

**PRIVATE AND CONFIDENTIAL**Mr C B [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Your Ref:

Our Ref:

Direct Line / Extension: 01432 260 [REDACTED]

E-mail: [S \[REDACTED\].V \[REDACTED\]@herefordshire.gov.uk](mailto:S[REDACTED].V[REDACTED]@herefordshire.gov.uk)

06 June 2018

Dear Mr B [REDACTED]

I am writing to you to inform you that a planned review of the arrangements in place under the council's unreasonable behaviour policy has now been undertaken. To remind you the policy is in place to establish a joint understanding of what is considered acceptable and unacceptable behaviour when working with officers and councillors of Herefordshire Council.

Following the review, it has been concluded that the policy remains applicable and restrictions will remain in place for the forthcoming period. The reasons for this decision are largely unchanged from those described in correspondence sent to you from Martin Samuels on 13 November 2017 and 11 Jan 2018.

Mr Samuels' explained within the above noted correspondence that a point had been reached that further work on the matters you were raising would likely have an adverse effect on the service offered both to your brother and to others who have a legitimate claim on officers' time. Unfortunately, despite the policy being in place, the existing plans to manage this risk have only proved partially successful. Therefore, a decision has been made to amend the arrangements. The revised sanctions that we will invoke under the policy in this case are:

- Option 1. We will manage the contact you have with council employees:
  1. For issues concerning the direct ongoing care planning for your brother, your brother's social care team will plan care in line with their assessments and schedule regular reviews. They will contact you as deemed appropriate so that you can share your views on achieving the best outcomes for your brother. You should not therefore contact the team directly between reviews.
  2. For issues concerning the care of your mother you may contact S [REDACTED] V [REDACTED], telephone 01432 260 [REDACTED], [S \[REDACTED\].V \[REDACTED\]@herefordshire.gov.uk](mailto:S[REDACTED].V[REDACTED]@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 R [REDACTED] V [REDACTED], Assistant Director for Operations, telephone (01432) 260 [REDACTED], email [R \[REDACTED\].V \[REDACTED\]@herefordshire.gov.uk](mailto:R[REDACTED].V[REDACTED]@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), R [REDACTED] V [REDACTED].
- 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 continue 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.

If you are dissatisfied with this decision, I'd like to remind you that you are at liberty to contact the Local Government Ombudsman. As you know, this is a body entirely independent of the council, appointed by Parliament. They can be contacted by writing to Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH, telephoning 0300 061 0614, website [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint) or fax 024 7682 0001.

A review of the situation will be undertaken in twelve months' time, and as before, we would urge you to work with us and abide by these measures.

Please note that my offer to meet with you personally in the hope that matters can move forward positively remains in place.

Yours sincerely



**STEPHEN VICKERS**  
**INTERIM DIRECTOR FOR ADULTS AND WELLBEING**