

## OFFICER DECISION RECORD SHEET

**Name of decision maker:** Claire Hamilton

**Service Area:**

**Title of Decision:** Adoption of Persistent and Unreasonable Behaviour Policy

**Decision made and reasons:**

**Decision:** Agree and adopt the Persistent and Unreasonable Behaviour Policy

**Reason:** to enable the Council to effectively address persistent and unreasonable behaviour from customers.

**Reports considered:**

**Officers/Councillors/Ward Councillors/Stakeholders Consulted:** Portfolio Holder People and Transformation

**Financial Comments:**

**Monitoring Officer Comments:**

The policy will help to ensure that residents are clear of the type of behaviour and conduct that is acceptable to the Council when it is considering complaints and the steps that the Council will take if such conduct falls below the reasonable standards set out in the policy.

**Deputy S151 Officers Comments:**

Adoption of the policy supports efficient use of officer time and the release of staffing resource to support service delivery.

**Implications:**

**Value for Money:** There are no value for Money Impacts from this decision

**Financial:** The policy sets out a new efficient process for dealing with unreasonable and persistent behaviour from customers.

**Risk:** No implications

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**Officer Signature:**

**Date:**