



Nuisance Policy for Service Users for GIVE: GIVE Charity Supporting Mental Health in Surrey

Purpose

This policy aims to create a safe, respectful, and supportive environment for all service users, staff, and volunteers of the charity. It establishes guidelines for addressing disruptive or inappropriate behaviour by service users to maintain the integrity and effectiveness of our services.

Scope

This policy applies to all service users participating in any programs, events, or activities organised by the charity, including interactions via social media and other communication channels associated with the charity.

Definition of nuisance or inappropriate behaviour

Nuisance behaviour includes, but is not limited to, the following:

Disruptive behaviour: Any actions that disturb the peace, disrupt activities, or interfere with the delivery of services.

Aggressive behaviour: Verbal or physical aggression, including shouting, abusive language, or physical altercations.

Harassment: Any form of harassment, including unwanted attention or communication, bullying, or intimidation of other service users, staff, or volunteers.

Non-compliance with rules: Repeated failure to follow the charity's rules, guidelines, or instructions from staff.
Inappropriate use of facilities: Misuse of the charity's facilities, including property damage, theft, or unauthorised use of resources.

Nuisance through Social Media: Any behaviour that disrupts, harasses, or otherwise negatively impacts other service users, staff, or volunteers through social media platforms associated with the charity. This includes posting harmful or inappropriate content, personal messages, engaging in online harassment, or spreading false information about the charity.

Misuse of Charity's communication channels: Spamming, excessive messaging, or any inappropriate use of the charity's communication channels that disrupts the normal operation of services or causes distress to others.

Reporting nuisance or inappropriate behaviour

Service users, staff, and volunteers are encouraged to report nuisance behaviour to a staff member or designated authority within the charity as soon as possible. Reports can be made verbally or in writing.

Procedure for addressing nuisance behaviour

Initial warning: A staff member or volunteer will provide an initial verbal or written warning depending on location (whether an in person service or online) warning to the service user, explaining the nature of the behaviour and its impact on others. The service user will be reminded of the expected conduct.

Suspension: If the behaviour persists after the initial warning, a written warning will be issued. The warning will outline the specific behaviour, the steps taken to address it, and the potential consequences if the behaviour continues.

Suspension: If the service user continues to engage in nuisance behaviour despite previous warnings, they may be suspended from participating in the charity's programs and activities. The length of the suspension will be determined based on the severity of the behaviour.

Final review and exclusion

If nuisance behaviour continues following a suspension, a final review will be conducted (if needed) by senior staff or Trustees. The service user may be permanently excluded from all services provided by the charity if the behaviour is deemed severe or irredeemable.

Support for service users

The charity is committed to supporting all service users, including those who may be struggling with behavioural challenges. Where appropriate, staff will work with the service user to develop a plan to address underlying issues and encourage positive behaviour changes. Give will signpost to appropriate statutory services if the behaviours are deemed too complex or high need.

Confidentiality

All reports and proceedings related to nuisance behaviour will be handled with the utmost confidentiality, ensuring that the privacy of all parties involved is respected.

Review of Policy

This policy will be reviewed annually or as needed to ensure it remains relevant and effective in promoting a safe and supportive environment for all service users, staff, and volunteers.

Approval and implementation date

14th September 2024

Policy review date

14th September 2025

Approved by:

John Reading, Chair of Trustees

Sonal Sher, Trustee

Amanda Dubarry, Trustee

Emma Collins, Trustee

This policy reflects the Give's commitment to maintaining a positive and supportive atmosphere for everyone involved, with strict measures in place to handle nuisance behaviour, including through digital channels.