

**REPORT TO: GOVERNANCE COMMITTEE**  
Date: 3<sup>rd</sup> September, 2019  
**TOPIC: POLICY FOR PREVENTING AND CONTROLLING VIOLENCE, AGGRESSION AND OTHER UNREASONABLE CUSTOMER BEHAVIOUR**  
**REPORT BY: JEREMY MANN; HEAD OF ENVIRONMENTAL HEALTH & HOUSING SERVICE**

## 1. INTRODUCTION

1.1 A new policy has been developed to prevent and control any customer behaviour which could impact on the safety and wellbeing of the Council's officers. The proposed policy, set out in Appendix 1, has been widely consulted on and has the support of the North Devon Local Government Branch of UNISON.

## 2. RECOMMENDATIONS

2.1 Members note the report.

## 3. REASONS FOR RECOMMENDATIONS

3.1 To adopt a pro-active stance to ensuring the safety and wellbeing of the Council's employees.

## 4. REPORT

4.1 A new policy has been drafted for preventing and controlling violence, aggression and other unreasonable customer behaviour. The Council wants to take control of potentially challenging situations before any incidents have happened or reduce the likelihood of problems reoccurring.

4.2 Since April 2019, 11 incidents have been reported by staff. A Staff Security Audit, undertaken in 2017, also directed the Council to review its current arrangements.

## 5. RESOURCE IMPLICATIONS

5.1 This policy will not be an additional cost pressure on the Council.

## 6. EQUALITIES ASSESSMENT

6.1 Implementing this policy will have a positive impact for the Council's employees. For customers who have acted improperly this policy may result in sanctions being levied against them. As part of the procedure officers will determine if there are any other equality issues that should be considered before taking action.

## 7. CONSTITUTIONAL CONTEXT

Article or Appendix and paragraph	Referred or delegated power?
Part 3, Annexe 1, para 5	Delegated

## 8. STATEMENT OF CONFIDENTIALITY

8.1 This report contains no confidential information or exempt information under the provisions of Schedule 12A of the 1972 Act.

## 9. BACKGROUND PAPERS

9.1 The following background papers were used in the preparation of this report:

- NDC Staff Security Audit 2017

The background papers are available for inspection and kept by the author of the report.

## 10. STATEMENT OF INTERNAL ADVICE

10.1 The author (below) confirms that advice has been taken from all appropriate Councillors and Officers.

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Author: Jeremy Mann; Head of Environmental Health & Housing  
Date: 15<sup>th</sup> August 2019  
Reference: Governance Committee VA 3<sup>rd</sup> September 2019

## **APPENDIX 1**

### **POLICY FOR PREVENTING AND CONTROLLING VIOLENCE, AGGRESSION AND OTHER UNREASONABLE CUSTOMER BEHAVIOUR**