

Registered provider of social housing registration number LH4014. Co-operative and Community Benefit Societies Act 2014, society number 27656R.

Unacceptable Customer Behaviour Policy for Customers

August 2024

We believe that all customers have the right to be heard, understood and respected. We work hard to be open and accessible to everyone. However, on a small number of occasions customers may act out of character in times of trouble or distress.

We understand there may be upsetting or distressing circumstances leading up to you approaching us.

We understand that you may find it difficult to express yourself or communicate clearly, especially when you are anxious or upset.

We will always work with you to make reasonable adjustments to help you access our services We will ask how we can help and explain what adjustments we can make. Examples of adjustments we can make are:

* we could consider using different methods of communications
* providing written communication in large print, coloured text, or in translation

However, on some occasions your behaviour or actions can become unacceptable. Broadacres will not tolerate unacceptable behaviour nor actions that result in unacceptable or excessive demands on our service in that it prevents colleagues from carrying out their duties effectively.

It is these behaviours and actions that we aim to manage under this policy. The policy is in place to protect and support colleagues, where it is considered that your actions are unacceptable, we may choose to restrict or change access to any service we provide.

Examples of unacceptable behaviours and excessive demand may include:

Unacceptable behaviour:

* threats
* physical violence
* Personal verbal abuse
* derogatory remarks and rudeness
* Excessive demands on a service or colleague
* insisting on seeing or speaking to a particular colleague
* an excessive number of phone calls, letters, emails or social media contact
* covertly recording meetings and conversations
* adopting a 'scattergun' approach; pursuing a concern, complaint or complaints with several different colleagues at the same time
* making unreasonable request or demands of colleagues, whether in relation to provision of information or documents, or expecting responses within an unreasonable timescale.

Broadacres colleagues will always do their best to assist. If you behaves, or you are perceived to behave in a rude, offensive, abusive, aggressive, threatening or intimidating manner, and after giving clear warnings and allowing you the opportunity to modify your behaviour, the Broadacres colleague has the right to end the conversation/call or terminate a visit or request that you have restricted access to our services.

Before taking any action under this policy we will always attempt to liaise with any known support workers/providers you may have to ensure we are aware of any other vulnerabilities that may be contributing to your behaviour.

What we will do if you are demonstrating unacceptable behaviour

In most circumstances you will be advised in writing why we believe your behaviour is unacceptable, what action we are taking and for how long this action will last. We will also tell you that we will periodically review whether the restrictions imposed are still necessary and should remain.

Steps we will take:

Any action to restrict contact with you will only be authorised by a Director of Service and will be evidence based, appropriate and proportionate.

The letter from the director will give you a final opportunity to amend your behaviour prior to any sanction being imposed.

The warning letter will also advise you that you can appeal the decision (any appeal must be made within 10 working days).

The appeal will be heard within 5 working days of receiving it and will be heard by another director, independent of the initial decision.

Restrictions imposed will be appropriate you and proportionate to your behaviour or actions. The options most likely to be considered will be:

* requesting contact in a particular form (for example, letters/emails only)
* requiring contact to take place with a named officer
* restricting telephone calls to specified days and times
* notifying you that only ‘significant’ and serious queries will be addressed

**Exceptions to this policy:** Where your behaviour is so extreme it threatens the immediate safety and welfare of colleagues or other customers, we will report the matter to the police or consider taking legal action. In such cases, we may not give you prior warning of our intended actions.

Visit in Pairs

Visit in pairs (VIP’s) applies to any customer who could be a risk to colleagues, or other people acting on our behalf, because of their previous behaviour, illness or addiction. This also applies people who may be in their home who could also be a risk.

A decision to change how we deliver services or support, by making a customer on VIP must be based on a specific incident or following advice from a professional, rather than general opinions about that individual.

Customers are likely to have a VIP placed on them for a number of reasons including:

* they may have been violent or threatened violence
* they may be active sex offenders or may have made unwanted sexual advances towards members of staff
* they may have a recent history of serious anti social behaviour
* they may be volatile due to an illness or addiction
* they may associate with persons who are similarly volatile through illness or addiction
* they may have made complaints against members of staff which, upon investigation, were spurious and without foundation

This list is not exhaustive, other reasons maybe considered if a customer’s behaviour or information about them may give rise to a risk.

Due to the nature of some of the above reasons for VIP’s, informing the customer could create a substantial risk of a violent reaction from them. For example, this could be because of the nature of the incident or concern or because of the risk it potentially poses to another individual.

In such cases it may be reasonable not to inform the customer as described in the policy; however, any such decision will be made in consultation with Broadacres’ Solicitor and confirmed by the Director of Customer Experience.

Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations. This policy and associated documents, including the written warning will be made available in different languages and alternative formats where necessary.

Broadacres will comply with the terms of our Equality, Diversity and Inclusion policy when dealing with incidents of unacceptable behaviour.

We are committed to ensuring that no customer will be treated less favourably because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex of sexual orientation – in line with the protected characteristics as described in the equality Act 2010.

Broadacres Housing Association Limited is an exempt charity and a registered provider of social housing, Homes and Communities Agency number: **LH4014**, and a registered society under the Co-operative and Community Benefit Societies Act 2014, registered number: **27656R**