



Staff Protection Policy

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Policy Owner:	Head of People Pod	Policy reviewer:	HR Manager



1. Purpose

- 1.1 Red Kite is committed to providing excellent standards of services to its customers.
- 1.2 Red Kite acknowledges its duty to provide and maintain a safe place of work. It is our policy to ensure, as far as is reasonably practicable, that our operations and services are conducted in such a manner as to prevent harm or injury to our employees, contractors and service providers. This Policy must be read in conjunction with our Lone Worker Procedure, Staff Protection Procedure and the associated appendices.

2. Responsibilities

- 2.1 The Policy will be owned by the Head of People.
- 2.2 The Anti-Social Behaviour Specialists will be responsible for maintaining the Staff Protection Register. This will include reviewing and recording all requests for someone to be added to the list, making the decision, and adding the relevant indicator to their file. The Anti-Social Behaviour Specialists will ensure that everyone on the list is reviewed on a regular basis to ensure that the indicator remains relevant.
- 2.3 The Experience Managers will be responsible for any appeals against a decision made to add someone to the register.
- 2.4 All staff and contractors have a responsibility to ensure they take the action necessary to protect their safety and that of their colleagues. This includes:
 - ensuring familiarity with the Policy and Procedure.
 - checking indicators before any visits to customers.
 - Filing a request to add someone to the register where appropriate.
- 2.5 Line managers have a responsibility for ensuring that new staff are made aware of the Policy and Procedures and their responsibilities.
- 2.6 Wilful or negligent failure to co-operate with this Policy and associated procedure will result in the disciplinary process being triggered.

3. Legal Framework

- 3.1 Health and Safety at Work Act (1974)
- 3.2 Data Protection Act (1998)



Red Kite will process personal and sensitive personal data in line with the Data Protection Act (specifically Schedule 2 and Schedule 3) in order to meet our duty of care towards our staff, and to comply with the legal obligations imposed on us as Data Controllers in connection with employment.

We recognise that Section 10 of the Act gives individuals the right to require us to stop processing their personal information if this is likely to cause them substantial and unwarranted damage or distress. If an individual serves us with a Section 10 notice in relation to the warning marker, we recognise that we may ultimately have to justify creating the marker in court.

4. Definitions

4.1 We consider the following to be unacceptable behaviour:

- a. Threats against staff
- b. Violence against staff
- c. Sexually intimidating behaviour
- d. Risk to health and safety due to environment e.g. exposure to sharp objects
- e. Abusive behaviour/intimidation/inappropriate language
- f. Any other inappropriate behaviour creating a risk
- g. Malicious and repeated allegations against visiting officers.

5. Key Principles

5.1 Red Kite provides support to a wide customer base with differing support needs. In some instances this may require us to adopt our approach to maintain the safety and integrity of staff whilst we support our customers.

6. Policy Statement

6.1 Red Kite has zero tolerance with regard to violence and aggressive behaviour towards its staff. We have a duty of care to ensure, as far as possible, that we minimise the risk of violence, aggressive, or threatening behaviour towards our staff, contractors, and anyone working on our behalf.

6.2 We will record and share information where there is:

- a) a relevant vulnerability in relation to our customer



- b) a threat to our staff whether this be to their person or to their integrity by individual customers, household members or visitors, the property, the environment or pets.
- c) where we are informed by a partner agency that there is a genuine risk to our staff.

6.3 Red Kite will do this by holding a Staff Protection Register. The Register will hold details of any person or property where there is a need to amend our usual approach to any visit. An indicator will be placed either on a person or property record to signify that the person and/or property should only be attended when there are two members of staff present. This will be reviewed regularly to ensure that the list remains relevant.

6.4 We will inform our customers who are placed on the Register that we have made the decision to place them on the Register, the reasons why, and when we will review this. We will provide them with the opportunity to appeal the decision. There will be rare circumstances where we will not inform a customer that they have been placed on the Register, and this will usually be where this would increase the risk to our staff or to the customer themselves.

6.5 Full details of why someone is on the register will only be shared where relevant.

6.6 We will share information with other organisations where we consider this to be justified and not unfair. We will advise individuals placed on the register that we will share the information with our contractors.

6.7 We will store the information relating to the register securely and review each case at least once a year to determine if the marker is still relevant or if it can be removed. We will write to the individual after every review.

6.8 **Staff Support**

6.8.1 Red Kite will support all staff to deal with incidents of work related violence and aggression through line management and specialist assistance. Comprehensive ongoing training will be provided on lone working, dealing with difficult situations and alcohol and drug misuse where appropriate.

6.8.2 All roles are risk assessed for lone working and where appropriate staff are issued with a Lone Worker Device which they will be trained to use.

6.8.3 We also provide unrestricted staff access to Health Assured, a 24 hour Employee Assistance Programme, who provide confidential counselling and support.



6.8.4 Red Kite staff will provide support to all staff during a police investigation of a violent crime against them by our tenants as appropriate.

7. Related Policies & Procedures

- a. Feedback Policy
- b. Unacceptable Behaviour Procedure
- c. Anti-Social Behaviour Policy and Procedure
- d. Health and Safety Policy
- e. Data Protection Policy
- f. Safeguarding Policy
- g. Disciplinary Policy
- h. Lone Working Policy

8. Appendices

8.1 This Policy document should be read alongside the following procedures and their associated appendices:

Appendix 1. Staff Protection Procedure