**Lancashire and South Cumbria Integrated Care Board**

**Unreasonable Behaviour, Equality, and Inclusion - What we expect from you and what you should expect from us.**

At Lancashire and South Cumbria Integrated Care Board we want to work together with you in an environment of safety, mutual care, respect and understanding.  We know that sometimes you will be angry, frustrated, or anxious when you contact us and things are difficult for NHS patients, their families, and carers. Please don’t take this out on our staff. We will help where we can, but we will not accept threatening, abusive, humiliating, anti-social, violent, or hurtful behaviour to any of our employees. We want our people to feel safe and secure at work.

We take allegations of threatening, abusive, humiliating, anti-social, violent, or hurtful behaviour against any of our colleagues or patients very seriously. We encourage anyone who has experienced or witnessed this to come forward and tell us and we will make sure they are supported.

There is no single feature of unreasonable behaviour. Examples could include:

* Acting in a threatening or abusive way.
* Persistence in pursuing something when the procedures have been exhausted.
* Not clearly identifying what you want to be investigated or responded to.
* Continually make unreasonable or excessive demands.
* Focusing on a trivial matter to an extent that it is out of proportion to its significance.
* Changing the substance of what you have raised with us or continually raising additional points.
* Consume a disproportionate amount of time and resources, for example by ringing or emailing us excessively.

Where we identify such behaviour, we will first advise you that this is unacceptable and ask you to stop. If it continues, we will take action. This could be restricting the way you can contact us, not responding to your calls or emails or withdrawing our services. If this happens when you are on the telephone to us, our staff have been told that they can end the call.

We may limit your future access. This could be to a named individual as your point of contact, a frequency (such as one weekly update) a time limit (this might be a restriction on how long phone calls will be) a channel (such as email only). Ultimately, we may have to advise you that correspondence will no longer be acknowledged or responded to. Any arrangements to limit contact will be regularly reviewed.

We may take advice from Security Management Specialists in deciding the most appropriate course of action. We will contact the Police where a crime could have been committed. If there is a risk to wellbeing, we may involve other NHS or Social Care staff.

We are committed to challenge any form of discrimination, harassment, bullying, or abuse based on a person’s disability, race, age, gender, sexual orientation, gender reassignment, religious beliefs, marital or civil partnership status, pregnancy, or maternity.

Some of our teams work regularly work directly with patients and the public such as our All-Age Continuing Care service, Patient Experience Team and colleagues in our Communications and Engagement function. They are most at risk of violence, threats, or intimidation. We will train these staff to deal with conflict and difficult situations and resolve concerns respectfully and without problems escalating. We want to reduce the risk to our people, and make their workplace a secure, welcoming, caring, and friendly place. Everyone who works for us is expected to follow safe working practices and support these principles. We won’t ask our staff to put themselves at risk to deliver our services. We offer an Employee Assistance Programme which prioritises their health and wellbeing and supports staff when they need it.

In turn, we will treat you with dignity, respect, and compassion. We will work with you to resolve any difficulties. Our staff will not discriminate against you or treat you unfairly. We will uphold the right of every colleague, patient, visitor, and member of our wider community to be dealt without fear of discrimination. We are committed to creating a secure, welcoming, caring, and friendly environment, free from all racism, sexism, transphobia, homophobia, sexual misconduct, violence, bullying, and any form of sexual, physical, verbal, or emotional abuse.

If you feel that our staff are not treating you this way, please let us know. You can do this by email to lsc.icb@nhs.net or ringing us 0300 373 3550. You may be able to make a formal complaint. There is more information about this here [LSC Integrated Care Board :: Patient experience (comments, compliments, concerns and complaints)](https://www.lancashireandsouthcumbria.icb.nhs.uk/contact-us/customer-care-team) or you can contact the team by email to lscicb-fw.patientexperience@nhs.net or ring 0300 373 3550.

We will keep records of any safety or behaviour incidents, and we will continue to reflect and learn from incidents or complaints by putting ourselves into the shoes of others to understand how our actions could have contributed and what we can do to make the experience of contacting our organisation better.