

## Governance Information

<b>Applicable Legislation</b>	<ul style="list-style-type: none"><li>· Equality Act 2010</li><li>· General Data Protection Regulation (GDPR) and Data Protection Act 2018</li><li>· Protection from Harassment Act 1997</li></ul>
<b>Policy owner</b>	Director of Operations
<b>Approved by</b>	CMT
<b>Regulatory reference</b>	Transparency, Influence & Accountability Standard Neighbourhood & Community Standard
<b>Date approved</b>	13th August 2024
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<b>Stakeholders consulted</b>	IDS Housing team
<b>Version</b>	V.1 drafted June 2024

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## 1. Policy

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- 1.1 At the Industrial Dwelling Society (herein known as IDS) we are committed to providing a safe, respectful and supportive environment for all our staff, contractors and residents. We believe that everyone has the right to be treated with dignity and respect.
- 1.2 We understand that when things go wrong it can be frustrating and stressful. When this happens we will listen to our residents' concerns and put things right as quickly as possible. We expect our staff to be polite, respectful and considerate and we ask that they are shown the same consideration in return. This policy outlines the action we will take to protect our staff if they are subjected to unacceptable behaviour.

## 2. Purpose

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- 2.1 We want to ensure that all interactions between our residents and IDS staff are conducted in a respectful and safe manner. By clearly defining unacceptable behaviour and outlining the steps that will be taken in response, this policy aims to protect our staff from abuse, harassment and threats, while maintaining a high standard of service. Its purpose is to foster a positive and supportive environment where all parties can engage constructively, ensuring the well-being of our staff and the satisfaction of our residents.

## 3. Scope

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- 3.1 This policy applies to all to IDS employees, residents and representatives of IDS, including contractors and third parties who carry out duties on our behalf.
- 3.2 This Policy applies to all interactions between residents and IDS staff and 3rd party representatives, including face-to-face meetings, phone calls, written correspondence, and electronic communications (including social media messaging).
- 3.3 This Policy should be read in conjunction with the following IDS policies: Anti-Social Behaviour; Safeguarding; Complaints Resolution; Data Management; Lone Worker; and Anti-Bullying & Harassment Policies.

## 4. What is Unacceptable Behaviour?

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- 4.1 IDS defines unacceptable behaviour as any action by a resident that is deemed abusive, threatening, or unreasonably persistent. This includes, but is not limited to:
  - **Verbal Abuse:** Using offensive, obscene, or derogatory language.
  - **Physical Abuse:** Any form of physical intimidation or assault.
  - **Threats:** Any threats of harm or violence.
  - **Harassment:** Repeated and unwanted communication or conduct that causes distress or alarm.
  - **Discrimination:** Any behaviour that discriminates based on race, gender, disability, sexual orientation, religion, or any other protected characteristic.
  - **Unreasonable Demands:** Repeatedly making excessive demands that are outside of our capacity to fulfil.
  - **Unreasonable Behaviour:** Refusing to cooperate with IDS staff, for example by refusing to provide information needed; or access to their home.
  - **Unreasonable Persistence:** Persistent and excessive contact with us about the same issue. Insisting on an issue being addressed when it has already been dealt with or where the outcome has already been clearly communicated.

## 5. How We Manage Unacceptable Behaviour

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- 5.1 If we consider our residents' behaviour to be unacceptable we will let them know and try to agree a solution. If we are unable to agree a suitable solution and the behaviour continues, we will take appropriate action to protect our staff. This may include:
- **Initial Warning:** Informing the resident that their behaviour is unacceptable and requesting that they cease such behaviour immediately.
  - **Setting Boundaries:** Clearly outlining acceptable ways for the resident to communicate with our staff.
  - **Restricted Contact:** Limiting the types of communication available, such as specifying a single point of contact; limiting the volume and frequency of contact we will respond to; or limiting contact to a single format e.g. writing, email or telephone only.
  - **Intervention from Senior IDS Staff:** Senior members of the IDS team may write to, or meet with, the resident to address concerns and enforce restricted contact.
  - **Suspending Services:** In extreme cases, temporarily suspending services or interactions until the behaviour is addressed.
  - **Enforcement:** In cases of threats or physical violence, reporting the behaviour to the Police and/or taking Legal action as per the terms of the Tenancy Agreement.
- 5.2 In the event of extreme behaviour we will take immediate action to protect our staff.
- 5.3 Before making the decision to take action, we will consider our residents' individual circumstances and any support needs that we are aware of.
- 5.4 We recognise that these actions will only be taken in exceptional circumstances and so we will obtain approval from a senior manager before we proceed.
- 5.5 We will agree a timeframe for each sanction that we put in place which will be reviewed at the end of that period, or sooner if circumstances change. We will notify our residents when this is done.
- 5.6 When we notify our resident of the decision we have made we will inform them of their right to appeal. We will request that appeals are received within 10 working days of our decision, and we will ensure that the appeal is independently reviewed by a manager not involved in the original decision-making process.

## 6. Support for Our Staff

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- 6.1 IDS is committed to supporting staff who experience unacceptable behaviour from our residents. The support we will provide includes:
- **Training:** We will provide training on how to handle difficult situations and manage conflict.
  - **Counselling:** We will offer access to confidential counselling services.
  - **Safety:** We will provide safety devices for staff who work alone.
  - **Senior Manager Support:** We will intervene in difficult situations, and provide support and protection.
  - **Legal Support:** We will assist staff in reporting incidents to the Police and pursuing legal action if necessary.

## 7. Roles & Responsibilities

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<b>Operations Director</b>	Overall responsibility for the monitoring and reviewing of the policy
<b>Heads of Service</b>	Reviewing incidences and making decisions on any actions to be taken and reviewing these. Notifying customers of intended action.
<b>Service Managers</b>	Supporting colleagues to build awareness and understanding of the policy.
<b>Other staff</b>	Awareness of the policy

## 8. Equality Impact Assessment

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An Equality Impact Assessment has been completed for this Policy.

## 9. Policy Review & Monitoring

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- 9.1 We will review this policy every 3 years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 9.2 We will regularly review and carefully monitor all unacceptable behaviour casework. We will routinely monitor our performance in implementing this policy.
- 9.3 All incidents will be reported to our Health & Safety Forum, and we will periodically update our corporate Management Team (CMT) and Board.