

# NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### (RESPONSE TO) UNACCEPTABLE BEHAVIOUR

Passed:-	24/05/2023	Review Date:-	April 2028
----------	------------	---------------	------------

All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

## 1.0 INTRODUCTION

- 1.1 North View Housing Association has a duty of care to its employees and representatives (for example, Committee Members, Contractors, consultants etc) to provide a safe and secure work environment. It is, therefore, incumbent upon the Association to act, as required, to maintain this status.
- 1.2 Staff have to deal with a variety of people in various circumstances in the course of their working day. Housing can be an emotive issue and interviews can frequently be demanding for both parties.
- 1.3 Staff are required to be respectful towards people who use the Association's services, and the Association encourages service users to reciprocate. Staff will face disciplinary procedures if he/she acts inappropriately to service users, but the Association will also act against a service user who acts in an abusive or threatening manner towards staff members.

Usually differences are discussed relatively amicably, but there has been occasions where staff (or our Committee Members, Contractors, consultants etc) have encountered threatening, abusive or aggressive behaviour. Our 'duty of care' obligation means that we need to consider how to address incidents of such behaviour.

- 1.4 There is a range of actions available to help us address such incidents; however the action that we initiate will be proportionate and appropriate to the nature of the incident. Our response will be determined on an 'incident by incident' basis.
- 1.5 The purposes of this policy is to establish guidelines that the Association will follow to tackle threatening, abusive or aggressive behaviour towards our representatives.

## 2.0 AUTHORITY

- 2.1 Members of our Senior Staff team are well positioned to address unacceptable behaviour, because they are likely to know the 'history' behind such behaviour. They should be able to use that knowledge to their advantage in order to effect immediate intervention to help prevent the problem from escalating. They also have a recognised 'seniority' within the organisation.



INVESTOR IN PEOPLE

### NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)



# NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### (RESPONSE TO) UNACCEPTABLE BEHAVIOUR

- 2.2 It is in light of their unique position, that authority to address most instances of 'abusive or threatening behaviour' is delegated to the Director and members of the Senior Staff team. Only in exceptional cases will the process be referred to the Management Committee.

### 3.0 RESPONSE

#### ***Reporting and recording***

- 3.1 Employees and representatives are required to report incidents of threatening, abusive or aggressive behaviour that they experience in the course of their duties, or resulting from their association with North View Housing Association.
- 3.2 Reports should be made to the appropriate Senior Staff Member (in the case of employees, to his/her Manager; in the case of contractors or consultants, the Senior Staff Member overseeing the provision of that service; and for Committee Members, to the Director, or other Senior Staff Member in the Director's absence).

The person receiving the report will record the details of the incident.

- 3.3 All instances of physical threat, or behaviour, made towards the Association's staff members or representatives, will be reported to the police. Future contact with that person will be subject to one (or more) of the sanctions outlined in item 3.7 below.

#### ***Action***

- 3.4 The Association will determine a proportionate and appropriate course of action in response to reports of threatening, abusive or aggressive behaviour.
- 3.5 In most cases, the person receiving the report will decide on the course of action. In some cases, the Director will decide the course of action, and in exceptional or very serious cases, the Management Committee shall decide.
- 3.6 The course of action may be determined after discussion with the Senior Staff team, the Management Committee, the individual making the report, our solicitor etc, but the process of determination will be reflective of the nature and seriousness of the incident. The subsequent determination will be recorded appropriately.
- 3.7 The action can range from simply recording the incident, to initiating legal proceedings.

Examples of response actions include, but are not limited to, the following:-



INVESTOR IN PEOPLE

#### **NORTH VIEW HOUSING ASSOCIATION**

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



# NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### (RESPONSE TO) UNACCEPTABLE BEHAVIOUR

- Telephoning the perpetrator, or arranging a meeting in the Office, to discuss the matter with them and/or informing them that such behaviour is unacceptable;
- Writing to the perpetrator to inform him/her that such behaviour is unacceptable and warning of the potential consequences of repeating such behaviour;
- Restricting the service that we provide to the perpetrator. This could be in the form of:- **a.** not visiting the person in his/her home (other than in an emergency). **b.** Office visits being by appointment only, giving a minimum of three days' notice, **c.** restricting access to staff, **d.** carrying out only essential repairs, and **e.** holding interviews held in public areas and/or witnessed by another staff member;
- Refusing to deal directly with the perpetrator directly. This could be insisting that transactions take place through his/her nominated representative – be that a family member, Social Worker, etc;
- Seeking an injunction against a perpetrator, e.g. to prevent him/her coming within 100m of the Office, and/or contacting specific employees (or all employees) etc;
- If the perpetrator is a tenant of the Association, or is a member of the household of one of our tenants, or the incident(s) occurred in a tenant's property, we will consider raising a legal action to evict the tenant on the grounds of anti-social behaviour.

3.8 If we impose sanctions against a tenant, processes will be put in place to help ensure the safety of employees and representatives who have to attend the tenant's property to effect repairs required to keep the property secure, and wind and watertight, or in the case of any other type of emergency.

## 4.0 REVIEW AND APPEAL

- 4.1 If we impose sanctions against a perpetrator, we will write to him/her within five working days of the sanctions becoming effective, to confirm:-
- i) the extent of the sanctions;
  - ii) the time period in which we will review the decision. This will normally be three or six month, depending upon the seriousness of the incident; and
  - iii) inform him/her that he/she has the right to appeal to the Association's Management Committee against the sanctions and/or the determination process. Appeals should be made in writing within 10 working days of the notification, and will be responded to within a further 20 working days.



INVESTOR IN PEOPLE

### NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



# NORTH VIEW Housing Association

4

North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### (RESPONSE TO) UNACCEPTABLE BEHAVIOUR

#### 5.0 ADVERTISING

- 5.1 The Association shall periodically include articles in our Newsletter requesting service users to be respectful to employees and representatives, and inform them of possible sanctions if they fail to do so.

#### 6.0 REPORTING

- 6.1 The Management Committee will receive regular reports on any sanctions imposed against service users.

*End of Policy*

#### **reviews and amendments:-**

reviewed - 24/05/2023



INVESTOR IN PEOPLE

#### **NORTH VIEW HOUSING ASSOCIATION**

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

