

Arun District Council

REPORT TO:	Corporate Support Committee – 19 January 2023
SUBJECT:	Unreasonable Behaviour Policy – Update
LEAD OFFICER:	Daniel Bainbridge – Group Head of Law and Governance
LEAD MEMBER:	Councillor Paul Dendle
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: The adoption of an updated Policy will ensure that allegations of Unreasonable Behaviour are processed and responded to in a consistent manner that supports the improvement of service delivery across the four Vision priorities.	
DIRECTORATE POLICY CONTEXT: An up-to-date Policy supports the aim to bring continuous Council-wide performance improvement via the Organisational Excellence directorate.	
FINANCIAL SUMMARY: There are no costs or other financial issues associated with the development, adoption and operation of the updated Policy.	

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to recommend the adoption of an updated Unreasonable Behaviour Policy as a result of a recommendation made by a Stage 2 complaint investigation.

2. RECOMMENDATIONS

- 1.2. It is recommended that the Corporate Support Committee adopts the revised Unreasonable Behaviour Policy as set out in the Appendix to this report.

2. EXECUTIVE SUMMARY

- 2.1. The Investigating Officer has made a recommendation to the Council by way of a response to the customer regarding its existing Policy and the Council is expected to implement that recommendation by way of adoption of an updated Policy.

3. DETAIL

- 3.1. On 29 June 2022 Lindsey Reeves responded to a Stage 1 complaint, and within this response was advice to the customer that an Appeals process should be detailed within the Policy.

- 3.2. On 18 August 2022 Joe Russell-Wells responded to a Stage 2 complaint on the same case, and within this response was advice to the customer that the reference to 'raising a formal complaint for very minor problems' should be removed from the Policy.
- 4.3 Further to this response, the customer escalated the matter to a Designated Person, Cllr Yeates. Working in conjunction with Cllr Yeates, it was also agreed by the Information Management Team to make a number of small adjustments to the wording of the Policy to improve transparency.
- 4.4 Information Management also used this opportunity to make further small adjustments to the Policy with the intention of clarifying roles therein.
- 4.5 The updated Policy is contained within the Appendix to this report. Updates to the Policy have been highlighted in yellow.
- 4.6 If adopted, the revised Policy will be published on the Council's website, replacing the current version of the Policy.

4. CONSULTATION

- 4.1. There is no requirement for public consultation in relation to the changes set out in this report, which are required due to the commitment by Officers.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. Any alternative options would involve not adopting a revised policy which may result in the original complaint being progressed to the Housing Ombudsman.

6. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

- 6.1. There are no financial implications arising from this report.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. Officers have not identified any requirement for any additional risk assessment process to be conducted in relation to the recommendation in this report.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. These are set out within the body of this report.

9. HUMAN RESOURCES IMPACT

- 9.1. None.

10. HEALTH & SAFETY IMPACT

10.1. None.

11. PROPERTY & ESTATES IMPACT

11.1. None.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. The updated Policy improves the feedback and complaints process between the Council's customers and the Council and supports the equal and consistent treatment of those customers through the adoption of a clearer policy that is compliant with Ombudsman guidance and requirements.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. None.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. None.

15. HUMAN RIGHTS IMPACT

15.1. None.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. There are no direct Data Protection considerations. Any detail regarding the related complaint has been anonymised in order to protect the identity of the complainant, in line with the approach taken by the Housing Ombudsman when publishing complaint outcomes.

CONTACT OFFICERS:

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BACKGROUND DOCUMENTS: *None*