

WOMEN'S PIONEER HOUSING UNACCEPTABLE BEHAVIOUR BY RESIDENTS POLICY

Title	Unacceptable Behaviour by Residents Policy
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1. Our approach to unacceptable behaviour from residents

- 1.1 This policy covers our approach to the very few residents whose actions or behaviour we consider unacceptable.
- 1.2 This policy follows the approach of the Housing Ombudsman Service (HOS)
- 1.3 We do not view behaviour as unacceptable just because someone is assertive or determined. There may have been upsetting or distressing circumstances leading up to an issue and people may act out of character.
- 1.4 However the actions of some people who are angry, abusive or persistent may result in unreasonable demands on, or behaviour towards our staff and we will take appropriate action to manage such behaviour.
- 1.5 We have grouped the behaviour under two broad headings:

Aggressive or abusive behaviour

- 1.5.1. Our staff understand the difference between anger and aggression. A resident may feel justifiably angry about an issue. However, it is not acceptable when anger escalates into aggression towards our staff. Aggression is not restricted to acts that may result in physical harm. It also includes behaviour or language that may cause staff to feel afraid, threatened, or abused.

Examples of aggressive behaviour include:

- threats

- physical violence
- personal abuse
- derogatory or discriminatory remarks
- rudeness
- We also consider inflammatory statements and unsubstantiated allegations to be aggressive behaviour.

Unreasonable demands

1.5.2. We will consider demands unreasonable if they impact substantially on our work through the amount of information they seek or provide, the nature and scale of service they expect, or the regularity or number of approaches they make.

Examples of this behaviour include:

- asking for responses, in person or in writing, within an unreasonable timescale,
- insisting on communicating with a particular member of staff,
- continual use of social media or the sending of phone calls, texts, faxes, emails, or letters,
- repeatedly changing the substance of a complaint or raising unrelated concerns.
- persistent refusal to work within our complaints policy or procedure

1.6 How we manage unacceptable behaviour will depend on the nature and extent of it.

1.7 In cases where a crime may have been committed e.g. violence, hate crime harassment or abuse we may involve the police.

1.8 However in most cases our action will be aimed at managing the situation ourselves effectively.

1.9 Steps we may take include, separately or in combination:

- restricting contact in person, by telephone, fax, letter or electronically or by any combination of these
- restricting the frequency of contact
- in serious cases, legal action

1.10 Individual officers may make this decision at the time of the behaviour e.g. if a member of staff feels that a telephone caller has become abusive they may end the call. On an ongoing basis though any such arrangements must be approved by the Head of Service and the resident concerned must be given details of the decision in writing.

- 1.11 When making this decision we will take into account the resident's own circumstances and have regard to the Equality Act 2010. Where possible, a contact arrangement will seek to provide an effective means of managing the relationship e.g. where the resident has mental health problems we may seek to manage contact with the support of a family member, a carer or an external agency e.g. the Community Mental Health Team.
- 1.12 A resident can appeal a decision to restrict contact or ask for the restriction to be changed or removed. This appeal or request would be considered by our Chief Executive. Any appeal or request will not be considered more than once within any 3 month period.
- 1.13 In any case, the status of all restricted contact arrangements will be reviewed at least every three months by the Corporate Services Manager.
- 1.14 Staff affected will be supported by their line manager and will also have access to confidential advice through our Employee Assistance programme.