



"Offering our community more than a home"

Dignity at Work Policy

Management Committee submission:	24 November 2020
Previous Approval:	28 November 2017
Approval:	24 November 2020
Review date:	November 2023

CHA Objectives:

- To ensure that our resources are adequate to deliver our objectives by investing in our people, increasing digitalisation, demonstrating value for money and through robust procurement practices.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The RSL conducts its affairs with honesty and integrity.
- The governing body and senior officers have the skills and knowledge they need to be effective.

Any breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.

This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.

Clydebank Housing Association Limited

Dignity at Work Policy

Introduction

Clydebank Housing Association (CHA) is committed to providing a working environment which is free from harassment, bullying and intimidation of any nature. Every employee, governing body member, agency worker, contractor, and consultant of CHA has a responsibility to treat all colleagues with dignity and respect, regardless of any personal characteristic. Under legislation there are certain characteristics protected from the area of harassment, CHA will acknowledge these and also extend this protection to all within CHA. The terms bullying and harassment will be used throughout this policy to mean dignity at work.

Background

The definitions concerning some of the terminology used within the scope of dignity at work have changed over the years. Most recently the Equality Act 2010 provided a legal definition of harassment but there is still no current legal definition of bullying. However ACAS provides a definition which is widely recognised as being best practice.

Legal Framework

Harassment is the only term relating to this policy that is covered under legislation in the Equality Act 2010; however there are a number of legal principles contained in the following legal documents that will apply as follows:

- The Equality Act 2010
- Breach of contract - usually breach of the implied term that an employer will provide support to employees to ensure that they can carry out their job without harassment and disruption from colleagues
- The common law position to take care of the safety of workers.
- Employment Rights Act 1996 – constructive and unfair dismissal
- Personal Injury protection including the duty to take care of workers arising out of the law of Tort
- Health & Safety at Work Act 1974
- Trade Union and Labour Relations (consolidation) Act 1992 dealing with specific types of intimidation
- Protection for Whistleblowers under the Public Interest Disclosure Act 1998
- Criminal Justice and Public Order Act 1994

Definitions

Harassment: unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading humiliating or offensive environment for that individual.

CHA will extend this definition to include all, and will not be restricted to those identified as having a protected characteristic.

Bullying: Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Protected Characteristics: The legal grounds in which discrimination claims can be made; i.e. age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation.

Policy Principles

This Dignity at Work Policy aims to:

- Ensure integration of diversity into all aspects of CHA's business
- Ensure that all employees, governing body members, agency workers, contractors, and consultants are treated with respect and dignity from each other and members of the public
- Ensure that all employees, governing body members, agency workers, contractors, and consultants respect the differences within the community they serve and treat customers and members of the public accordingly
- Provide a working environment where all backgrounds, cultures, values and lifestyles are respected and treated with dignity at all times.

Implementation of Policy

The Chief Executive is responsible for the implementation and review of this policy.

CHA will ensure that all new employees, governing body members, agency workers, contractors, and consultants will receive an induction on this policy. The policy will be integrated into all policies and procedures within CHA.

Copies of this policy will be issued to all employees, governing body members, agency workers, contractors and consultants and will be available to all who request it.

This policy applies to all employees, governing body members, agency workers, contractors, and consultants of CHA and therefore all mentioned parties, all have a responsibility to abide by the principles outlined above and also alert a their line manager or Chief Executive should any behaviours be witnessed which breached this policy.

Unacceptable behaviour and practices will not be tolerated. However, if or when a situation arises it will be dealt with immediately, as inaction is not an option. Behaviours found to be breaching this policy will be regarded as misconduct and will be dealt with appropriately and in accordance with the relevant policies, including code of conduct and disciplinary.

Procedure in Dealing with breaches of Dignity & Respect

This procedure is complemented by CHA's Code of Conduct, Equality & Diversity, Harassment and Discipline & Grievance policies.

Staff

Where an employee feels that they have not been treated with dignity & respect at work, there are a number of ways in which this can be addressed.

a) Informal stage

Where possible, breaches of this policy should be dealt with informally in the first instance. In many cases inappropriate behaviours are unintentional and can easily be resolved once the behaviour has been highlighted. This is often the most efficient way to maintain positive working relations.

In managing the issue informally, employees should in the first instance alert their line manager to the behaviour, thereafter the employee should be encouraged by the line manager and with their support approach the individual and highlight what behaviour has been offensive. Should the employee be uncomfortable with this then the line manager should approach the individual and have the same discussion. A note should then be put on file of the person who has displayed the inappropriate behaviour and the individual that raised the issue.

b) Formal Stage

If the behaviour is of a more serious nature or it continues after the informal approach has been taken then the issue should be dealt with by mirroring CHA's grievance procedure.

The employee must put their concerns in writing and give this to their line manager. The line manager should then arrange a meeting with the employee who has highlighted the concerns. At this meeting the manager should establish what the concerns are, and how the employee would like things resolved. The manager should then conduct any necessary investigations. No investigation should take place prior to there being a meeting with the employee. Once the investigation has been concluded, there could be a variety of outcomes including:

- There is no evidence to uphold the complaint
- There is evidence that may involve action against another member of staff
- Action is required on an organisational basis

Where action is required against another staff member this will follow the organisation's disciplinary procedures. Where action is taken regarding a member of staff other than the person who raised the complaint, the complainant will not be informed of any action taken against other individuals.

Governing Body Members, Agency Workers, Contractors and Consultants or members of the public

Where a governing body member, agency worker, contractor, consultants and/or members of the public feel that behaviours towards them have breached the principles of this policy, they have a responsibility to inform the Chief Executive of this as soon as reasonably practical. The complaint will be investigated appropriately and dealt with in accordance with the relevant policies and procedures.

Individuals found to be in Breach of the principles of this Policy

Where individuals are found to be in breach of this policy whether that be employees, governing body members, agency workers, contractors, and/or consultants this will be dealt with in accordance with CHA's Code of Conduct policy

and other relevant policies. This may therefore result in termination of the individual's contract, or engagement within CHA.

Malicious Allegations

Any person found to be making fictitious or malicious allegations will be dealt with through CHA's disciplinary procedure which may result in dismissal.

General Data Protection Regulations (GDPR)

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection/Management of Information Policy. Information regarding how your data will be used and the basis for processing your data is provided in CHA's employee privacy notice.

Review of Policy

This policy will be reviewed every three years and in line with legislative updates.

Equal Opportunities

Our commitment to equal opportunities and fairness will apply irrespective of factors such as race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

Equality Impact Assessment

In order to reinforce our commitment to equality and to ensure that everyone is treated equally, that our services are accessible to all and that our practices are, at all times, within the law and free of discrimination of any kind, an impact assessment has been carried out. It has been established that there should be no significant positive or negative impacts for any groups regarding the operation of this policy.

For Office Use Only – Required Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	No
Leaflet change required?	No
Newsletter Promotion?	No
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes