

Lyneham and Bradenstoke Parish Council

Zero Tolerance Policy



Lyneham and Bradenstoke Parish Council

Zero Tolerance Statement

Adopted by Lyneham and Bradenstoke Parish Council

On

Xx xxxxxx 2020

To be reviewed annually



Our Councillors and employees are committed to providing quality services for the benefit of all Lyneham and Bradenstoke residents and service users.

Lyneham and Bradenstoke Council is determined to ensure employees and Councillors are able to work without fear of violence, and will not tolerate aggressive, threatening or violent behaviour towards them.

Individuals behaving violently or with malicious intent towards employees or Councillors will face sanctions and will be reported to the police.



STATEMENT OF INTENT

Lyneham and Bradenstoke Parish Council is an equal opportunities employer, committed to treating employees and councillors in a fair and equitable manner, with dignity and respect, within a working environment free from all forms of bullying, harassment and aggression.

For the purpose of this policy the term employee will also refer to staff, councillors, volunteers, paid employees, contractors and all visitors.

The Council acknowledges that in the day to day delivery of services, employees and councillors can be confronted by aggressive or violent behaviour by service users / members of the public. Whilst acknowledging that such eventualities may arise, the Council affirms that such behaviour is wholly unacceptable.

Specifically, the Council is not prepared to tolerate:

- Verbal abuse of or threats to its employees either during or out of working hours arising from their employment with the Council.
- Verbal or physical harassment of its employees either during or out of working hours arising from their employment with the Council.
- Physical, racial or sexual assault upon employees by service users or other members of the public, either during or out of working hours arising from their employment or involvement with the Council.
- Attacks on or damage to the property of employees of the Council arising from or in conjunction with employees or councillors carrying out their duties.



Zero Tolerance Policy

- Violent or threatening behaviour towards employees or councillors in the workplace arising from matters extraneous to service delivery.
- The Council will consider action as appropriate (including service withdrawal and/or legal action where appropriate) against any member of the public who abuses an employee of the Council in terms of the contents of this Policy.

In order to afford Council employees with the maximum level of protection under this Policy and to assist in the maintenance of a positive and productive working environment, the Clerk will regularly review working procedures with an aim to, as far as practicable, assess and minimise risk to employees.

Where employees are subject to violence/threat of violence or aggression they will be provided with appropriate personal support.