



Dignity at Work Policy

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1. Introduction

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

2. 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 (see below) which is widely recognised as being best practice.

3. 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:

- 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

4. Definitions

Harassment: unwanted conduct related to a 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. ng homes will extend this definition to include all people, 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 under which discrimination claims can be made; i.e. age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation.

5. Policy Principles

This Dignity at Work Policy aims to:

- Ensure integration of diversity into all aspects of ng homes' business

- Ensure that all employees, Board members, agency workers, contractors, and consultants are treated with respect and dignity from each other, and members of the public
- Ensure that all employees, Board 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.

6. Implementation of Policy

The Director of Corporate Services is responsible for the implementation and review of this policy. The organisation will ensure that all new employees, Board members, agency workers, contractors, and consultants will be made aware of this policy and it will be included as part of the induction for new staff and Committee Members.

Copies of this policy will be available to all employees, Board members, agency workers, contractors, and consultants, and to all who request it. The spirit of this policy will be integrated into all policies and procedures within ng homes.

This policy applies to all employees, Board members, agency workers, contractors, and consultants of ng homes and therefore all mentioned parties, have a responsibility to abide by the principles outlined above and also to alert their line manager or Human Resources should any behaviours be witnessed which breach 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 and procedures including the staff code of conduct and the disciplinary procedures.

7. Procedure in Dealing with breaches of Dignity and Respect

This procedure is complemented by ng homes' Equality and Diversity Policy and Discipline and Grievance procedures.

Staff

Where an employee feels that they have not been treated with dignity and 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 and supported by the line manager to approach the individual and highlight what behaviour has been unwanted or 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 the personal file of the person who has displayed the inappropriate behaviour and the individual who 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 ng homes' 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 a member of staff
- Action is required on an organisation-wide basis

Where action is required against a 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.

Board Members, Agency Workers, Contractors, Consultants, and members of the public

Where a Board/Committee member, agency worker, contractor, consultant 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 staff, Board/Committee Members, agency workers, contractors, and/or consultants this will be dealt with in accordance with the organisation's relevant code of conduct and other applicable policies. This may therefore result in termination of the individual's contract, or engagement within ng homes.

Malicious Allegations

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

8. Other Related Policies/Procedures

- Equality and Diversity
- Racial Harassment
- Staff Code of Conduct
- Board members Code of Conduct
- Discipline and Grievance

9. General Data Protection Regulations

ng homes will treat personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how data will be used and the basis for processing data is provided in our employee fair processing notice.

10. Policy Review

This policy will be reviewed every three years or earlier in line with changes in the workplace or good practice guidelines.

11. Equality Impact Assessment

This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.