

## **1. INTRODUCTION**

Harassment Policy is for the welfare of Staff, Suppliers and Board Members.

## **2. POLICY STATEMENT**

Wimbledon Park Co-operative attaches great importance to the welfare of our service deliverers.

This policy is to safeguard all our staff members, suppliers and board whether office based or on site, visiting residents in their homes or meeting the public, who may encounter abuse, aggression or even violence in the course of their duties.

We ensure compliance with the duties imposed on employers by the provisions of the Health and Safety at Work Act, Management of Health and Safety at Work Regulations and other Regulations that apply to our activities.

## **3. STATEMENT OF INTENT**

Wimbledon Park Co-operative Limited are here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from our service users. Such behaviour by any service users will not enhance our service but rather the contrary.

We will look to refuse to deal with people who are abusive, harass or assault any of our staff, board members and contractors or who continue to be abusive or aggressive when asked to behave reasonably. Wimbledon Park Co-operative will report matters to the police, in relation to threatening behaviour which includes, violence, harassment and abuse.

All complaints will follow the Wimbledon Park Co-operative Complaints Procedure.

## **4. DEFINITIONS**

We define abusive or aggressive behaviour as any behaviour which produces damaging or hurtful effects, physically or emotionally on other people. This definition is not exhaustive but would include:

- verbal abuse including name calling or threat of this.
- bullying, shouting or swearing or threat of this.
- assault - resulting in injury or not (sexual assault, assault using a weapon or other instrument including broken bottles, hypodermic needles etc).
- injury caused by pets e.g. dogs
- threat of harm to property or family
- racial or sexual abuse or any form of defamatory / derogatory comments
- harassment (unwanted visits, door knocking, phone calls, emails, or other forms of communication)
- Deliberate behaviour to cause distress and undermine the staff, board members or supplier.

## 5. COMMITMENT

Wimbledon Park Co-operative Ltd is committed to minimising the risk of abuse and aggressive behaviour against our staff, board members and our contractors whilst acting in the course of their duties. It is recognised that in addition to any physical injury, the effect on mental well-being can be equally as serious.

## 6. ACTION

### 6.1 Wimbledon Park Co-operative will:

- Empower staff, board members and contractors to be able to '*step away*' from abuse or aggressive situations.
- Provide skills training for front line staff and their managers to ensure that a consistent approach to dealing with abusive, violent or aggressive people is maintained and supported by this commitment and guidelines.
- Carry out risk assessments for all vulnerable categories of front line jobs and introduce safe working practices and procedures to minimise the risks identified.
- Require staff, board member and contractors to report incidents and to monitor patterns and take steps to reduce risk.
- Report aggressive and abusive residents to the council and register them on the Aggressive Person Register so other staff and agencies are aware of the risks.
- Reinforce our support for staff, contractors and board members who '*step away*' from abuse and violence by signs and the inclusion of statements in appropriate correspondence and literature. Signs and statements will be balanced i.e. identifying the service customers can expect from Wimbledon Park Co-operative and the response we expect from customers.
- Contact the police in circumstances relating to threatening behaviour, abuse, violence or harassment.
- Carry out action for breach of tenancy or lease as harassment, violence or abuse is a part of the tenancy or lease condition.

### 6.2 Board Members will:

- Support this policy and the staff who apply it.
- Not be seen to support aggression.
- Be responsible for staff welfare, safety and support.

### 6.3 Estate Manager will:

- Be as supportive as possible of decisions taken by their staff or contractors in the first instance.
- Ensure they are in possession of all the facts when asked to intervene.

- Not ask for the complainant to receive special attention unless clearly warranted.
- Reassess the risks and control measures required, after incidents.
- Team brief and train staff, as required. Monitor the effectiveness of training.

#### **6.4 Everyone will:**

- Take all reasonable steps to ensure own and other's health and safety.
- Step Away from abuse and aggression as soon as practicable.
- Be alert to any escalating situation your colleagues may be dealing with. Be prepared to render help in any way it is safe to do so.
- Follow the guidance provided and participate in training given.
- Report incidents.

### **7. LEGAL POSITION**

Wimbledon Park Co-operative attaches great importance to the health, safety and welfare of our staff, board members and to anyone who may be affected by our activities.

We compliance with the duties ensure imposed on employers by the provisions of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations and other Regulations that apply to our activities.

Under the Health and Safety at Work etc. Act 1974, Wimbledon Park Co-operative Ltd has a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of its employees.