



Portus
Supported Housing

Policy Title: Acceptable Behaviour Policy

Version: 1.0

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
28.05.2026	n/a	Sophie Hayward – Customer Director	Tom Hodgson – Managing Director	28.05.2029

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team		15.07.2026
Committee		n/a
Board		n/a



1. Introduction

Portus Supported Housing (PSH) is committed to providing services that are accessible, fair and respectful for all customers, applicants, representatives and members of the public. We aim to create an environment where individuals feel heard, understood and treated with dignity. This policy sets out the standards of acceptable behaviour expected in all interactions with the organisation and explains how we will respond when behaviour becomes harmful, abusive or unreasonable.

This policy replaces the former “Unacceptable & Unreasonable Behaviour Policy” used by BeST prior to merger. It adopts a positive, person-centred approach while retaining the safeguards necessary to protect staff and maintain service delivery.

2. Purpose / Aim

The purpose of this policy is to promote respectful, constructive communication and ensure that staff can work safely and effectively. It provides a clear and proportionate framework for managing behaviour that impacts staff wellbeing, service delivery or the safety of others. The policy aligns with the Housing Ombudsman’s guidance on managing unacceptable behaviour and supports consistent, fair decision-making.

3. Objectives

The objectives of this policy are to:

- Define acceptable behaviour in interactions with PSH
- Ensure individuals are treated fairly, consistently and with respect
- Protect staff from abusive, threatening or disproportionately demanding behaviour
- Ensure any restrictions on contact are proportionate, time-limited and reviewed regularly
- Recognise and respond appropriately to vulnerability, disability or support needs

4. Scope

This policy applies to all interactions with PSH, including face-to-face contact, telephone calls, written correspondence, emails, social media and digital platforms. It applies to customers, applicants, family members, advocates, contractors, visitors and any third party engaging with our staff.

5. Legal and Regulatory Framework

This policy is informed by:



- Housing Ombudsman: Managing Unacceptable Behaviour guidance
- Housing Ombudsman Complaint Handling Code
- Social Housing Regulation Act 2023
- Equality Act 2010
- Data Protection Act 2018
- Health and Safety at Work Act 1974
- Relevant Consumer Standards issued by the Regulator of Social Housing

6. Related Policies and Documents

This policy should be read alongside the following documents:

- Complaints Policy
- Antisocial Behaviour Policy
- Safeguarding Policy
- Tenancy & Neighbourhood Policy
- Equality, Diversity and Inclusion Policy
- Customer Visit Procedure

7. Policy Statement / Principles

PSH is committed to treating all individuals with fairness, dignity and respect. We recognise that people may behave differently when distressed, frustrated or experiencing difficult circumstances. We will always consider these factors and explore support options before taking any action.

Behaviour becomes harmful or unreasonable when it prevents staff from carrying out their duties, impacts the safety or wellbeing of others, or disrupts service delivery. Examples include persistent or excessive contact, refusal to follow processes, harassment, discriminatory language, verbal abuse, threats, or knowingly providing false information.

Our response will always be proportionate and tailored to the circumstances. We may offer support, agree informal boundaries, involve advocates or support workers, or implement temporary contact restrictions. In cases involving threats, harassment or violence, we may take action under the Antisocial Behaviour Policy or involve the police.

Any restrictions will be time-limited, reviewed regularly and communicated clearly in writing.

8. Roles and Responsibilities

The Executive Team is responsible for approving this policy and ensuring organisational compliance.



Senior managers are responsible for implementing the policy, supporting staff and authorising contact restrictions.

Staff are responsible for applying the policy consistently, recording incidents and escalating concerns appropriately.

9. Monitoring, Review and Compliance

Incidents managed under this policy will be recorded and monitored. Annual reporting will be provided to the Executive Team as part of complaints and service performance monitoring. This policy will be reviewed every three years or sooner if required by regulatory or statutory changes.

14. Equality, Diversity and Inclusion

We will always consider whether behaviour may be linked to disability, mental health, trauma or other vulnerabilities. Reasonable adjustments will be made where appropriate, and decisions will be fair, transparent and non-discriminatory.

