



Cyngor Dinas Llanellwy St Asaph City Council

Personal Safety & Zero Tolerance Policy

1. Introduction

- 1.1 The staff and members of St Asaph City Council treat everyone with courtesy and respect and ask for the same in return. We ask that members of the public treat the Councillors and Council Staff courteously without violence, abuse or harassment.
- 1.2 Councillors and Council Staff have the right to carry out their civic duties and work without fear of being attacked or abused.
- 1.3 Any behaviour whether that be verbal, physical or in writing, which causes either Councillors or Council Staff to feel uncomfortable, embarrassed, or threatened, is totally unacceptable.
- 1.4 The Personal Safety & Zero Tolerance Policy covers abuse, aggression or threats made in person, over the telephone or in written communication, including on social media.

2. Statement of Intent

- 2.1 St Asaph City Council is an equal opportunities employer, committed to treating employees and councillors in a fair and equitable manner, with dignity and respect, within a working environment free from all forms of bullying, harassment and aggression.
- 2.2 The Council acknowledges that in the day-to-day delivery of services, the clerk and councillors can be confronted by aggressive, threatening or violent behaviour by members of the public. Whilst acknowledging that such incidents may arise, the Council affirms that such behaviour is wholly unacceptable.

3. Legal References

- Health & Safety at Work Act 1974;
- The Criminal Justice and Public Order Act 1994;
- The Protection from Harassment Act 1997.

4. Threatening Behaviour

- 4.1 The City Council considers threatening behaviour to be:
 - Attempted or actual aggressive, threatening or physical actions made towards any Councillor or member of staff;
 - The use of aggressive, threatening or abusive language, (including raising of voice, swearing, shouting or in writing) which threatens or intimidates Councillors or Council Staff.

- 4.2 This policy applies throughout all Council Meetings, but it also applies to any Councillor or Council Staff away from Council Meetings, but only in so far as it relates to the business of the City Council.
- 4.3 Any instance or threat of abuse or aggression whether made in person, over the telephone or in written communication, including on social media will be reported to the Police and recorded in an incident log.
- 4.4 The City Council reserves the right to remove any offender from Council meetings and cease face to face or telephone contact with them with immediate effect. In this situation, the individual will be notified either verbally, or in writing, that their conduct is not acceptable and that the details of the incident have been logged and passed to the Police. They will be informed that only acceptable written correspondence, either by post or e-mail will be permitted in the future from them.

5. Lone Working

- 5.1 Lone working includes situations where there is only one person working on the premises, people attending meetings off site and people working outside of normal working hours.
- 5.2 There are safety issues relating to lone working. Appropriate training should be given to employees so they are able to recognise and mitigate risks.
- 5.3 Risks associated with lone working are to be assessed so that safe methods of working are put in place to reduce the risk as far as is reasonably practicable.
- 5.4 The following should be considered:
- Is the person fit and suitable to work alone?
 - Are there adequate channels of communication?
 - Does the workplace or task present a special risk to the lone worker?
 - Is there a risk of violence?

6. Responsibilities

- 6.1 The City Council is responsible for:
- Ensuring that risk assessments are undertaken for lone working and also, for any incidents of aggressive, abusive or threatening behaviour;
 - Ensuring that working practices are reviewed and amended as appropriate as a result of any incidents reported;
 - Managing the effectiveness of preventative measures through reporting, recording and investigating incidents.
- 6.2 Employees and Councillors are responsible for:
- Taking reasonable care of themselves and others affected by their actions;
 - Following guidance and procedures issued by the City Council;
 - Reporting all incidents at the earliest opportunity;
 - Maintaining good communication to minimise risk.

7. Security Measures

- 7.1 Councillors and staff should ensure that another party has details of where they are going and an estimated time of return.
- 7.2 When meeting with a member of the public or a contractor, arrangements should be made to meet in a public place and not in their home.
- 7.3 An employee or Councillor has the right to refuse to meet with a council member, contractor or member of the public alone, if they feel threatened or feel it would be inappropriate. Another Councillor could be asked to attend with them.
- 7.4 If an individual contacts an elected member or a member of Council Staff by telephone and during the conversation, behaves in a threatening manner, as defined in 4.1 above, the Councillor or Staff Member is authorised to end the call forthwith.
- 7.5 If an individual contacts an elected member or an employee in writing or by e-mail and the correspondence includes threats or abuse, the Councillor or employee will not reply to the correspondence, which may be passed to the Police.
- 7.6 If there have been threats, aggressive or abusive incidents recorded previously, an elected member or a member of staff has the right to refuse to meet with the member of the public in person.

8. Reporting

8.1 Recording Incidents

Councillors and members of staff are encouraged to record any incidents which cause concern in an incident log. The Clerk is to review the incident log and consider whether a report should be made to the Police. Concerns about continuing or escalating behaviour should be discussed with the Police.

8.2 Recording Accidents & Injuries

The Clerk is to review the accident book and consider appropriate measures to be taken to reduce future risk.

8.3. Report to Council

All incidents are to be reported to council at the next Full Council meeting. Data will be collected on the number of incidents occurring, which will include the date and type of incident and any Police response. Records will also be maintained to record the personal details of the perpetrators of the incidents.

<i>Policy adopted</i>	<i>November 2021</i>
<i>Last Review</i>	<i>May 2026</i>
<i>Next Review</i>	<i>May 2031</i>