

## Acceptable Behaviour Policy

|                       |                               |
|-----------------------|-------------------------------|
| <b>Approval Route</b> | Executive Director Operations |
| <b>Applies to:</b>    | Staff, Residents, Visitors    |

| <b>Contents</b>                        | <b>Page No.</b> |
|----------------------------------------|-----------------|
| 1. Introduction                        | 1               |
| 2. Definitions                         | 2               |
| 3. Regulatory and Legal Considerations | 2               |
| 4. Responsibilities                    | 2               |
| 5. Policy Statement                    | 3               |
| 6. Monitoring and Review               | 5               |
| 7. Associated Policies                 | 5               |
| 8. Associated Work Instructions        | 5               |

### 1. Introduction

- 1.1 This policy outlines ExtraCare's policy for preventing and tackling issues of behaviours in ExtraCare's communal settings that breach our Community Charter. The Charter highlights that residents, staff, and visitors within our retirement communities should treat each other with fairness, respect, equality & dignity.
- 1.2 The aim of this policy is to provide a framework of non-legal options to help resolve behaviours within our communal settings that do not meet the principles outlined in our Community Charter. This could be behaviours by residents towards other residents (either directly or indirectly), or behaviours by residents towards ExtraCare staff, or staff working on behalf of ExtraCare.
- 1.3 This policy complements our Anti-Social Behaviour and Community Management policies to ensure that we appropriately prevent and tackle behaviours that may negatively impact on residents. The Acceptable Behaviour Policy sets out our expectations of behaviours within communal settings, and towards ExtraCare staff, and provides a framework for addressing unacceptable behaviour. This is to ensure that our retirement communities remain diverse, inclusive and welcoming to people from all backgrounds. It is also to ensure that manage unacceptable behaviours towards staff to help protect their safety and wellbeing.

|                                                                        |                         |                                               |
|------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| <b>Error! Reference source not found.:</b> Acceptable Behaviour Policy | Version No: 3.0         | Author: Housing & Resident Engagement Manager |
| Approved by: Executive Director Operations                             | Approval Date: Feb 2026 | Next approval due: Feb 2029                   |
| ELT Lead: Executive Director Operations                                | Category: Operational   | Classification: Internal                      |
| UNCONTROLLED WHEN PRINTED                                              |                         |                                               |
|                                                                        |                         | Page 1 of 5                                   |

## 2. Definitions

| Term                               | Definition                                                                                                                                                                                                                                       |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Acceptable Behaviour</b>        | An approach to resolve issues of behaviour within communal settings of our retirement communities, to reinforce ExtraCare's Community Charter.                                                                                                   |
| <b>Anti-Social Behaviour (ASB)</b> | Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person (ASB, Crime & Policing Act, 2014).                                                                                                                   |
| <b>Community Management</b>        | An approach to resolve disharmony, disputes and conflict between residents where behaviours impacting on residents within the home do not meet the threshold of ASB. Examples would be neighbour disputes, household noise, clash of lifestyles. |

## 3. Regulatory and Legal Considerations

- 3.1 ExtraCare has a regulatory duty to comply with the Regulator of Social Housing Consumer Standards, specifically the Neighbourhood & Community Standard. This states that Registered Providers must work in partnership with appropriate local authority departments, the Police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing.

## 4. Responsibilities

- 4.1 Detailed responsibilities are below:

|                                      |                                                                                                                                                                                                                                                                  |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Executive Director Operations</b> | Responsible for approving this policy and any subsequent updates or reviews.                                                                                                                                                                                     |
| <b>Regional Operations Managers</b>  | Ensure the implementation of this policy across all ExtraCare locations. Ensure oversight of Policy so that Location Managers, Housing Officers and other staff work collectively to implement effective solutions to issues being dealt with under this policy. |
| <b>Location Managers</b>             | Ensure enactment of policy by ensuring that all relevant staff, including local teams, work in partnership through a multi-team approach to address acceptable behaviour issues.                                                                                 |
| <b>Housing Officers</b>              | Lead the approach and strategies for resolving cases relating to acceptable behaviour in partnership with the location manager, and ensuring a multi-agency approach where applicable, involving all relevant agencies.                                          |
| <b>Local Housing Teams</b>           | To assist in the collection of evidence to support appropriate action and monitor such actions.                                                                                                                                                                  |

|                                                                        |                         |                                               |
|------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| <b>Error! Reference source not found.:</b> Acceptable Behaviour Policy | Version No: 3.0         | Author: Housing & Resident Engagement Manager |
| Approved by: Executive Director Operations                             | Approval Date: Feb 2026 | Next approval due: Feb 2029                   |
| ELT Lead: Executive Director Operations                                | Category: Operational   | Classification: Internal                      |
| UNCONTROLLED WHEN PRINTED                                              |                         | Page 2 of 5                                   |

|                  |                                                                                                                         |
|------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>All Staff</b> | Support the implementation of this policy through co-operation, training and to provide insight and advice as relevant. |
|------------------|-------------------------------------------------------------------------------------------------------------------------|

## 5. Policy Statement

### Definition

5.1 Our expectations of acceptable behaviour are laid out in our Community Charter. This is displayed within all our locations, our Head Office and is available on our website. This contains four principles that we expect all staff, residents, visitors and other customers to abide by:

- **Fairness:** We are open minded and listen to people's point of view;
- **Respect:** We behave courteously and respect the rights, values, beliefs and property of others;
- **Equality:** We treat people equitably and value our diversity; and
- **Dignity:** We treat everyone as a valuable individual.

We also set acceptable behaviour in the context of one of our core values:

- **Compassionate:** We show empathy and compassion to our residents and customers.

This means that we expect people to conduct themselves in accordance with these principles. This includes in informal conversation in public settings; in organised meetings; in writing to ExtraCare (letter/email); on social media; through the process of providing feedback (for example, through 'We're Listening'); and through raising a complaint.

We will seek to provide reasonable support to residents to assist them to act in a way that is consistent with these principles.

5.2 When we receive a report of behaviour that is impacting negatively on others, we will triage the report and assess whether the report is most effectively processed through the Community Management Policy, Anti-Social Behaviour Policy or Acceptable Behaviour Policy, and record it accordingly.

5.3 Examples of unacceptable behaviours that are likely be dealt with under this Acceptable Behaviour Policy are:

- Aggressive or abusive behaviour, including making threats;
- Unreasonable or excessive demands;
- Being overly persistent, including dominating resident meetings by preventing others from speaking;
- Using language that is discriminatory;
- Refusing to accept reasonable explanation from ExtraCare; and
- Unfriendly or rude conduct.

|                                                                        |                         |                                               |
|------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| <b>Error! Reference source not found.:</b> Acceptable Behaviour Policy | Version No: 3.0         | Author: Housing & Resident Engagement Manager |
| Approved by: Executive Director Operations                             | Approval Date: Feb 2026 | Next approval due: Feb 2029                   |
| ELT Lead: Executive Director Operations                                | Category: Operational   | Classification: Internal                      |
| UNCONTROLLED WHEN PRINTED                                              |                         |                                               |
|                                                                        |                         | Page 3 of 5                                   |

### Approach:

- 5.4 We will seek to minimise the likelihood of unacceptable behaviour through promoting our Community Charter, including in our resident 'street' meetings. We will role-model acceptable behaviour in our dealings with people. Our staff will be courteous and act according to our Community Charter and values. We will advise residents of their obligations towards their other residents and ExtraCare as described in their tenancy/lease agreement through the sign-up process for incoming residents, and through our regular interactions with residents, such as housing support visits.
- 5.5 Where unacceptable behaviour is reported, we will speak with the person alleged to have acted unacceptably at the earliest opportunity. We will identify the specific behaviour that is a breach of the Community Charter and request specific actions of the person to prevent a repeat. We do not expect the person to issue an apology to the person(s) affected.
- 5.6 If unacceptable behaviour continues despite our reasonable efforts to request the behaviour is modified, then we reserve the right to consider reasonable and proportionate actions that may be appropriate.
- 5.7 Such actions under this policy would not be punitive, but to assist us to seek to work with the resident to address their behaviour. Options include:
- Restricting contact with/access to staff to specific dates/times;
  - Restricting access to identified communal facilities/activities/events within our locations;
  - Restricting access to the bar/serving of alcohol;
  - Ensuring contact takes place in the presence of an appropriate witness;
  - Requiring contact to take place with a specific named member of staff;
  - Requiring contact to take place in a specified manner, such as only by telephone; and
  - Limiting the person to making contact through an advocate acting on their behalf.
- 5.8 Such measures will be appropriate to the circumstances and the resident given clear reasons for the restrictions, with the option for regular review. The review period for such restrictions should be no longer than six months.

Where unacceptable behaviour is caused by visitors using the facilities (e.g. external gym members) we reserve the right to cancel membership and remove access by cancelling electronic keycards.

In exceptional circumstances, if the unacceptable behaviour is directed towards our care staff, we will consider withdrawing our care service on a temporary basis, subject to authorisation and review by the local authority, and where an alternative care service can be provided.

### Service Standards

- 5.9 We will contact those reporting issues under this policy within 5 working days of the report.

|                                                                        |                         |                                               |
|------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| <b>Error! Reference source not found.:</b> Acceptable Behaviour Policy | Version No: 3.0         | Author: Housing & Resident Engagement Manager |
| Approved by: Executive Director Operations                             | Approval Date: Feb 2026 | Next approval due: Feb 2029                   |
| ELT Lead: Executive Director Operations                                | Category: Operational   | Classification: Internal                      |
| UNCONTROLLED WHEN PRINTED                                              |                         |                                               |
|                                                                        |                         | Page 4 of 5                                   |

- 5.10 We will ensure that the resident has the opportunity of an advocate to support them in such a meeting. This could be a family member, friend, or resident association committee member.
- 5.11 We will ensure appropriate support is provided to all residents involved in seeking to find a solution to unacceptable behaviour, either through our own Wellbeing Team, or external agencies. In seeking to ensure we offer appropriate support we will also be mindful of our obligations under the Equality Act, 2020. This will include consideration of reasonable adjustments such as translation services; and appropriate consideration of issues relating to protected characteristics.

### Training & Guidance

- 5.12 We will periodically train relevant staff to effectively manage reports and cases of unacceptable behaviour. We will train staff to respond in a compassionate and empathetic way to reports of acceptable behaviour issues.
- 5.13 We will provide conflict resolution and mediation training to relevant persons to ensure effective responses to acceptable behaviour issues.

## 6. Monitoring and Review

- 6.1 Compliance with this policy will be monitored by the Housing & Resident Engagement Manager and Housing Standards & Performance Officer through regular case reviews. This policy will be reviewed as a minimum every 3 years, in consultation with ExtraCare's Resident Forum.

## 7. Associated Policies

|                                        |                                |
|----------------------------------------|--------------------------------|
| Anti-Social Behaviour Policy           | Domestic Abuse Policy          |
| Community Management Policy            | Hoarding Intervention Guidance |
| Data Protection Policy                 |                                |
| Equality, Diversity & Inclusion Policy |                                |

## 8. Associated Work Instructions

|                         |  |
|-------------------------|--|
| ASB Training PowerPoint |  |
| ExtraCare Housing Guide |  |

|                                                                        |                         |                                               |
|------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| <b>Error! Reference source not found.:</b> Acceptable Behaviour Policy | Version No: 3.0         | Author: Housing & Resident Engagement Manager |
| Approved by: Executive Director Operations                             | Approval Date: Feb 2026 | Next approval due: Feb 2029                   |
| ELT Lead: Executive Director Operations                                | Category: Operational   | Classification: Internal                      |
| UNCONTROLLED WHEN PRINTED                                              |                         |                                               |
|                                                                        |                         | Page 5 of 5                                   |