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Challenging Behaviour Policy

Purpose

Orwell is committed to ensuring all employees are equipped to respond to challenging behaviour. We provide a wide-ranging service over many areas of work. Consequently, employees and contractors meet and deal with members of the public in many different situations to provide those services. Sometimes customers may perceive that the service they are getting falls short of their expectations. In some cases, visits or communication with tenants can lead to abuse, violence, threats and even violence.

General measures that can be taken to reduce risk of violence at work can be found in Orwell's Health and Safety Policy. Our procedure enhances those provisions by sharing information about tenants with abusive threatening or violent tendencies. It is designed to protect staff and contractors as far as possible from such individuals but does not examine the cause of any individual's behaviour. It is intended to manage the effects of that behaviour with the specific aim of reducing risk.

Legal Obligations

Orwell and its employees & contractors have a legal obligation to follow the Health & Safety at work act 1974.

Orwell's Commitment

- Orwell is committed to supporting employees and contractors to have the right training and knowledge in dealing with challenging behaviour.
- Orwell aims to reduce risks posed to employees and contractors as effectively and efficiently as possible.
- Any serious incidences involving a tenant challenging behaviour will be recorded to learn from and continuously improve how we respond.
- Orwell is committed to taking all staff and contractors views and opinions on risk seriously and implementing changes when appropriate.
- Orwell is committed to protecting the health and safety of all employees and con tractors.