



LICB ZERO TOLERANCE STATEMENT

ICB document reference:	ICB HR 020
Name of originator/author:	Kamljit Obhi
Date of approval:	24 th October 2024
Name of responsible Committee:	Senior Managers Operational Delivery Group
Responsible Director/ICB Officer:	Director of Nursing
Category:	HR
EIA undertaken:	N/A
Date issued:	
Review date:	24 th October 2025
Target audience:	All staff
Distributed via:	Email, Website, Intranet and Board Portal

Document Control Sheet

Document Title	Zero Tolerance Policy
Version	1
Status	
Authors	Kamljit Obhi
Date	18 th November 2024

Document history			
Version	Date	Author	Comments
1	18/11/24	Kamljit Obhi	

1. INTRODUCTION

The Zero Tolerance statement has been developed to remind us of the importance of dealing with unacceptable behaviour of any kind and promoting a culture of civility and respect for all staff and service users. This statement aims to protect people from different protected characteristics and socially excluded groups.

2. LICB ZERO TOLERANCE STATEMENT

In line with NHS policy, our organisation maintains a zero tolerance approach to bullying, harassment, violence, abuse, aggression and hate incidents and crimes towards our workforce and the communities we serve.

The purpose of this statement is to ensure a safe and respectful environment for all individuals within our organization. We have a zero tolerance approach towards any form of bullying, harassment, violence, abuse or aggression, incivility and disrespect and will take the necessary steps to address any such behaviour within our workplace.

This zero-tolerance statement applies to all those working for the ICB including contractors and to all service users, carers and visitors to the ICB, including such behaviour relating to:

- Staff on staff
- Public on staff
- Staff on public and
- Public on public

3. DEFINITIONS

Term	Meaning
Abuse	Regular treatment that is disrespectful, cruel or violent that can cause someone harm or distress. Often the people who commit abuse are taking advantage of a special relationship.
Aggression	Hostile, harmful, or destructive behaviour or outlook especially when caused by frustration e.g. shouting, swearing, and harsh language, which can lead to acts of physical violence.
Bullying	Behaviour that is intended to hurt someone either physically or emotionally. Bullying is not specifically defined in UK law but ACAS says bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone.
Disrespect	Lack of respect or courtesy for others. This can be through certain actions such as how someone is spoken to, undermined or completely ignored.
Harassment	Deliberate abuse and often repeated conduct that is unwanted by the recipient, considered objectionable, and

	causes humiliation, offense, or distress. In the UK, under the Equality Act 2010, harassment is defined as: "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".
Incivility	Rudeness and disregard toward others. When incivility is tolerated in an organizational culture, it can lead to other unacceptable behaviours, making the workplace environment unhealthy and unsafe.
Violence	Unacceptable behaviour by one or more individuals that can take various forms, including physical, psychological, and sexual. Violence occurs when someone is assaulted in work-related or non-work-related circumstances.

4. ACCOUNTABILITIES

All Managers are responsible for complying with this statement and ensuring that their staff are made fully aware of it. Managers should support staff to report unacceptable behaviour and access health and wellbeing initiatives.

All staff members are responsible for adhering to this statement, including reporting any incidents relating to bullying, harassment, violence, abuse or aggression. These include incidents that may have been directed at staff or they have witnessed.

The ICB Board Secretary oversees implementation and reviews of this zero tolerance statement.

Members of the public who may have contact with the ICB either as a visitor, through services or online contact, need to be observant of our stance on zero tolerance. Posters/information will be displayed and shared to ensure visibility of our zero tolerance statement.

5. ORGANISATIONAL RESPONSE TO INCIDENTS

In ensuring that zero tolerance is maintained, Lincolnshire ICB has a number of measures in place, to support staff and public:

- **Assessing the risk:** We identify potential risks of harassment, violence, or aggression and develop both reactive and proactive measures to address such incidents.
- **Reactive measures:** Responding to incidents of bullying, harassment, violence, abuse or aggression we have procedures for staff dealing with queries, complaints and public complaints procedure.
- **Proactive measures:** We have strategies, policies and practices for preventing bullying, harassment, violence, abuse or aggression and promoting civility and respect e.g. equality policies, systemwide staff networks, promoting allyship tools.

- **Actions following incidents:** We also continue to take steps after violent, abusive, or aggressive behaviour that help to support those individuals targeted by bullying, harassment, violence, abuse or aggression and deal with the perpetrator/s. We will use Datix to investigate and assess the actions.

Table 1: Details of the law and links to relevant policies and procedures, national/local information and guidance, advice and support.

<p>The Law</p>	<p>The Equality Act 2010, Public Sector Equality Duty (PESD), requires healthcare organisations, when carrying out their workplace and service functions to have due regard to the need to:</p> <ol style="list-style-type: none"> 1. put an end to unlawful behaviour that is banned by the Equality Act 2010, including discrimination, harassment and victimisation 2. advance equal opportunities between people who have a protected characteristic and those who do not 3. foster good relations between people who have a protected characteristic and those who do not <p>The Equality Act protects everyone in Britain because we all have one or more protected characteristics and may also have other socio-economic differences (intersectionality).</p>
<p>Links to policies and procedures, advice and support for staff and public</p>	<p>ICB HR001 - Equality Inclusion and Human Rights Policy ICB HR012 - Dignity at Work Policy ICB Corporate 006 - Freedom to Speak up Policy ICB Corporate 001 - Standards of Business Conduct Policy ICB Sexual Safety Policy tbc ICB Safeguarding 008 - Managing and Supporting Employees Experiencing Domestic Abuse Policy ICB IG 007 - Social Media Policy ICB Quality 014 - Incident Reporting Policy ICB Quality 002 - Recording, Investigation and Management of Complaints, Comments, Concerns and Compliments Policy and Procedure NHS equality, diversity, and inclusion improvement plan NHS England » NHS equality, diversity, and inclusion improvement plan</p>
<p>Links to national and local Information and guidance</p>	<p>NHS Violence prevention and reduction: NHS England » Violence prevention and reduction</p> <p>NHSE Sexual safety in healthcare – organisational charter NHS England » Sexual safety in healthcare – organisational charter</p> <p>Allyship Toolkit: Allyship :: Lincolnshire One Workforce (oneworkforcelincs.co.uk)</p>
<p>Links for Health and</p>	<p>Health and wellbeing: -</p>

<p>Wellbeing support for staff</p>	<ul style="list-style-type: none"> • EAP – Health Assured also offers support for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year by calling 0800 028 0199 - <i>immediate family members as spouse/partners and children aged 16 to 24 in full time education, living in the same household.</i> • Wisdom app - Available on iOS and Android devices, you can gain access to My Healthy Advantage with the following login credentials: Employer code: MHA262854 • Occupational Health – please speak with HR/Line Manager
---	---

6. NEXT REVIEW DATE

Approved: 24th October 2024

Review date: 24th October 2025