



Unacceptable Actions Policy – Easy to Read

Our Goal



We want everyone to live their best lives at home, supported by a caring community.

Working Together



We want you to share your thoughts and ideas with us. There are many ways you do this. But sometimes, people behave in ways that make it hard for us to help. In some cases, people might be rude or hurtful to our staff.

Being kind

When this happens, we need to protect our staff and make sure we can still help others

Our Values

Honesty
Equality and Diversity
Ambition
Dignity
Integrity
Caring
Kindness

Our Commitment We ensure our housing services are inclusive, respectful, and fair, supporting the successful reintegration of offenders without compromising community safety.



Equality, Diversity, and Inclusion

Our Promise We follow our Equality and Diversity Policy to promote fairness and equality.

Special circumstances

Sometimes, people might act in a certain way because of a mental health condition, like dementia. We handle these situations differently and with care.

Aims and Objectives

Main Aim This policy helps us to support everyone, even when someone's behaviour is not ok.

Objectives We will treat everyone fairly, even if their actions make it difficult to us.
We make sure no one is harmed by someone else's bad behaviour
We have clear rules for dealing with unacceptable behaviour

Respecting feelings We know some people have been through tough times, which might make them act out. We ask our staff to be understanding and kind, while also keeping everyone safe.

Understanding stressful situations

We know that people might act differently when they are upset. We don't think someone is being unacceptable just because they are strong in their opinions.



What is unacceptable?

Actions that hurt our staff or take up too much of our time are not okay. We need to protect our staff and make sure we can help others too.

Examples

Aggressive behaviour – violence, threats, or any actions that make our staff feel scared or upset. This includes using racist, homophobic, sexist or misogynistic, ableist behaviour

Unreasonable demands – asking for too much too quickly or repeatedly asking them for the same thing.

Too much contact – constantly calling or email, making it hard for us to help others.

Refusing to cooperate – not giving us the information we need to help solve a problem

Using processes unfairly – repeatedly complaining without a good reason.

Recording to harass – using video or audio recordings to upset or harass staff.

Managing unacceptable behaviour

When we need to act If someone's behaviour is violent or threatening, we might stop talking to them or even call the police. We will only do this if we really have to.



Limiting contact

If someone continues to act in an unacceptable way, we might

- Only talk to them at certain times
- Have just one staff member deal with them
- Only communicate in writing
- Refuse to consider future issues.

Telling the person

We will always tell the person what action we are taking and why.

Appeal

If you don't agree

If someone doesn't agree with the limits we've set, they can appeal. Another senior staff member, who wasn't involved in the original decision, will look at the case. We will tell the person our final decision in writing.

Supporting our staff

We let our staff know what actions we are taking to protect them. We also make sure they have support and know what steps are being taken.

Keeping track

We keep records of all incidents of all unacceptable behaviour. If we limit someone's contact, we note it in their file.