

Mr. C B [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Our Ref: MS/md

Please ask for: M [REDACTED] S [REDACTED]

Direct line / Extension: 01432 [REDACTED]

E-mail: M [REDACTED].s [REDACTED]@herefordshire.gov.uk

13 November 2017

Dear Mr B [REDACTED],

I am writing to you to inform you that I have decided that the council cannot justify the time and expense in corresponding further regarding the matters you have previously raised around the alleged neglect and abuse of your brother, and the alleged deficiencies in adult social care.

The matters you raise have already been fully dealt with in the letters dated 17 October 2016, 15 December 2016 and 26 October 2017, as well as significant amounts of other correspondence with you as supplied to you within your subject access requests to the council.

The point has been reached when further work on these matters will have an adverse effect on the service offered both to your brother and to others who have a legitimate claim on officers' time.

The council has a duty of care to its employees to protect them from avoidable stress and upset at work and to use policies and procedures to protect them from what we consider to be unacceptable levels or types of contact. We have endeavoured to respond to all of your complaints and enquiries and have now got to the stage where your behaviour is having a detrimental impact on our staff.

I have decided that we will manage your contact with the council through the unreasonable behaviour policy, available on our web site at https://www.herefordshire.gov.uk/downloads/file/1335/unreasonable_behaviour_policy

This policy defines the behaviours that are not acceptable to the council, including behaviour exhibited by people making formal complaints. We deem your behaviour to be unacceptable as outlined in our policy section 1.2.2 "unreasonable requests and communication".

We also note that you are using social media to intimidate and threaten our staff and previous employees. We would ask you to stop doing this and not to post anything that could be considered as cyber bullying (see section 1.3. “unreasonable communication through social media”).

It is not acceptable to try to make any contact with our employees through their personal social media, or through any other forms of personal communication. All of our employees and past employees have a right to a private life.

The council has a zero-tolerance position on physical violence, verbal abuse, threats or harassment against our employees. Any such actions against our employees will be reported to the police, who may decide to prosecute (see section 1.4.1. “how we will manage unreasonable behaviour”).

Under the unreasonable behaviour policy, there are a number of ways by which we can manage and/or restrict contact with individuals (see section 3 of the policy). The sanctions that we will invoke in this case are:

- Option 1. We will manage the council employees with whom you can have contact:
 1. For issues concerning the direct ongoing care planning for your brother, you may contact the social worker, S█████ B█████, telephone (01432) ██████, email s█████.b█████@herefordshire.gov.uk
 2. For issues concerning the care of your mother you may contact L█████ M█████, telephone (01432) ██████ email l█████@herefordshire.gov.uk
 3. For all other correspondence, queries or complaints, we require you to contact a named employee who will be your single point of contact (“SPOC”). This will be S█████ V█████, Assistant Director for Operations, telephone (01432) ██████, email s█████.v█████@herefordshire.gov.uk
- Option 6: Restricting the issues we will correspond on.
- Option 8: If we have already fully explained our reasons for a decision and you have exhausted the procedure to request a review of that decision, we will decline to respond to further correspondence which does not raise new issues.

We will not respond further to the same complaints made regarding your brother’s care, we will not respond further to requests for the same information that have already been considered and the information given to you, and we will not respond to you regarding complaints brought up in the past regarding our social workers.

- Option 9: We will re-direct all your emails that come into the council’s network to your single point of contact (SPOC), S█████ V█████.
- Option 10: We will not respond to correspondence (eg. letter or email) which is abusive or offensive.
- Option 12: If you post derogatory, defamatory, offensive or threatening remarks on social media we will ask you to remove them.

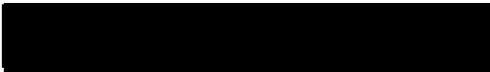
The decision to invoke the unreasonable behaviour policy has not been taken lightly, but it is felt that the restrictions that we have put in place are proportionate and reasonable, allowing you access to the council through a managed process.

I should make it clear that this in no way restricts your right to approach any other external body in relation to your matters.

I feel that we have struck the balance between allowing you to contact officers when you need to raise a concern and also protecting our staff and resources.

We will review the situation in six months' time, and I would urge you to work with us and abide by these measures so that we can resolve your issues.

Yours sincerely

A solid black rectangular box used to redact the signature of Martin Samuels.

MARTIN SAMUELS
DIRECTOR FOR ADULTS AND WELLBEING