



Managing Unacceptable Behaviour Policy

Lead Officer: Emma Morgan, Head of Housing & Support

Next Review: 2027

Policy Owner	Emma Morgan, Head of Housing & Support
Date of Policy	01 st October 2024
Next Review Date	01 st October 2027
Version	1
Approved by	Stephen Evans, Director for Customers & Communities

Version Control
Version 1 - New Policy

Changes Made	Section	Date
New Policy	All	01 st October 2024



Introduction

Caredig believes that everyone should have the right to be heard, understood and respected. However, our staff also have the same rights. We, therefore, expect tenants to be polite and courteous in their dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence, including behaviour that is discriminatory on the grounds of any protected characteristic.

Aims

The aim of this policy is to set out Caredig's approach to managing tenants, residents, service users and customers who display unacceptable behaviours. Caredig will deal fairly, honestly, consistently and appropriately with all tenants, including those whose actions are considered unacceptable.

Our Values

In applying this Policy, we will be guided by our Values. Our Values determine how we behave towards our customers, our colleagues, our partners and our work: -

Kind - We recognise that relationships are at the heart of everything we do, at the heart of good relationships is kindness

Innovative - we continuously strive to be the best we can whilst seeking creative ideas to improve and grow

Trusting - We trust people to do the right thing, because good relationships are built on mutual trust and respect

Accountable - we accept the responsibilities of our role and are accountable for our actions and for doing what is right.

Definitions of what is considered Unacceptable Behaviour

Caredig recognises that behaviour is not unacceptable just because a person is assertive or determined. There may have been distressing circumstances leading up to a tenant, resident, service user or customer contacting the landlord and people may act out of character. Behaviour may become unacceptable however if it is so demanding or persistent that it places unreasonable demands on the landlord and impacts the level of service that can be offered to others.

Examples normally include, but are not limited to:

- **Aggressive, Abusive and Dangerous Behaviour**
Verbal abuse, aggression, violence, intimidation or harassment. This is not just limited to actual physical or verbal abuse but can include derogatory remarks, inappropriate behaviours and threats of violence. This could be for a number of



reasons including discrimination on the grounds of race, disability, gender, sex or other protected characteristics.

This includes where the environment poses a potential risk to staff. There is a risk of false allegations, the environment is unsafe due to pets, drug paraphernalia etc.

- **Unreasonable Demands**

This could be requesting large volumes of information, asking for responses within a short space of time, refusing to speak to an individual or insisting on speaking with another

- **Unreasonable Persistence**

This could be a person refusing to accept the answer that has been provided, continuing to raise the same subject matter without providing any new evidence, continuously adding to or changing the subject matter of the complaint.

Subjecting staff to an overload of letters, calls, emails or contact via social media, this could include the frequency of contact as well as the volume of correspondence received as well as the frequency and length of telephone calls.

Caredig Intervention & Enforcement

When a staff experiences unacceptable behaviour, we will adopt an early intervention approach and respond quickly to resolve problems at the earliest possible stage using non-enforcement remedies. These include:

- De-escalating the conversation
- Ending the conversation or support visit
- Exploring the options of support to help the person to communicate their concerns

Should unacceptable behaviours continue, the following actions may be taken:

- Adding a 'dangerous' marker to the tenancy and implementing a two persons only visit to the property
- Adding a 'warning' marker to alert staff to potential risks
- Implementing a communication plan and restricting points of contact
- Formal warning for a breach of tenancy
- Not responding to communications that are offensive, abusive or contain unsubstantiated allegations about staff or it's representatives that lacks substantive evidence

The individual concerned will be given the right to appeal should the above actions be taken.

Enforcement action will only be taken if Caredig is satisfied that the evidence gathered can demonstrate that an individual or individuals have acted in a manner that is considered a breach of the contract. When legal action becomes necessary, we will use the most appropriate action available to us. There are a range of legal powers. Making an application to the County Courts for an Eviction is considered a last resort once all other possible options have been exhausted.



Resident Engagement

The policy has undergone consultation with staff and tenants via the Caredig Circle and website promotion.

What is covered by the policy/strategy?

This policy is informed by the following legislation and regulation;

- Renting Homes (Wales) Act 2016
- Equality Act 2010

Roles and Responsibilities

All staff and contractors are responsible for reporting incidents of unacceptable behaviour. The Operational Managers for Housing Management, Supported Living and Extra Care are responsible for the case management of reports received.

Equal Opportunities

An Equality Impact Assessment has been completed and as a result, we have more explicitly referred to discrimination towards staff and have taken steps to ensure we take account of individual circumstances both in term of how we communicate and manage cases.

This policy reflects the requirements of the Equality Act 2010 and show due regard for an individual's medical condition and vulnerability such as mental health issues and learning disabilities and takes account of the rights of staff under the same Act. Accordingly, any restrictions imposed on a individual's contact should recognise and be appropriate to their individual circumstances.

References to other relevant policies and Procedures

- Complaints and Compliments
- Allocations
- Anti-Social Behaviour & Community Safety
- Possession & Eviction
- Ending Contracts
- Tenant Insight & Involvement Strategy
- Pet Policy
- CCTV
- Hate & Mate Crime
- Lone working
- Safeguarding
- Temporary Exclusion (Supported Living only)