

32. Unacceptable Customer Actions Policy

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. presented a report to seek comments on the new Unacceptable Customer Actions Policy as detailed at Appendix 1, prior to its referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code. (The Code)
- c. referred to Section 5.14 of the Code self- assessment which stated that:
 - Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.
- d. advised that whilst we had existing procedures for reporting incidents and handling reports of unacceptable behaviour it was not a formal policy document and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. highlighted that the new policy had been developed with the assistance of Lincoln Tenant's Panel who were keen to help ensure that while protecting staff the policy was also proportionate in terms of the action taken
- f. welcomed members feedback on the content of the report and draft policy.

Mick Barber, Chair of Lincoln Tenant's Panel asked where the policy would be referred to following this meeting.

The Director of Housing and Investment confirmed that due to publication timelines stipulated by the Housing Ombudsman Service, the Chair of Policy Scrutiny Committee had agreed that it could be referred back to Policy Scrutiny Committee for their consideration after it was received by Executive, with the caveat that authority for any amendments suggested by Policy Scrutiny Committee be delegated by the Executive to the Director of Housing and Investment or the City Solicitor for action

RESOLVED that:

1. The Draft Unacceptable Customer Actions Policy be referred to Executive for approval.

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2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.