

# Barring Policy

Being barred from the services provided by Caring Hands in the Vale should always be regarded as a last option when dealing with breaches of rules and or difficult to manage behaviour. However in order to maintain the safety of service users, employees, volunteers, visitors and the buildings it will from time to time be necessary to consider barring an individual as a course of action. The following policy sets out the framework within which that action should be considered and the procedures that should be followed on each occasion.

A non-exhaustive list of the sorts of behaviour that could merit a ban includes the following

- Physical assault
- Verbal abuse
- Threatening behaviour
- Bullying
- Discriminatory behaviour e.g. racist abuse
- Damage to property
- Theft
- Sexual misconduct
- Drug misuse
- Alcohol misuse
- Persistent disruptive/antisocial behaviour

This is not an exhaustive list and there may be other situations where the Community Worker or Chair of Trustees will make the judgment that a ban is an appropriate sanction.

Unacceptable behaviour must be challenged and sanctions applied if necessary to reinforce the Caring Hands in the Vale's rules, however each case must be considered on its merits and barring an individual is only used as a last resort.

## **Responsibilities**

### **Trustees:**

To be made aware of all individual service users who have been barred and the reason for this action. To monitor how many individuals have been barred and the reasons why to ensure that an individual is not barred unfairly.

### **Steering Group:**

To ensure that:

- The integrity of rules and policies are maintained by the consistent application of its terms
- The welfare and safety of service users, employees, volunteer and visitors is protected at all times.
- All decisions to bar an individual are notified to the Trustees and are based on accurate records and follow established procedures.
- There is due regard is given to the point of view of the individual concerned
- All service users are given the right to appeal against any decision.
- The individual concerned should be signposted to an appropriate agency for support with the issues raised.
- Ensure, where appropriate, that the police are notified of any incidents that are breaking the law.

### **Employees:**

To ensure that:

- They have read and understood the Barring Policy and are familiar with the procedures for its practical implementation.

- Where appropriate, the rules and the consequences of breaching those terms are fully explained to all new service users.
- They observe and follow expected professional standards throughout any incident even in face of personal abuse or threatening behaviour.
- All other policies and procedures that may affect service users' conduct are effectively applied and adhered to.
- The appropriate signs informing service users of rules and expectations are clearly displayed
- The individual who has been barred is made aware of the length of time they have been barred

### Service users

- All service users remain responsible for their behaviour at all times regardless of being intoxicated or otherwise.
- The responsibility to abide by the rules remains at all times with the service user.

### Procedures

Where there has been a breach of any rules or policies, the following procedures are to be carried out:

- The first priority of employees becoming aware of a breach of the rules is to ensure the safety of themselves, colleagues, volunteers, visitors and the other service users. It is possible that this will entail asking one or more service users to leave the building temporarily whilst this is achieved.
- Employees should then, having made the situation safe, try to establish all relevant facts.
- Having evaluated the facts by recording the incident and made an assessment of any risks staff should either; bar the individual with immediate effect, issue a warning or simply make a recording of the incident, which is dated and signed.
- Relevant service users should then be informed of the decided course of action, the length of time they have been barred and have explained to them any follow up action and right to appeal.
- Once a course of action has been decided on, accurate and comprehensive records should be kept of the whole incident including any build up.
- Common sense should be applied at all times when considering issuing warnings. Also warnings should be given in a safe area and in a non-confrontational manner, explaining the importance of the rule in question.
- Should a service user wish to appeal the decision for them to be barred, this will be dealt with by the Chair of Trustees and Community Worker.
- Once a period the individual has been barred for has expired, the Community Worker will speak to the service user concerned, should they wish to continue accessing the services provided by Caring Hands in the Vale, and ensure that they are aware of the expectations of their behaviour and are made aware of the appropriate policies and rules.
- Where an employee, volunteer, visitor or other service user has been physically or verbally assaulted, First Aid and Safeguarding Procedures should be followed.
- Where appropriate an employee, volunteer, visitor or other service user should be offered the opportunity to talk about the incident and if necessary, appropriate counselling provided.