



## Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Ethical Governance and Personnel Committee

22 November 2023

Wards affected: all wards

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### **Policy on Management of Unacceptable and Violent Customer Behaviour**

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Report of Director (Community Services)

#### **1. Purpose of report**

- 1.1 To present for approval the updated Policy on the Management of Unacceptable and Violent Customer Behaviour. (Appendix 1)

#### **2. Recommendation**

- 2.1 That the policy is approved.

#### **3. Background to the report**

- 3.1 Every incident directed against employees or against anyone lawfully acting in the interests of the Council is regarded as serious and there is a commitment to ensure that the risk of harm to employees and others is eliminated or minimised. The Council will not tolerate behaviour which is deemed to be unacceptable, abusive, threatening or violent to its staff or any third party acting on its behalf.
- 3.2 The current Policy on the Management of Unacceptable and Violent Customer Behaviour was approved by Ethical Governance and Personnel Committee in 2020. The Policy sets out the framework for how the Council will respond to and manage unacceptable and violent behaviour towards staff and others acting legally on its behalf. The policy was put together following consultation with staff and key council departments.
- 3.3 The updated policy is attached at Appendix 1. The refresh has taken into consideration comments from the staff safety team, health and safety team, HR, staff and recognised trade unions.

3.4 The main changes incorporated on refresh of the policy are:

- recognition and inclusion of links to the council's Lone Worker Policy
- acknowledgement that this policy would be used in conjunction with other policies and reporting procedures such as the council's Antisocial Behaviour (ASB) Policy and reporting of incidents to the police
- updated reference and links to key policies and procedures
- referencing in the policy that the staff safety team will decide on any action required in line with the ASB, Crime and Policing Act 2014 which provides further direction on how the council manages ASB
- statement making clear that third party information may also provide the basis for inclusion to the Unacceptable Behaviour and Violent Persons List
- detail on the importance of staff risk assessments and the need for staff to check the Unacceptable Behaviour and Violent Persons List before customer contact
- a flowchart for the Unacceptable and Violent Customer Behaviour process

3.5 Councillors are not currently covered by this policy as at this point in time there is no way of effectively giving councillors access to the Unacceptable Behaviour and Violent Persons List due to where it is stored on the council's internal systems and that any other potential methods suggested to date would cause data protection/data management issues. However, work is underway by Corporate Services that will look to rectify this going forward.

3.6 It is recognised that there are strong links with other council policies and therefore discussions have taken place with other managers on how the policies best link with each other, in particular policies for customer services and health and safety. These have been considered during the formation of this policy.

3.7 Alongside this policy refresh, updates have taken place to the council's health and safety e-learning training modules to ensure training supports the effective use of this policy. The updated training aims to increase effective and timely reports of incidents of unacceptable behaviour and stresses the importance of appropriate staff use of the Unacceptable Behaviour and Violent Persons List.

#### **4. Exemptions in accordance with the Access to Information procedure rules**

4.1 The report is to be taken in open session.

#### **5. Financial implications [CS]**

5.1 None arising directly from the report.

## **6. Legal implications [MR]**

- 6.1 The Health and Safety at Work Act 1974 requires the Council to ensure so far as reasonably practicable the health safety and welfare at work of all employees.

## **7. Corporate Plan implications**

- 7.1 This report relates to priority ambitions of Hinckley and Bosworth Borough Council's Corporate Plan 2022-25, namely:

People: helping people to stay healthy and protected from harm.

## **8. Consultation**

- 8.1 The policy has been subject to full consultation with the staff safety team, HR, staff and the recognised trade unions.

## **9. Risk implications**

- 9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.
- 9.3 No risks identified.

## **10. Knowing your community – equality and rural implications**

- 10.1 The policies provide guidance for managing unacceptable customer behaviour from customers across the borough.
- 10.2 The policies aim to protect all individuals from harm irrespective of their age, culture, disability, gender, gender identity, language, racial origin, socio-economic status, religious belief, marital status, pregnancy or maternity and/ or sexual orientation.

## **11. Climate implications**

- 11.1 Work will be delivered to limit carbon impact where possible, for example using virtual methods of engagement and paperless systems.

## **12. Corporate implications**

- 12.1 By submitting this report, the report author has taken the following into account:

- Community safety implications
  - Environmental implications
  - ICT implications
  - Asset management implications
  - Procurement implications
  - Human resources implications
  - Planning implications
  - Data protection implications
  - Voluntary sector
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Background papers: Appendix 1 – Policy on the Management of Unacceptable and Violent Customer Behaviour  
On approval the documents will be available on [www.hinckley-bosworth.gov.uk](http://www.hinckley-bosworth.gov.uk)

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