance with organisational procedures and protocols, whilst ensuring confidentiality for the staff member concerned.
- Apply investigation procedures that ensure confidentiality and fairness.
- Ensure the robust application of appropriate employment and criminal proceedings where there is a breach of policies.

## Support measures

- Offer counselling and support to all affected staff members.
- Use regular check-ins via phones/apps for lone workers.
- Allow staff to make reasonable use of mobile phones or other methods of communication to check in with family and friends whilst at work.
- Provide personal safety training and lone worker devices.
- Where staff are concerned or fearful about travelling to and from work, put measures in place to address these concerns, such as offering the uses of taxis/transport, paid for by the employer.
- Consider reasonable requests for flexible start and/or finish times.
- Facilitate requests for redeployment where possible.



## Responding to racism from people who use services or members of the public

- Inform people who use services and/or family members that the organisation operates a zero tolerance policy towards abuse, including racist behaviour towards staff.
- At times of identified high risk, consider arrangements for staff to facilitate visits in pairs where possible.
- Consider withdrawing staff members at risk of racism from areas of high risk, whilst ensuring there is no financial, reputational or career detriment to the affected staff member.
- As a final resort, consider withdrawing services where necessary and when safe to do so.

## Responding to hate crime

Racist abuse directed at staff may constitute a hate crime. A hate crime is any criminal offence motivated by hostility or prejudice toward a person's race, ethnicity, nationality or perceived background. Employers should:

- Be aware that racist incidents in the workplace or community may fall under hate crime legislation.
- Support staff to report incidents to the police where appropriate and reassure them they will be taken seriously.
- Support staff to report incidents to the police even where the incident is not directly related to their work.
- Record all racist incidents, even if the staff member does not wish to take immediate action, as this information may become important later.
- Provide information on how hate crime can be reported to the police and the support they provide.<sup>12</sup>
- In an emergency call 999.
- If you have information about a crime, call 101 or report online through the PSNI website.<sup>13</sup>



## 8. Equipping staff to safely challenge racism

All staff should be supported to challenge racism safely and confidently. Employers should:

- Promote a culture where all staff feel empowered and protected when raising concerns.
- Create safe spaces for communicating, where staff can share experiences and concerns without fear of reprisal.
- Provide comprehensive training to all staff on anti-racism, equality, inclusion and recognising racism in all its forms. Include this training as part of continuous professional learning and development.
- Provide managers with training to equip them to respond effectively to incidents of racism.
- Offer practical tools such as de-escalation scripts and respectful challenge techniques. (See suggested Tools to assist section)
- Where staff are represented by trade unions, employers are encouraged to engage with trade unions with regards to how racism can be challenged and how staff can be supported to raise concerns.<sup>14</sup>



# 9. Prevention and cultural development

Building an anti-racist workplace requires proactive prevention measures and ongoing cultural development:

## Organisational systems

- Ensure there are clear policies and procedures that define racism and set out how it will be addressed.
- Ensure there is a clear escalation process for staff to report any concerns or incidents.
- Provide a range of accessible reporting mechanisms for staff to report racism including confidential reporting when appropriate and necessary.
- Encourage staff to report any incidents of racism.
- Regularly review and update policies and procedures to ensure they remain effective and aligned with best practice.
- Ensure there are clear zero tolerance statements and policies visible across the organisation for all staff and people who use services.
- Routinely review incident data to identify trends and areas for improvement.
- Embed anti-racism in supervision, team meetings and performance reviews, making it part of everyday practice.
- Ensure inclusive leadership and visible support from management.

## Risk management

- Complete specific risk assessments for staff members carrying out duties and/or journeys where there may be an increased risk of abuse or attacks. (See suggested Tools to assist section)
- Clearly outline the first aid, safety and support arrangements for travel to and from work, within the workplace and for any journeys taken to visit the people who use services.
- Include management contact details for staff to access in the event of an emergency.



## 10. Promoting good practice and cultural inclusion

To foster an inclusive workplace, social care employers should promote cultural competence and inclusive practices across all teams.

- Offer cultural awareness training.
- Encourage respectful dialogues and mutual understanding.
- Celebrate staff achievements and cultural events.
- Partner with external experts and/or community organisations to strengthen knowledge and understanding of anti-racism and discrimination practices.

## 11. Creating staff networks and support systems

Establishing staff networks for underrepresented groups provides peer support and helps address cultural and systemic challenges. Employers should:

- Conduct staff surveys to identify interests and needs.
- Create staff networks for underrepresented groups either directly or by partnering with other similar organisations.
- Ensure networks are inclusive and open to all.
- Actively support, advocate for, and stand alongside colleagues from multi-ethnic backgrounds to help create inclusive and respectful work environments.
- Provide resources and leadership support.
- Facilitate mentorship and shared learning opportunities.
- Address challenges arising from cultural differences through open forums and cross-cultural training.

## 12. Conclusion

Our message is clear: no one should face racism at work, and everyone has a role to play in ensuring a safe, respectful and inclusive work environment. Employers must strive to ensure that the workplace is a safe, respectful and harmonious environment, and we must continue to stand together in opposing racism, hatred and discrimination.

Embedding anti-racist values into everyday practice is a responsibility shared by all social care employers. By taking proactive, supportive, and inclusive steps, social care employers can ensure that staff feel safe, respected, and valued.

The journey towards creating truly anti-racist workplaces requires sustained commitment, ongoing learning and the courage to challenge existing practices. By implementing the strategies outlined in this guidance, social care employers can make a meaningful difference in the lives of their staff and contribute to a more just and inclusive society.



# Tools to assist: Case studies for reflection

## Purpose:

These case studies are fictional but informed by practical experiences and designed to support reflective discussion about how employers, managers and teams can create safer and more inclusive workplaces. The case studies explore contexts and experiences of racism that may trigger a trauma or negative response in someone who has previously been affected by racist behaviours or attitudes. If you are affected by what you read – please seek support.

## Case Study 1: Gabriel – Home Care Worker from Tanzania

Gabriel is a home care worker originally from Tanzania. He has worked for the same care provider for five years and is respected by the people who use the service and his colleagues.

Following a series of racial tensions in the local community, a gentleman he was supporting began making derogatory remarks about Gabriel's accent, questioning his suitability to work with older people due to perceived difficulty in understanding him. These comments escalated and on one occasion as Gabriel was assisting with his personal care, he became visibly frustrated, pushing Gabriel away and telling him to "get off" if he could not "speak properly."



Gabriel reported these incidents to his team leader, who listened carefully and assured him that the matter would be taken seriously. The manager followed the organisation's policies and procedures, and the incident was logged. Gabriel stated that he felt uncomfortable returning to the individual's home. The manager acknowledged this and, with Gabriel's consent, was able to adjust his rota so that he could work with someone different. The manager visited the individual and informed him that the organisation operated a zero-tolerance policy and that these remarks and actions would not be tolerated. The individual apologised and assured it would not happen again.

In the weeks that followed, Gabriel was offered one-to-one de-brief, peer support from a colleague and access to counselling through the staff wellbeing programme. After several weeks Gabriel felt comfortable to resume visits. The individual apologised again and there were no further incidents. His manager also held a team meeting to reinforce the lone working procedure and ensure that staff were aware of the support available when undertaking lone working visits.



**Reflective questions for employers:**

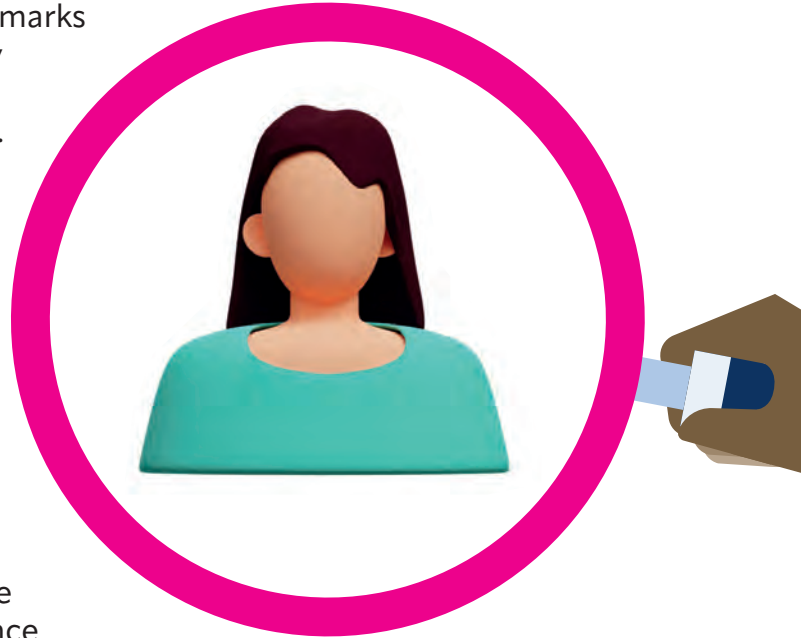
- ✓ Does our leadership set the tone for what behaviour is acceptable?
- ✓ Do our policies and procedures ensure lone workers can quickly access support when facing verbal or physical abuse?
- ✓ Do our risk assessments for lone working adequately consider the potential for discriminatory behaviour from the people who use services?
- ✓ How do we prepare lone workers through training to de-escalate conflict and protect themselves from challenging situations?

## Case Study 2: Maria – Day Support Worker from Portugal

Maria is a support worker from Portugal who has lived in Northern Ireland for eight years. She is highly regarded by colleagues and the people who use services for her compassionate and person-centred care. Her role involves providing daily activities and emotional support to an individual, as well as liaising with the family.

In recent months, racial tensions in Maria's local community have escalated. Subtle negative remarks began to emerge during her visits to the family home. At first the comments were framed as "jokes" about her accent and country of origin. Over time they became more direct, with one family member questioning her right to be in Northern Ireland and making disparaging remarks about "foreign workers" taking local people's jobs.

When Maria confided in her manager, she was told, "Try not to take it personally – they probably don't mean any harm." No formal record was made of the incidents, no follow-up actions were taken, and Maria continued to work alone with the family. As the remarks and "jokes" persisted, Maria's confidence and wellbeing declined. She began to dread her shifts and considered leaving the role she had once loved. Maria confided her feelings to a colleague who escalated the issue to senior management.



A senior manager acknowledged that the initial response had been inadequate and failed to uphold the organisation's zero-tolerance policy on abuse. Immediate steps were taken to record the incidents, meet with Maria and listen fully to her experiences, acknowledge the impact on her wellbeing and agree to a plan of action. This included access to counselling services and attending peer support networks. Managers engaged with the family to restate the organisation's zero-tolerance stance on racist behaviour and outlined the potential consequences of the service being suspended or stopped if the abuse continued. Senior management provided additional training to the first line manager on recognising, recording and responding to racist incidents in line with policy.



### Reflective questions for employers:

- ✓ Are our zero-tolerance policies clearly communicated to staff, the people who use services and families, and are breaches consistently addressed?
- ✓ Do staff feel confident that reporting racism will lead to action?
- ✓ What practical and emotional support do we have in place for staff affected by racism?
- ✓ Are our managers trained and confident in handling incidents of racism appropriately?

### Case Study 3: Mary – Care Home Assistant from the Irish Traveller community

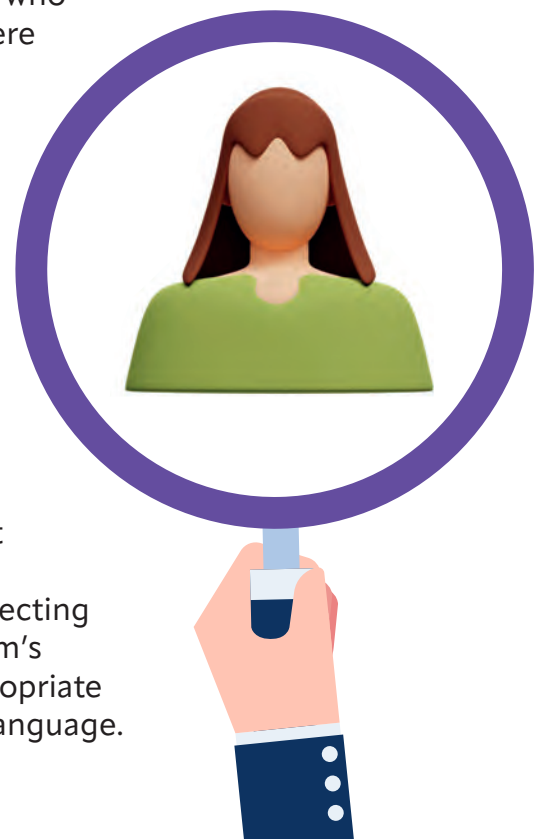
Mary had recently joined a care home as a care assistant. She is from the Irish Traveller community and was eager to bring her skills and enthusiasm to her new role. As a newcomer, she was still building relationships with colleagues and learning workplace routines.

Within her first few weeks, Mary noticed microaggressions from some colleagues. These were not overt insults, but subtle and repeated comments or behaviours that reflected stereotypes about her ethnicity. Examples included comments such as “You don’t seem like the usual Travellers you hear about.” There were also persistent questions about whether her family “still lives on the road” and some light hearted “jokes” about her “moving on soon” whenever anyone mentioned travel or family visits.

Although these remarks were often framed as curiosity or banter, they made Mary feel singled out. Being in a new job, she was unsure whether raising the issue would make her seem over sensitive or disrupt team harmony. Over time, the ongoing comments affected her confidence and made it harder to feel part of the team.

Mary eventually shared her concerns with her line manager who listened attentively and assured her that her experiences were valid and important to address. The manager confirmed that microaggressions are a form of discrimination and had no place in the workplace. She regularly checked in with Mary to ensure she felt supported as a new employee. At a team meeting, the manager reminded staff about the organisation’s dignity at work policy, emphasising that “banter” or “just joking” is not an excuse for hurtful comments.

Awareness training was provided to staff that focused on recognising racism in all its forms. The care home organisation created opportunities for staff and residents to learn about different cultural backgrounds, ensuring that participation was respectful and voluntary. Mary felt reassured that she could raise issues without it affecting her standing as a new team member. Furthermore, the team’s increased awareness led to a noticeable reduction in inappropriate remarks and managers began actively modelling inclusive language.



#### Reflective questions for employers:

- ✓ Are our induction processes equipping staff to understand, recognise and respond to racism in all its forms?
- ✓ Are we proactively monitoring team interactions to identify and address racism?
- ✓ How effectively do we address comments framed as “jokes” or curiosity that may still undermine a staff member’s confidence?
- ✓ Do we create a safe environment where staff feel confident to raise concerns about subtle discriminatory behaviour?
- ✓ What other measures can we put in place to support workers who are from minority communities?

# Tools to assist: Script and communication techniques to respond to anti-racist comments in the workplace

## Purpose:

This tool provides practical communication strategies and example scripts to support social care workers and managers when responding to racism in the workplace. It aims to promote a safe, respectful, and inclusive environment by equipping staff with language to challenge discriminatory behaviour calmly, clearly, and professionally.

## Key principles:

✓ Stay calm and assertive – avoid escalating the situation.

✓ Challenge the behaviour, not the person.

✓ Reinforce values of respect, dignity and inclusion.

✓ Offer support to anyone effected by the incident.

✓ Record and report all incidents in line with organisational policies and procedures.

## Example Scripts and Techniques:



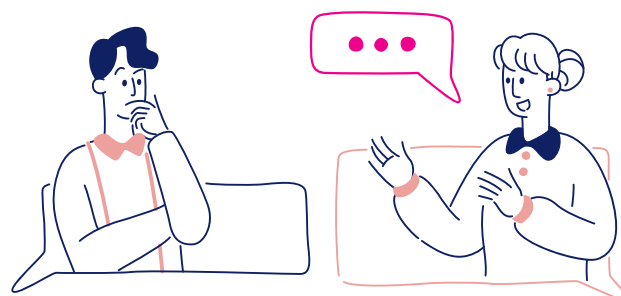
### 1. Responding to a Racist Comment from a Person Using Services

*Technique: Clear Boundary Setting*

*"It is important that you know that racist language is not acceptable here. We treat everyone with respect."*

*Technique: Redirect and Reaffirm*

*"Let's focus on the care and support you need. We value all our staff and don't tolerate discriminatory remarks."*



### 2. Addressing Racist Language from a Colleague

*Technique: Reflective Challenge (1:1 Setting)*

*"I was uncomfortable with what you said earlier. It came across as disrespectful and could be hurtful. That kind of language doesn't reflect our values."*

*Technique: Encouraging Reflection*

*"Can I check what you meant by that? It sounded like a stereotype, and I think we need to be careful about the impact of our words."*



### 3. Supporting a Colleague Targeted by Racism

*Technique: Affirm and Offer Help*

*"I'm really sorry that happened. That kind of behaviour is not acceptable, and I'm here to support you. Have you had a chance to report it?"*

#### Additional tips:

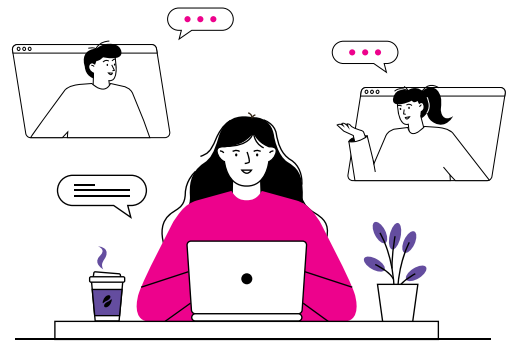
- Use "I" statements: e.g., "I found that language upsetting".
- Focus on impact over intent: e.g., "Regardless of intent, that could be harmful to others".
- Prepare and practice responses so they become second nature.
- Escalate serious or repeated incidents through formal reporting channels.

#### Final Note:

Creating a culture where racism is challenged and not ignored requires everyday action. These tools are a starting point to support staff in speaking up with confidence, knowing they are backed by their organisation's values and policies.

#### References:

1. Skills for Care (2023). Supporting inclusive workplaces: Responding to discrimination. Available at: <https://www.skillsforcare.org.uk>
2. NHS England (2022). Civility and Respect Toolkit. Available at: <https://www.england.nhs.uk>
3. Equality and Human Rights Commission (2021). Guidance for employers – Preventing discrimination. Available at: <https://www.equalityhumanrights.com>
4. Department of Health (NI) (2021). A workforce strategy for health and social care 2026: Delivering for our people.



### 4. In Group Settings or Team Meetings

*Technique: Calling In, Not Out*

*"Let's pause there. That comment doesn't align with the inclusive environment we're trying to create. Let's talk about how we can be more respectful in our language."*

# Tools to assist: Example of Risk Assessment Tool – Racial Abuse Towards Social Care Staff

## Purpose:

To help employers and managers identify, assess and reduce the risk of racist abuse or discrimination faced by staff from people who use services, families, colleagues or public.

## Section 1: Basic Information:

Date of Assessment:  
Location/Service Area:  
Name of Assessor:  
Review Date:  
Team/Staff Group:

## Section 2: Identified Risks

Risk Description	Who May be Harmed	Likelihood (Low/Med/High)	Impact (Low/Med/High)	Existing Controls	Additional Actions Required
<b>Example:</b> Person using services making racist comments or threats	<b>Example:</b> Individual staff member	<b>Example:</b> Medium	<b>Example:</b> High	<b>Example:</b> Zero Tolerance policy, incident reporting process	<b>Example:</b> Review staff assignment, offer debrief, issue warning to person who is using the service
Staff member isolated or unsupported after incident	Individual staff member	Medium	Medium	Informal check-ins	Ensure line manager initiates structured follow up and peer support
No clear route for reporting discrimination from colleagues	Whole team	Low	High	Code of Conduct in place	Deliver training on reporting pathways and accountability

## Support Measures

Staff briefing/training provided?  Yes  No

Details:

Safe reporting mechanism in place?  Yes  No

Details:

Lone working arrangements reviewed?  Yes  No

Details:

Supportive Supervision available?  Yes  No

Peer Support available?  Yes  No

Wellbeing and counselling signposted?  Yes  No

Communication with affected staff clear and timely?  Yes  No

## Managers Notes / Follow Up Actions

# Tools to assist:

## Useful references and additional reading

### Weblinks:

Care Talk. The voice of excellence in social care (n.d) Equality, diversity and inclusion support for social care. Available at: <https://www.caretalk.co.uk/opinion/equality-diversity-and-inclusion-support-for-social-care/#:~:text=On%20the%20Skills%20for%20Care%20website%20you%20can,is%20a%20useful%20tool%20for%20reflection%20and%20discussion.> (Accessed 5 September 2025)

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IMPACT (n.d) Anti-racist practice and strengthening inclusion. Available at: <https://impact.bham.ac.uk/delivery-models/networks/anti-racist-practice-and-strengthening-inclusion/> (Accessed 5 September 2025)

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### Podcasts:

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## Footnotes

- 1 doh-sccf-annual-report-23-24.PDF
- 2 The Joint Declaration of Protection for Dignity at Work and Inclusive Working Environment and its associated model workplace policy developed by the NI Employment Relations Roundtable, supported by the Labour Relations Agency and Equality Commission for Northern Ireland, provides a model which can be adopted (see [Joint Declaration of Protection \(for Dignity at Work and Inclusive Working Environment\) | Labour Relations Agency - Official](#) and [Model Workplace Policy for Dignity at Work and Inclusive Working Environment | Labour Relations Agency - Official](#))
- 3 A guide to race and ethnicity terminology and language | The Law Society July 2025
- 4 The Race Relations (Northern Ireland) Order 1997
- 5 Northern Ireland Act 1998
- 6 Human Rights Act 1998
- 7 Health and Safety at Work (Northern Ireland) Order 1978  
Employers' health and safety responsibilities | nidirect
- 8 Health and Personal Social Services Act (Northern Ireland) 2001
- 9 Standards for Employers
- 10 Social-Care-Workers.pdf
- 11 Microaggression - Wikipedia
- 12 Hate Crime | Police Service of Northern Ireland
- 13 Report | PSNI
- 14 The Joint Declaration of Protection for Dignity at Work and Inclusive Working Environment and its associated model workplace policy developed by the NI Employment Relations Roundtable, supported by the Labour Relations Agency and Equality Commission for Northern Ireland, provides a model which can be adopted (see [Joint Declaration of Protection \(for Dignity at Work and Inclusive Working Environment\) | Labour Relations Agency - Official](#) and [Model Workplace Policy for Dignity at Work and Inclusive Working Environment | Labour Relations Agency - Official](#))

*"As a trade union representing workers across social care, UNISON stands against racism and discrimination. We have contributed to this guidance and will continue to work through the Fair Work Forum and Social Care Collaborative Forum to develop measures to challenge racism and protect and support those affected by it."*

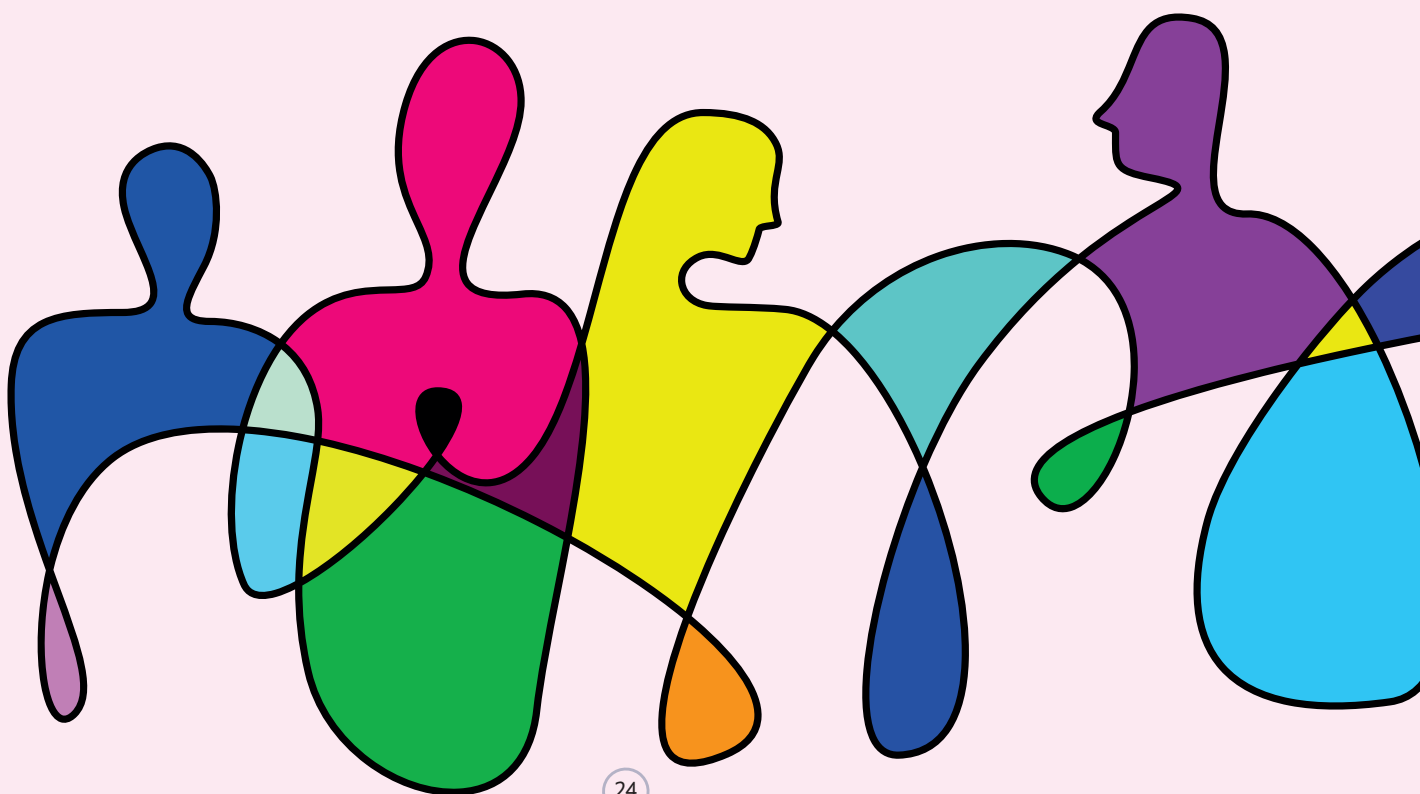
**UNISON**

*"Ihcp is delighted to have been involved in the production of this guidance which will be a very valuable resource for all independent care home and home care providers. Ihcp fully supports a zero tolerance to racism in all its forms."*

**ihcp**

*"True strength lies not in the silence of our differences, but in the harmony of our voices united against racism. Together, we can create a tapestry of inclusion where every thread is valued, and every story is heard."*

**Artseкта**

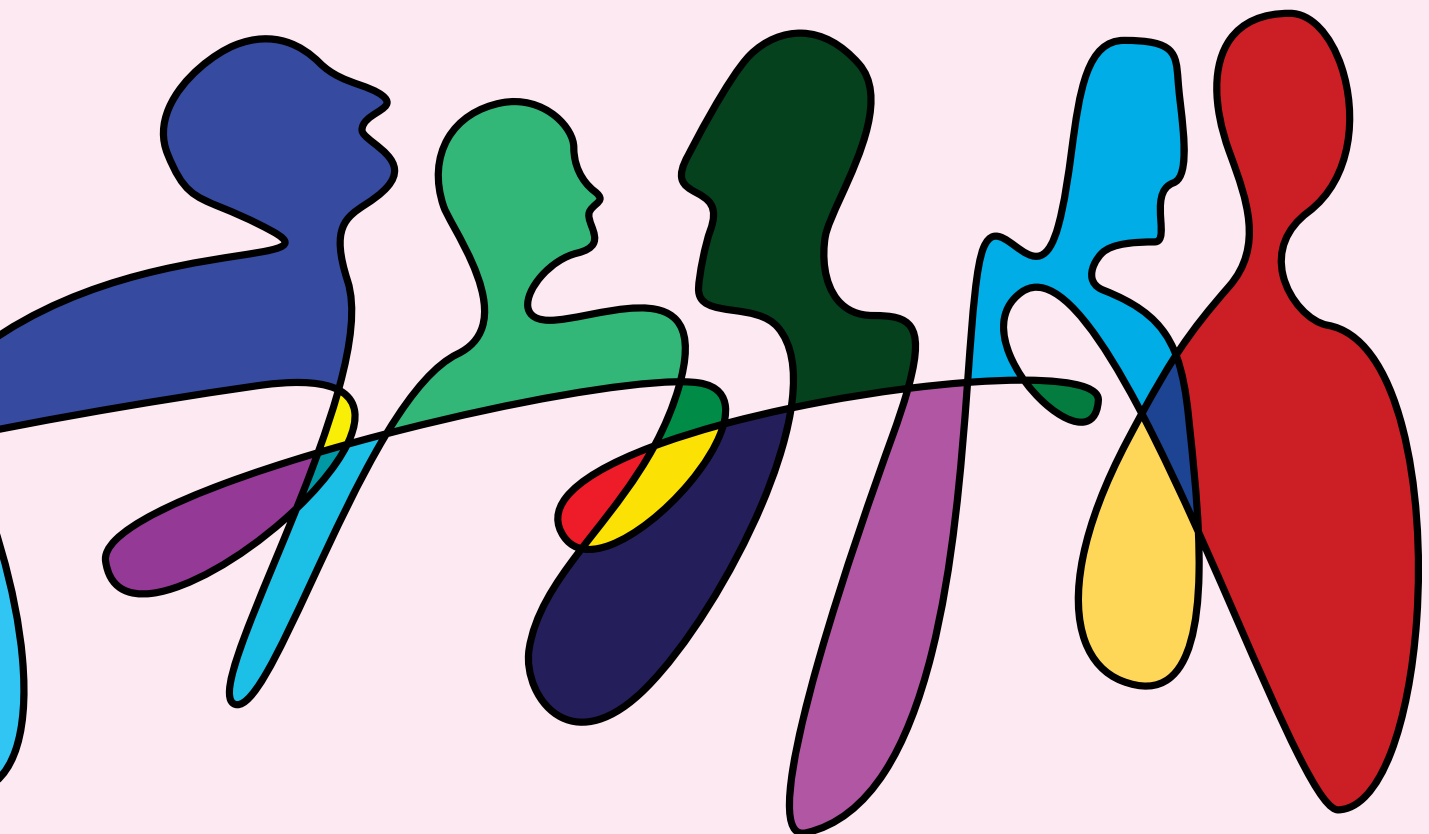


*"Social care is founded on compassion, dignity and respect - values that leave no place for racism in any form. This guidance supports the sector to actively challenge racism and put those values into action, fostering inclusive cultures where everyone feels safe, valued and able to thrive."*

**Chief Social Worker**

*"The Regulation and Quality Improvement Authority (RQIA) is proud to have been a partner in developing this guidance, which supports employers to foster safe, respectful and inclusive environments across social care. It represents an important step in promoting equity and dignity for everyone who works in the sector. By setting clear expectations and offering practical support, the guidance reinforces a zero tolerance of racism and a commitment to ensuring that every staff member is treated with fairness and respect."*

**RQIA**



*"A key strength of the social care workforce is its diversity. It is essential that social care practitioners feel safe and are able to work in an environment without fear and intimidation. It is unacceptable that they may experience racism whilst undertaking their duties. The Northern Ireland Social Care Council welcomes this guidance as an important step in challenging racism and strengthening inclusion across the social care workforce."*

**Northern Ireland  
Social Care Council**

*"I welcome the publication of this important guidance for social care employers. The diversity of our health and social care workforce is to be welcomed and celebrated. It is therefore vital that employers know how to support their employees of colour and recognise and challenge racism in all its forms. I would urge employers to use this guidance as a starting point and to refer to the excellent resources highlighted to build on their knowledge and understanding."*

**Nazia Latif, Human Rights and Equality  
Specialist**

*"As an inclusive organisation, equity and fairness are at the heart of everything we do. Our success relies on people from all cultural and ethnic backgrounds. It is not enough simply to be not racist - we strive to be anti-racist, and we believe all organisations should continually monitor their business culture and processes to ensure that the workplace is a welcoming and nurturing place for all."*

**Positive Futures, social care employer.**

**Remember  
to wear your  
badge...**

**Social  
Care  
Against  
Racism**

**For Further Information  
please contact:**

Office of Social Services,  
Department of Health,  
Castle Buildings,  
Stormont Estate,  
Belfast BT4 3SQ  
E: [oss@health-ni.gov.uk](mailto:oss@health-ni.gov.uk)  
<https://www.health-ni.gov.uk/publications/responding-racism-and-promoting-inclusion-guidance-social-care-employers>

