



RECOMMENDATION REPORT

DECISION: 26/2024	DATE: 15 OCTOBER 2024
TITLE: MANAGING SERVICE USER CONTACT POLICY	
AUTHOR: JANE PEARSON GOVERNANCE, COMPLIANCE AND REVIEWS MANAGER	
SPONSOR: IAN DICKINSON HEAD OF GOVERNANCE AND ACCOUNTABILITY	
Executive Summary <p>The Police and Crime Commissioner is asked to consider the proposed service user contact policy which sets out the OPCC's approach to managing service user contact (i.e., anyone that comes into contact with the organisation) with a small minority of service users whose actions or behaviours are considered unacceptable and/or are impacting on the work of its staff.</p>	
Recommendation <p>The Police and Crime Commissioner is recommended to approve the service user contact policy.</p>	

PART II

1. Background and Advice

- 1.1.** The Office of the Police and Crime Commissioner (OPCC) for Lancashire is committed to providing a fair, consistent and accessible service to all its service users. This policy sets out the OPCC's approach to managing service user contact (i.e., anyone that comes into contact with the organisation) with a small minority of service users whose actions or behaviours are considered unacceptable and/or are impacting on the work of its staff. The OPCC deals with a large volume of correspondence and communication each year. In the majority of cases, these interactions are dealt with satisfactorily and without concern.
- 1.2.** The OPCC has a responsibility to provide a safe working environment for its staff, ensure that its service is cost effective and delivered fairly to all. It therefore reserves the right to manage service user contact where necessary.
- 1.3.** In a small number of cases, people pursue their complaints or issues in a way that is unacceptable. They may behave unacceptably, be unreasonably persistent in their contact, or make unreasonable demands. This can have an impact on the health and safety of staff within the OPCC. It can also have an impact on investigating their complaint or issues, or other areas of business.
- 1.4.** The OPCC recognises that certain health conditions, forms of mental illness or disability may make it difficult for people to express themselves or communicate clearly. The OPCC always aims to make reasonable adjustments to meeting the needs of the individual if it is advised of any requirements – but it may still need to manage contact in these circumstances when considered necessary.
- 1.5.** The OPCC aims to deal fairly, honestly, consistently and appropriately with all service users. It believes they have a right to be heard, understood and respected. It also believes that OPCC staff have the same rights, therefore we will not tolerate what is considered to be unacceptable behaviour towards staff. Where it considers service users' behaviour impacts upon its work, it reserves the right to manage access in order for it to provide a fair and accessible service to all users.

2. Consultations

N/A

3. Implications:

a. Legal

None to Consider.

b. Financial

None to consider.

c. Equality Impact Assessment

There are no direct Equality implications in the making of this decision.

d. Data Protection Impact Assessment

There are no direct Data protection implications.

4. Risk Management

None

5. Background Papers

6. Public access to information

None.

