

## **Customer First Analysis: Dignity at Work Policy**

### **1. Purpose**

- What are you trying to achieve with the policy / service / function?

Review of Dignity at Work Policy. Ensure that there are clear procedures in place to deal with any complaints of bullying and harassment from staff and a statement of commitment about how the Council will deal with unacceptable behaviour under this Policy.

Support our Equality Act 2010 obligations by ensuring the Policy covers protected characteristics.

Support our obligations under Health and Safety legislation to provide a safe place of work.

Give advice for anyone who is subject to bullying or harassment, or is accused of this, as well as other colleagues who may be witnesses. This may include signposting to other procedures, for example if a complaint is made against an elected member or contractor.

Reinforce the expected standards of respectful behaviour.

- Who defines and manages it?

The HR team manages the operation of the Policy. However, it is a core responsibility of all managers to deal with instances as they occur and ensure their own behaviour is appropriate. All staff have responsibilities for health and safety at work.

- Who do you intend to benefit from it and how?

All employees by working in a safe environment where people can focus on their performance. This in turn will benefit residents and other stakeholders.

- What could prevent people from getting the most out of the policy / service / function?

Lack of awareness of what to do or lack of confidence that matters will be dealt with properly.

- How will you get your customers involved in the analysis and how will you tell people about it?

The draft Policy has been reviewed by a small working party of staff, including a union representative. Further consultation has taken place via all our recognised Trade Unions. There will be internal communications to ensure everyone is reminded of the Policy and the training available.

### **2. Evidence**

- How will you know if the policy delivers its intended outcome / benefits?

We would wish to see matters dealt with informally where possible and resolved, apart from cases which should rightly be dealt with more formally because of the seriousness of allegations, or where matters cannot be resolved. We have extremely small numbers of formal complaints under this Policy and try to learn from these. We have good working relationships with Trade Union representatives and they are able to let us know of any concerns, and will advise staff who are members of the different ways of resolving issues. We also have a team of "Friendly Faces" who can signpost staff to informal and formal means of resolving issues, including mediation.

- How satisfied are your customers and how do you know?

We have recently run our Employee Survey and will undertake follow-up work looking in depth at the data and comments.

- What existing data do you have on the people that use the service and the wider population?

We monitor and report on a range of equality information on our workforce and employee relations via the annual Workforce Report.

### **3. Impact**

- Are some people benefiting more – or less - than others? If so, why might this be?

There is no evidence of differential impact. However, the number of cases is extremely small.

### **4. Actions**

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

N/a

- Is it discriminatory in any way?

No, the policy specifically aims to deal with Dignity at Work cases including any which involve alleged discrimination.

- Is there a possible impact in relationships or perceptions between different parts of the community?

None expected.

- When will this assessment need to be repeated?

When the Policy is next reviewed. The annual Workforce Report and staff survey feedback, as well as regular discussions with our Trade Union colleagues offers the opportunity to see any trends or problems that suggest further work is needed.

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**Date: Updated June 2023**