

Policy Statement

Carers Support West Sussex (CSWS) operates a 'zero-tolerance' policy towards aggressive or abusive behaviour. This includes any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures. This means that no abuse of our staff, volunteers or users of the service is acceptable, whether verbal or physical. Any carer behaving in this manner may be removed from the CSWS register or limited to the services they can access. In some cases the police will be called. At CSWS, we are dedicated to providing a welcoming, safe, and supportive environment for all who use our services.

Introduction

CSWS takes it very seriously if a member of staff, volunteer or service user is treated in an abusive or violent way. We expect all users of CSWS to treat each other, our staff, and volunteers with respect and kindness. Discrimination, abuse, harassment, or disrespectful behaviour of any kind will not be tolerated.

We are committed to inclusivity and diversity. Our charity welcomes individuals from all backgrounds, and we expect our users to embrace and respect our diverse community.

CSWS aims to be polite, helpful, and sensitive to all carers' individual needs and circumstances. We understand that carers are often undertaking a multitude of tasks and dealing with numerous agencies at any one time and will take this into consideration when trying to deal with a misunderstanding or complaint.

Unacceptable Behaviour

In order for CSWS to maintain good relations with the carers registered with us, please read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at CSWS staff or volunteers or other carers
- Unnecessary and unwanted physical contact ranging from touching (including hugging before asking) to serious sexual or physical assault.
- Any physical violence towards any CSWS staff member of volunteer, or other carers, such as pushing or shoving
- Verbal abuse towards the staff/volunteers or other carers in any form including verbally insulting the staff/volunteers or other carers.
- Racial abuse and sexual harassment will not be tolerated by CSWS
- Persistent or unrealistic demands that cause stress to staff/volunteers will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the CSWS premises, staff/volunteers or carers

We ask you to treat CSWS staff and volunteers and other carers courteously at all times.

Examples Of Physical And Verbal Abuse And Violence

- Unreasonable and / or offensive remarks or behaviour / rude gestures / innuendoes
- Sexual and racial harassment
- Threatening behaviour (with or without a weapon)
- Actual physical assault (whether or not it results in actual injury) includes being pushed or shoved as well as being hit, punched or attacked with a weapon.
- Attacks on members of staff/volunteers or other carers or members of the public
- Discrimination of any kind
- Damage to an employee's or employer's property

Users are expected to use our services responsibly and in accordance with their intended purpose. Misuse of services or facilities may result in restrictions or loss of access. If you contact us repeatedly in a short period of time, we may limit the number of calls we will accept. We do this to ensure that we can manage the capacity of our service. If this happens to you, we will explain how to contact us to discuss your needs.

The Legal Position

As a responsible employer, CSWS has a duty to protect the health, safety and welfare of staff, volunteers & service users under the Health & Safety at Work Act. This includes a risk assessment of violence towards staff and taking steps to mitigate this under the Management of Health and Safety at Work Regulations 1999.

Zero Tolerance Stance

The HSE (Health and Safety Executive) defines work-related violence as:

“Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Violence and aggression towards a person may also be defined as:

“A physical contact with another person which may or may not result in pain or injury. The contact is uninvited and is an attempt to cause harm, injury or to intimidate. Non-physical aggression includes the use of language which causes offence or threatens the safety of a member of staff”.

Users are expected to adhere to all guidelines and rules set forth by CSWS. This includes following guidelines, rules, safety protocols, and any other instructions given by our staff. More information on our group guidelines and agreements can be found on [our website](#).

Removal from the CSWS Carer Register

The removal of carers from our register is an exceptional and rare event and is a last resort in an impaired relationship. We value and respect good relationships based on mutual respect and trust. When trust has irretrievably broken down, CSWS will consider all factors before removing a carer from their register and communicate to them that it is in the carer’s best interest that they should find alternative avenues of support. An exception to this is in the case of immediate removal on the grounds of violence e.g. when the Police are involved.

If you witness behaviour that goes against this policy or feel uncomfortable for any reason, please inform a staff member or volunteer. Your safety and well-being are our priorities, and we will address the issue promptly.

Production History

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2	November 25	V Hasted	Review		Nov 26
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4					