

Caution Alert Policy (Version 1, March 2021)

1.0 Purpose of policy

- 1.1 We are committed to protecting our employees from difficult and dangerous situations whilst they are at work and we are mindful about the impact of these situations on the individual and on the organisation.
- 1.2 Violence and other unacceptable behaviour or environments encountered by staff in the course of their work can be detrimental to an individual's physical and emotional wellbeing, both in the short and long term.
- 1.3 This policy has been developed as part of our approach to guide, protect and support staff whilst they carry out their work. In conjunction with other policies it aims to ensure that violence at work is avoided and if it does occur, that it is dealt with in the most effective and sensitive way possible.
- 1.4 **This policy sets out the instances when a customer will be added to the caution alert register** and the also sets out the steps, which we will take to ensure that when an individual's details are added to the caution alert register the entry complies with the Data Protection principles listed in the Data Protection Act.
- 1.5 Warning indicators will be used to inform staff about any known issues which may affect their visits and require us to tailor our services to specific needs and situations.

2.0 Objectives

- To protect our staff, sub-contractors, partners and communities.
- To support staff.
- To investigate incidents in an appropriate and proportionate manner.
- To manage, monitor and review customers listed on the caution alert register.
- To share information with external agencies where appropriate.

3.0 Policy detail

- 3.1 We recognise that the nature of our work may sometimes put employees into potentially difficult situations and we will ensure that effective policies and procedures are in place to reduce risk as far as reasonably possible. Our responsibility is not only driven by a moral obligation but also a legal one, outlined in the Health and Safety at Work Act 1974:

'It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees'.

- 3.2 Violence at work should not be accepted as 'just part of the job' and will not be tolerated by us in any circumstances or to any degree.
- 3.3 There will be occasions when some customers, members of their household or their visitors exhibit unacceptable behaviour which could be detrimental to the welfare and safety of staff. On these occasions consideration will be given to add them to the caution alert register.
- 3.4 Unacceptable behaviour includes, but is not limited to:
- Threats against staff.
 - Violence against staff.
 - Sexually intimidating behaviour.
 - Danger of sharps.
 - Abusive behaviour/inappropriate language.
 - Any other inappropriate behaviour deemed to create a perceived risk.
 - Keeping of dangerous animals
- 3.5 Managers will investigate any incident reported and consider the need for the individual's details to be included on the caution alert register.

4.0 Data Quality

- 4.1 When making a decision to include a person on the register, the manager will take into account the nature of the incident and the degree of risk to the welfare/safety of staff in the future. They will also consider whether the individual should be informed that they are placed on the register.
- 4.2 In line with best practice there are circumstances where it will be appropriate to not advise an individual that they have been placed on the Caution Alert register.

5.0 Fair Collection of Information

- 5.1 We will consider incidents and information reported to us by our staff, customers, contractors and agencies such as the police, local authorities, support providers and other partners.
- 5.2 After investigation and where appropriate the customer will be added to the caution alert register and the relevant manager will inform the customer, if so decided, of the incident(s) which led to their inclusion on the caution alert register, and when the information will be reviewed.

6.0 Recording

- 6.1 A caution alert warning (red flag) will appear against the lead tenant on the relevant tenancy added to the caution alert register.
- 6.2 This will be supported by an appropriate code that highlights what staff need to be aware of and action needed prior to visiting the customer or property.
- 6.3 All members of staff visiting a customer must check if there is a caution alert warning and associated message before visiting.

7.0 Passing Information to other Agencies and Companies

- 7.1 The manager will consider whether other agencies and companies (e.g. social services or contractors) should be made aware that a caution alert has been added to a customer's record and be provided with information of the action required.
- 7.2 Disclosures to other agencies and companies will be made strictly on a case by case basis where failure by us to make the disclosure would be likely to prejudice the prevention or detection of crime or could put another individual in a dangerous situation.
- 7.3 Our out of hours call handling agencies will, as a matter of course, be informed of all flagged individuals and the required actions.

8.0 Review Periods

- 8.1 A review of each entry will take place every 6 months and a decision will be made to leave or remove the caution alert. In the case of 'do not visit', reviews will be undertaken monthly.

9.0 Access to Information

- 9.1 Individuals have the right of access to any information we hold about them. Please refer to the Subject Access Request Procedure.

10.0 Monitoring and Review

- 10.1 This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.
- 10.2 The Executive Director of Customer Services is responsible for delegating the implementation, monitoring and review of this policy.

11.0 Equality and Diversity

- 11.1 This policy is implemented in line with the Karbon Homes Equality and Diversity Policy and associated legislation including the Public Sector Equality Duty and

Equality Act 2010 where we aim to eliminate discrimination, advance equality of opportunity and foster good relations and define the nine protected characteristics as their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

However, our approach to equality and diversity goes beyond these protected characteristics and we take into consideration additional factors such as socio-economic status and language barriers which may also impact individuals. Our vision is one where everyone within Karbon Homes is treated fairly, have equality of opportunities, freedom, respect and access to our services.

- 11.2 All of our customer policies and key information are made available on the Karbon Homes website and MyKarbon portal which have an easy-to-use assistive tool that supports accessibility to our information. This includes translation, audio, changes to the size of text, ruler and screen mask. Other reasonable adjustments that can help to make our information and services more accessible are sign language and language interpreters.
- 11.3 We will work to improve accessibility for everybody that we deal with offering reasonable adjustments, adaptations and discussing ways that we can work to remove barriers that you may experience. A reasonable adjustment involves making a change to the way that we usually do things. We work together to look at options and agree what would be reasonable in your circumstances an example of this may be:
- Allowing more time at each stage of the complaints process for you to respond
 - Providing our replies in a different format such as audio.

If you would like to find out more please contact us.

12.0 Data Protection and Privacy

- 12.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which, along with its associated procedures, must be followed throughout the operation of this policy.

13.0 References

Legislation:

- Health and Safety at Work Act (1974)
- The Human Rights Act (1998)
- Equality Act (2010)
- Data Protection Act

Guidance:

- Data Protection Good Practice

Policies:

- Lone Working Policy
- Data Protection Policy
- Anti-Social Behaviour Policy
- Equality and Diversity Policy
- Unacceptable Customer Behaviour Policy