

HATE INCIDENT RESPONSE PROTOCOL – EVENT STAFF

PURPOSE

We are committed to creating a welcoming and inclusive environment for all participants, audiences and staff. We take any form of racist, religious, homophobic, transphobic, sexist, ableist or other discriminatory behaviour seriously.

A hate incident is any behaviour perceived by the person affected or by a witness to be motivated by prejudice or hostility.

At the **staff briefing before the event**, the lead person briefs staff:

“If anyone experiences racism or other discriminatory behaviour today, we respond immediately, support the person affected, and let the event lead know.”

INCIDENT RESPONSE ROLES (3-ROLE SYSTEM)

If an incident or disruption occurs, staff should adopt three complementary roles to ensure the situation is handled calmly, safely and effectively.

1. Supporter

One staff member focuses on the wellbeing of the person affected. They check that the person is safe, move them to a quieter space if needed, listen and offer immediate support.

2. Intervener

A second staff member addresses the behaviour. They approach the individual responsible, explain that the behaviour is not acceptable under the event’s code of conduct, and ask them to stop or leave if necessary. If the situation escalates, they contact the event lead, security or emergency services.

3. Witness / Recorder

A third staff member observes and records the situation. They note the time, location, people involved and actions taken, and report the incident to the event lead so an accurate record can be kept.

Using these three roles ensures that the person affected is supported, the behaviour is addressed promptly, and a clear record of the incident is maintained.

PROCEDURE

1. Prioritise Safety

If a hate incident occurs:

- Check that the person targeted is safe.
- Move them to a quieter or safer space if needed.
- Call security or emergency services if there is a risk of harm.

The wellbeing of the person affected is the first priority.

2. Acknowledge and Support

Respond calmly and respectfully.

Examples of appropriate responses:

- "Thank you for telling us."
- "I'm sorry that happened."
- "We take this seriously."

Ask what they need in the moment (a quiet space, someone to stay with them, water, etc.).

Do not pressure them to confront the person responsible or make a formal complaint.

3. Address the Behaviour

If safe to do so, staff should approach the person responsible.

- Explain that their behaviour breaches the event's code of conduct.
- Ask them to stop immediately.
- Depending on the seriousness of the incident, the person may be warned or asked to leave the event.

If the behaviour is threatening, aggressive or persistent, contact security or the police.

4. Record the Incident

As soon as possible, a staff member should make a written note including:

- Date and time
- Location within the event
- What happened (as accurately as possible)
- Names or descriptions of those involved
- Any witnesses
- Actions taken by staff

This record will be kept confidential and used only for safeguarding and organisational review.

5. Offer Reporting Options

People affected by a hate incident may choose to report it further. This is always their decision and they should never feel pressured to do so.

Where someone wishes to report, options include:

- Reporting through a third-party hate crime reporting service



- Making a complaint to the event organisers
- Reporting to the police (online or via 101)

Any consideration of reporting to the police should be handled sensitively and only with the informed consent and expressed wishes of the person affected. Organisations should be aware that mistrust of statutory systems is a reality for many people, and this should be respected without question.

Where the person affected does wish to report to the police, it should be clear who supports that process and what happens next.

6. After the Event

Event organisers will review any incidents and consider whether changes to procedures or safeguarding measures are needed. Where possible, we will follow up with the person affected to ensure they feel supported.

CORE PRINCIPLE

We aim to respond with care, clarity and respect, ensuring that discriminatory behaviour is not tolerated and that those affected feel heard and supported.