

ARMAGH CITY, BANBRIDGE AND CRAIGAVON BOROUGH COUNCIL

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Equality screened/Rural Impact Assessed by	Denise Girvan Improvement Manager Mary Hanna, Policy & Diversity Manager,
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AMENDMENT RECORD SHEET

Remove and destroy old pages. Insert new pages as indicated.

Revision Number	Page Number	Date Revised	Description of Revision
1.0	Throughout	December 2025	Revision of entire Policy, formally Unreasonable Customer Behaviour Policy

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1.0 INTRODUCTION

Armagh City, Banbridge and Craigavon Borough Council ('the Council') is committed to providing a safe and pleasant environment for our staff, and members of the public in our facilities or whilst engaging with Council services.

The Council's ambition is to provide excellent, customer-focused services to all. Anyone who comes into contact with Council services and our staff has the right to be listened to, acknowledged and respected. Council considers that staff and the public have the same right and Council reserves the right to manage contact between staff and members of the public or between members of the public in an appropriate manner to protect staff and the public, and to maintain the effectiveness of our services.

The Council will not tolerate unreasonable behaviour, including, but not limited to, abusive, aggressive, offensive or threatening behaviour or physical attacks from any persons towards members of staff (including third party contractors delivering a service on our behalf), Elected Members or individual members of the public. For the purposes of this Policy Council will use the definitions of unreasonable behaviour set out in Section 4 below.

Council will take the necessary steps to ensure that prompt and effective action is taken against any person(s) engaging in unreasonable behaviour.

2.0 AIM

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public:

- Defining what Council considers to be unreasonable behaviour
- Ensuring staff can identify behaviour that is unreasonable.
- Ensuring staff understand what is expected of them when dealing with incidents of unreasonable behaviour.
- Ensuring that staff follow corporate or departmental procedures when dealing with incidents of unreasonable behaviour.
- Ensuring that staff are equipped to manage situations where behaviour is considered unreasonable.
- Ensuring that a fair and consistent approach is used throughout the Council when dealing with unreasonable behaviour.

3.0 SCOPE

This Policy applies to:

- Any person, using or visiting any Council owned or controlled property/facility/land (referred to from here onwards as a "Council Facility"); or are using or participating in an activity at a Council Facility; or are visiting a Council Facility for any reason.
- Any person who comes into contact with Council staff who are undertaking Council business outside of a Council Facility (see definition below).
- Any person who contacts or engages with Council staff through any medium. This contact may be in person, by telephone, letter, email, or any digital medium/platform including social media.
- Persons engaging with each other whilst using a Council Facility and during provision of Council run programmes or events.

This Policy does not apply to staff behaviour towards each other or the public. These matters are dealt with under the relevant policies e.g. Dignity at Work Policy, Code of Conduct and the Grievance and Disciplinary policies.

4.0 **POLICY DETAIL**

Definition of Staff

Those employed by Armagh City, Banbridge and Craigavon Borough Council (including agency staff and casuals, volunteers, contractors, contractor services and Elected Members)

Definitions of unreasonable behaviour

It is important to distinguish between people who make several requests because they think things have gone wrong, and people who are unable or unwilling to accept a decision by Council staff.

We must also recognise that individuals may sometimes act out of character when anxious or distressed and reasonable allowances should be made for this. We must also recognise that some individuals require support when contacting us and provide them with guidance where appropriate.

However, Council does not expect staff, or those acting on behalf of Council, or the public to tolerate unacceptable behaviour. We will deal with individuals politely and with respect, and we expect the same in return from them.

Definitions and examples of unreasonable behaviour include the following:

- Behaviour which because of the frequency or nature of contact with Council, hinders our ability for example, to deal with Council business; to deal with enquiries; to consider their or other customers complaints.
- Making inflammatory statements and unsubstantiated allegations.
- Inappropriate use of social or other media. This includes any threat to safety where individuals pose a threat to themselves or others.
- Making malicious, unwarranted, or defamatory comments or making remarks which are related to any protected characteristic as set out under various anti-discrimination legislation in Northern Ireland.
- Work-related violence such as abuse, threatening behaviour or assault as defined below.

Term	Abuse	Threatening	Assault
Definition	Verbal, intimidation, bullying, or harassment that causes emotional or psychological harm.	Any statement or action that causes someone to fear immediate harm, even if no physical contact occurs.	Intentionally or recklessly causing another person to fear immediate unlawful force, or <i>actually applying</i> that force.
Examples	• Swearing, shouting, or name-calling	• Verbal threats ("I'll hurt you") • Gestures (e.g., raising a fist)	• Physical attacks (hitting, pushing, grabbing) • Throwing objects

	• Derogatory or discriminatory remarks • Persistent undermining or humiliation	• Written or digital threats (emails, texts)	• Spitting or unwanted physical contact • Threats that cause fear of being harmed
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Violation of rules:

- Persons who repeatedly violate Councils rules, regulations, policies, procedures/protocols and where applicable Customer Charter and Terms and Conditions.

Unreasonable demands:

Persons with unreasonable expectations of the level or type of service that we can offer.

- Refusing to give details, or respond to requests for clarification, which are needed to handle the request, yet still wanting the matter resolved.
- Insufficient, or no, grounds for the request made; and/or following a request through for reasons not made clear.
- Disruptive behaviour including being overly loud, intoxicated, or causing a disturbance.

People who are Unreasonably Persistent:

- Raising many detailed questions and/or requesting large volumes of information and insisting they are answered within an unreasonable timeframe.
- Refusing to accept that certain issues are not the Council's responsibility, not services that we offer, or are not within the scope of the Council Policies and procedures e.g. Customer Complaints Procedure (because there is a suitable alternative procedure to follow).
- Insisting on the request being dealt with in ways which are incompatible with good practice (such as insisting that there should be no written record of the request) or Council standards, policies, procedures or protocols, terms and conditions, rules, or regulations
- Continuing to attempt to make unwarranted or unjustified representations during ongoing attempts to resolve existing issues or attempting to improperly influence or change aspects of an enquiry, during investigation.
- Continuing to attempt to pursue any matter, having exhausted all stages of the Council or other statutory procedures including complaints procedures. This includes complaints repeated in their original form or where the substance of a complaint is the same as that originally made. E.g. in cases where the Northern Ireland Public Services Ombudsman's Office has completed their investigation and closed the case.

Other behaviours that are unacceptable may include but is not restricted to the following (which may also be dealt with utilising other related policies where appropriate):

- Theft, vandalism, causing damage/targeted damage or other illegal acts on Council premises.
- Soliciting, selling, distributing, or canvassing other than for Council approved activities.
- Being under the influence of alcohol and/or an illegal or intoxicating substance that causes, or is likely to cause, a public disturbance or interferes, or is likely to interfere with, others' use or enjoyment of Council facilities and resources.
- Any intentional movement of the body which may include touching, gesturing, pushing, striking, stalking, spitting, any unwanted intrusion of "reasonable space" of an employee or another person or an intentional use of any object towards an individual.
- Loitering on the premises under circumstances that warrant alarm / concern for the

health and safety of any person on the property or causes, or is likely to cause, fear, alarm, or distress.

- Activity that would be a risk to their safety or to the safety of other staff, or members of the public.
- Failing to comply with any element of Council Safeguarding Children and Adults Policy.
- Submitting falsified documents from themselves or others.
- Making unjustified comments about or to staff who are trying to deal with the issue.
- Bypassing the relevant Officer to escalate the issue prematurely. The Council will determine which member of staff is the right person at the right level in the organisation to handle the individual's request.
- Making an unreasonable number of contacts with us, in relation to a specific request.
- Demanding responses in an unreasonable timescale.
- Refuting statements, they made at an earlier stage.
- Introducing new information at a later stage to get a different answer or submitting another request to have it further considered. (Council must ensure not to disregard new requests that are significantly different to the original one).
- Changing the basis of the request as it proceeds.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other person involved.
- Recording, filming, or photographing a Council employee, or individual member of the public without their consent and any action in contravention of the relevant Council policies
- Refusing to accept the Council's decision; repeatedly arguing points with no new evidence and/or denying that an adequate response has been given.
- Vexatious requests i.e., those that are made without sufficient grounds but made to cause annoyance or disruption or in relation to section 14(1) of the Freedom of Information Act 2000.
- Council relies on people treating each other politely and with respect; if unreasonable behaviour takes place between individuals the Council representative present (i.e. staff member or person acting on our behalf) will follow relevant corporate or departmental protocols/procedures for dealing with the unreasonable behaviour.
- Occasionally, Council staff engage with individuals who communicate in a manner that causes offence, who use a disproportionate amount of Council time and resources, or who hinder the implementation of a service request, or the investigation of an enquiry or complaint they have made. This behaviour is also deemed to be unreasonable.

This is not an exhaustive list.

Please note: If an individual or a Council staff member feels that another member of the public has assaulted them whilst on Council or any property/using Council services they have the right to contact the PSNI.

5.0 RIGHT OF APPEAL FOLLOWING EXCLUSION

When management has taken action and an exclusion has been applied in the case of unreasonable behaviour by an individual, the individual has the Right of Appeal. They can do this by Requesting a review/appeal in writing to the relevant Head of Department (who issued the exclusion) within 14 days from receipt of letter informing them of the decision taken to exclude. The exclusion letter may be issued in person, by recorded delivery post or read receipt email. They must clearly state the grounds for an appeal.

The Head of Department's decision on the Appeal will be final and no further appeal can be made.

6.0 ROLES AND RESPONSIBILITIES

It is fundamentally important that if any member of staff have concerns about the behaviour of any person in line with this Policy, they follow the steps laid out in the accompanying Procedure for Dealing with Unreasonable Behaviour and any other relevant guidance as appropriate.

Executive Management Team (EMT) are responsible for:

- overseeing the implementation of the Policy.
- embracing and leading a positive culture in dealing with unreasonable behaviour across directorates.
- oversee the regular monitoring and reporting on unreasonable behaviour incidents.

Heads of Department, Managers and Supervisors are responsible for:

- implementing the Policy and associated procedures and guidance.
- ensuring that when unreasonable behaviour/incidents occur that they are dealt with in accordance with this Policy and when they are investigating that they do so in a fair and consistent manner and in accordance with agreed procedures.
- ensuring that any third party who is providing a service on behalf of their department is aware of this Council's Policy and any associated procedures. This may be made clear in relevant contract/other service level agreement documentation.
- ensuring that the Council's accident and incident reporting requirements are implemented in relation to recording and reporting unreasonable behaviour incidents.
- identifying the training needs of appropriate staff to ensure they have the skills and confidence to apply this Policy and other associated policies and procedures.

Heads of Department only: deciding what information is required to be shared in the case of exclusion for example. The information if shared must be for a particular need, it must be relevant, accurate, factual and current and minimised to what is relevant to the exclusion for example.

All staff

- reporting incidents of unreasonable behaviour to management
- taking part in any related training

- following associated policies and procedures

7.0 RELATED POLICIES & PROCEDURES

It is the responsibility of management and staff to ensure that Council lone working arrangements are put in place and that the lone working procedures are followed.

This Policy operates in parallel to, and is supported by, the following council policies and procedures

- Corporate Health & Safety Policy and Procedures
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997
- NIPSO: Best Practice Guidance - Promoting Positive Engagement and Managing Unacceptable Behaviour
- Managing Unreasonable Behaviour Procedure (*in development*)
- Equality Diversity & Inclusion Policy
- Learning and Development Policy
- Raising Concerns Policy
- Social Media Usage Policy
- Safeguarding Policy & Procedures
- Data Protection Policy
- Domestic Abuse & Sexual Violence Policy
- Code of Conduct for Local Government Employees
- Risk Management Policy
- Surveillance Camera Systems Policy
- Complaints Policy & Procedures
- Records Management Policy
- Disciplinary Policy

Appendix 1 Equality Screening Form

Policy Scoping

Policy Title:  Unreasonable Behaviour Policy 

Brief Description of Policy (please attach copy if available). Please state if it is a new, existing or amended policy.

This is a revised Policy Unreasonable Behaviour Policy. (Former Policy: Unreasonable Customer Behaviour Policy, October 2017)
Council is committed to providing a safe and pleasant environment for our staff, and members of the public in our facilities or whilst engaging with Council services. Council considers that staff and the public have the same right and Council reserves the right to manage contact between staff and members of the public or between members of the public in an appropriate manner to protect staff and the public, and to maintain the effectiveness of our services.

Council will not tolerate unreasonable behaviour, including, but not limited to, abusive, aggressive, offensive or threatening behaviour or physical attacks from any persons towards members of staff (including third party contractors delivering a service on our behalf), Elected Members or individual members of the public.

Intended aims/outcomes. What is the policy trying to achieve?

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public:

- Defining what Council considers to be unreasonable behaviour
- Ensuring staff can identify behaviour that is unreasonable.
- Ensuring staff understand what is expected of them when dealing with incidents of unreasonable behaviour.
- Ensuring that staff follow corporate or departmental procedures when dealing with incidents of unreasonable behaviour.
- Ensuring that staff are equipped to manage situations where behaviour is considered unreasonable.
- Ensuring that a fair and consistent approach is used throughout the Council when dealing with unreasonable behaviour.

Policy Framework

Has the policy been developed in response to statutory requirements, legal advice or on the basis of any other professional advice? Does this affect the discretion available to The Council to amend the policy?

It has been further developed to take account of unreasonable behaviour between members of the public and users of council services in addition to unreasonable behaviour against staff. This Policy also includes a Right of Appeal to an exclusion.

Are there any Section 75 categories which might be expected to benefit from the policy? If so, please outline.

All categories will benefit but particularly those who may be especially intimidated by abusive, aggressive or violent behaviour e.g. the elderly, the very young, women, people with disabilities and other vulnerable adults.

Who initiated or wrote the policy (if The Council decision, please state). Who is responsible for implementing the policy?

Who initiated or wrote the policy?	Joanne Gratton, Customer & Compliance Manager,, Gary Scott, Safeguarding Coordinator, Denise Girvan, Improvement Manager Martina McNulty, Head of Strategy & Performance
Who is responsible for implementation?	The Council

Are there any factors which might contribute to or detract from the implementation of the policy (e.g. financial, legislative, other)?

None Identified

Main stakeholders in relation to the policy

Please list main stakeholders affected by the policy (Tick all that apply)

Staff ☒

Customers ☒

Other Statutory Bodies ☒

Community or Voluntary Sector ☒

Private sector



Other

Elected members, contractors, sub-contractors, visitors

Are there any other policies with a bearing on this policy? If so, please identify them and how they impact on this policy.

Corporate Health & Safety Policy

Safeguarding Policy

Complaints Policy, others listed within the Related Policy & Procedures at Section 7.0

Available Evidence

The Council should ensure that its screening decisions are informed by relevant data. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories. For up to date [S75 Borough Statistics](#)

The primary source of evidence will be the incident reports of previous violent, disruptive or abusive behaviour in Council facilities and the views of facility managers based on their experience.

Section 75 category	Evidence
Religious belief	As above
Political opinion	
Racial group	
Age	
Marital status	
Sexual orientation	
Men and women generally	
Disability	
Dependants	

Needs, experiences and priorities

Taking into account the information gathered above, what are the different needs, experiences and priorities of each of the following categories in relation to this particular policy/decision?

Section 75 category	Needs, experiences and priorities
Religious belief	May be cultural differences but this does not excuse abusive, aggressive or threatening behaviour
Political opinion	May be political differences but this does not excuse abusive, aggressive or threatening behaviour
Racial group	May be cultural differences but this does not excuse abusive, aggressive or violent behaviour Will need to ensure policy and related documentation including posters made available in required languages
Age	People of all ages can engage in disruptive behaviour Elderly people and the very young more likely to be intimidated by such behaviour.
Marital status	
Sexual orientation	No data available but possible that individuals may be subject to abuse in Council facilities because of their sexual orientation.
Men and women generally	Both genders may be involved in such behaviour Women may be more intimidated by such behaviour.
Disability	The policy recognises that a person's behaviour may be affected by certain disabilities, and this will be taken into consideration in decisions on action taken. Risk assessment will be undertaken as required and reasonable adjustments made. Need to ensure that people with disabilities are not subject to abuse or intimidated by disruptive behaviour. Policy and related documentation will be available in alternative formats.
Dependants	Where disruption is caused by unaccompanied minors.

Screening Questions

1. What is the likely impact on equality of opportunity for those affected by this policy for each of the Section 75 categories?

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public who come into contact with council services/ facilities.

Category	Policy Impact	Level of impact (Major/minor/none)
Religious belief	Positive	Minor
Political opinion	Positive	Minor
Racial group	Positive	Minor
Age	Positive	Minor
Marital status	Positive	Minor
Sexual orientation	Positive	Minor
Men and women generally	Positive	Minor
Disability	Positive	Minor
Dependants	Positive	Minor

2. Are there opportunities to better promote equality of opportunity for people within the Section 75 categories?

Category	If yes, provide details	If no, provide reasons
Religious belief		No
Political opinion		No
Racial group		No
Age		No
Marital status		No
Sexual orientation		No
Men and women generally		No
Disability		No
Dependants		No

3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion, or racial group?

Category	Details of Policy Impact	Level of impact (major/minor/none)
Religious belief	N/A	Major ☐ Minor ☐ None ☒
Political opinion	N/A	Major ☐ Minor ☐ None ☒
Racial group	N/A	Major ☐ Minor ☐ None ☒

4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

Category	If yes, provide details	If no, provide reasons
Religious belief		The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public.
Political opinion		The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public.
Racial group		The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public.

Multiple Identity

Generally speaking, people fall into more than one Section 75 category (for example: disabled minority ethnic people; disabled women; young Protestant men; young lesbian, gay and bisexual people). Provide details of data on the impact of the policy on people with multiple identities. Specify relevant s75 categories concerned.

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public to council services/ facilities.

Disability Discrimination (NI) Order 2006

Is there an opportunity for the policy to promote positive attitudes towards disabled people?

Abuse against anyone, including people with disabilities using Council facilities, will be covered by the policy.

Is there an opportunity for the policy to encourage participation by disabled people in public life?

Yes ☐ No ☒

Please explain

N/A

Screening Decision

A: NO IMPACT IDENTIFIED ON ANY CATEGORY – EQIA UNNECESSARY

Please identify reasons for this below

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public to council services/ facilities.

All categories will benefit from this policy but particularly those who may be especially intimidated by abusive, aggressive or violent behaviour e.g. older people, the very young, women, people with disabilities and other vulnerable adults.

B: MINOR IMPACT IDENTIFIED – EQIA NOT CONSIDERED NECESSARY AS IMPACT CAN BE ELIMINATED OR MITIGATED

Where the impact is likely to be minor, you should consider if the policy can be mitigated, or an alternative policy introduced. If so, an EQIA may not be considered necessary. You must indicate the reasons for this decision below, together with details of measures to mitigate the adverse impact or the alternative policy proposed.

Click or tap here to enter text.

C: MAJOR IMPACT IDENTIFIED – EQIA REQUIRED

If the decision is to conduct an equality impact assessment, please provide details of the reasons.

Click or tap here to enter text.

Timetabling and Prioritising

If the policy has been screened in for equality impact assessment, please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3 with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

Policy Criterion

Rating (1-3)

Effect on equality of opportunity and good relations

Social need

Effect on people's daily lives

The total rating score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the Council in timetabling its EQIAs.

Is the policy affected by timetables established by other relevant public authorities? If yes, please give details.

Yes ☐ If yes give details *Click or tap here to enter text.*

No ☐

Monitoring

Effective monitoring will help the authority identify any future adverse impact arising from the policy. It is recommended that where a policy has been amended or an alternative policy introduced to mitigate adverse impact, monitoring be undertaken on a broader basis to identify any impact (positive or adverse).

Further information on monitoring is available in the Equality Commission's guidance on monitoring (www.equalityni.org).

Identify how the impact of the policy is to be monitored

Incidents involving employees and members of the public are recorded centrally. The number of Health & Safety incidents are also reported quarterly via Corporate Performance Report to Performance & Audit Committee.

Approval and Authorisation

A copy of the screening form for each policy screened should be signed off by the senior manager responsible for that policy. The screening recommendation should be reported to the relevant Committee/The Council when the policy is submitted for approval.

Screened by	Position/Job title	Date
Denise Girvan	Improvement Manager	28/11/2025
Approved by	Position/Job Title	Date
Martina McNulty	<i>Click or tap here to enter text.</i>	28/11/2025

Please forward a copy of the completed policy and form to:

Equality@armaghbanbridgecraigavon.gov.uk

who will ensure these are made available on the Council's website.

The above officer is also responsible for issuing reports on a quarterly basis on those policies "screened out for EQIA". This allows stakeholders who disagree with this recommendation to submit their views. In the event of any stakeholder disagreeing with the decision to screen out any policy, the screening exercise will be reviewed.

Appendix 2 Rural Needs Impact Assessment (RNIA)

SECTION 1

Defining the activity subject to Section 1(1) of the Rural Needs Act (NI) 2016

1A. Name of Public Authority: Armagh City, Banbridge & Craigavon Borough the Council

1B. Please provide a short title which describes the activity being undertaken.
by the Public Authority that is subject to Section 1(1) of the Rural Needs Act (NI) 2016.

Unreasonable Behaviour Policy

1C Please indicate which category the activity specified in Section 1B above relates to:

Developing a ☐ Policy ☐ Strategy ☐ Plan/Procedure ☐ Activity

Adopting a ☐ Policy ☐ Strategy ☐ Plan/Procedure ☐ Activity

Implementing a ☐ Policy ☐ Strategy ☐ Plan/Procedure ☐ Activity

Revising a  ☐ Policy ☐ Strategy ☐ Plan/Procedure ☐ Activity

Designing a Public Service ☐

Delivering a Public Service ☐

1D. Please provide the official title (if any) of the Policy, Strategy, Plan or Public Service document or initiative relating to the category indicated in Section 1C above.

Unreasonable Behaviour Policy

1E. Please provide details of the aims and/or objectives of the Policy, Strategy, Plan, or Public Service

The aim of this Policy is to provide a safe and pleasant environment for our staff, and individual members of the public:

- Defining what Council considers to be unreasonable behaviour
- Ensuring staff can identify behaviour that is unreasonable.

- Ensuring staff understand what is expected of them when dealing with incidents of unreasonable behaviour.
- Ensuring that staff follow corporate or departmental procedures when dealing with incidents of unreasonable behaviour.
- Ensuring that staff are equipped to manage situations where behaviour is considered unreasonable.
- Ensuring that a fair and consistent approach is used throughout the Council when dealing with unreasonable behaviour.

1F. What definition of ‘rural’ is the Public Authority using in respect of the Policy, Strategy, Plan or Public Service?

- Population Settlements of less than 5,000 (Default definition) ☐
- Other Definition (Provide details and the rationale below) ☐
- A definition of ‘rural’ is not applicable ☒

Details of alternative definition of ‘rural’ used.

Click or tap here to enter text.

Rationale for using alternative definition of ‘rural.’

Click or tap here to enter text.

Reasons why a definition of ‘rural’ is not applicable.

The Unreasonable Behaviour Policy provides a strategic framework to enable staff to apply a fair and consistent approach to unreasonable behaviour in order to protect our staff and members of the public to Council Services/ Facilities. and will not negatively impact on people in rural areas.

SECTION 2

Understanding the impact of the Policy, Strategy, Plan or Public Service

**2A. Is the Policy, Strategy, Plan or Public Service likely to impact on?
people in rural areas?**

Yes ☐ No ☒ If response is No go to 2E.

**2B. Please explain how the Policy, Strategy, Plan or Public Service is likely to impact on
people in rural areas.**

Click or tap here to enter text.

**2C. If the Policy, Strategy, Plan or Public Service is likely to impact on people in rural
areas *differently* from people in urban areas, please explain how it is likely to impact on
people in rural areas differently.**

Click or tap here to enter text.

**2D. Please indicate which of the following rural areas the Policy, Strategy, Plan or Public
Service is likely to primarily impact on.**

- | | |
|---|--------------------------|
| Rural Businesses | ☐ |
| Rural Tourism | ☐ |
| Rural Housing | ☐ |
| Jobs or Employment in Rural Areas | ☐ |
| Education or Training in Rural Areas | ☐ |
| Broadband or Mobile Communications in Rural Areas | ☐ |
| Transport Services or Infrastructure in Rural Areas | ☐ |
| Health or Social Care Services in Rural Areas | ☐ |
| Poverty in Rural Areas | ☐ |
| Deprivation in Rural Areas | ☐ |
| Rural Crime or Community Safety | ☐ |
| Rural Development | ☐ |
| Agri-Environment | ☐ |
| Other (Please state) | |

Click or tap here to enter text.

If the response to Section 2A was YES GO TO Section 3A.

2E. Please explain why the Policy, Strategy, Plan or Public Service is NOT likely to impact on people in rural areas.

The Unreasonable Behaviour Policy provides a framework to enable staff to apply a fair and consistent approach to unreasonable behaviour in order to protect our staff and members of the public to our facilities. This policy is a corporate policy and therefore applies to both urban and rural/ borough wide.

SECTION 3

Identifying the Social and Economic Needs of Persons in Rural Areas

3A. Has the Public Authority taken steps to identify the social and economic needs of people in rural areas that are relevant to the Policy, Strategy, Plan or Public Service?

Yes ☐ No ☒ If response is No go to 3E.

3B. Please indicate which of the following methods or information sources were used by the Public Authority to identify the social and economic needs of people in rural areas.

- | | |
|--|--------------------------|
| Consultation with Rural Stakeholders | ☐ |
| Consultation with Other organisations | ☐ |
| Published Statistics | ☐ |
| Research Papers | ☐ |
| Surveys or Questionnaires | ☐ |
| Other Publications | ☐ |
| Other Methods or Information Sources
(include details in Question 3C below) | ☐ |

3C. Please provide details of the methods and information sources used to identify the social and economic needs of people in rural areas including relevant dates, names of organisations, titles of publications, website references, details of surveys or consultations undertaken etc.

Click or tap here to enter text.

3D. Please provide details of the social and economic needs of people in rural areas which have been identified by the Public Authority?

Click or tap here to enter text.

If the response to Section 3A was YES GO TO Section 4A.

3E. Please explain why no steps were taken by the Public Authority to identify the social and economic needs of people in rural areas?

N/A. Corporate/ Borough-wide Policy

SECTION 4

Considering the Social and Economic Needs of Persons in Rural Areas

4A. Please provide details of the issues considered in relation to the social and economic needs of people in rural areas.

N/A

SECTION 5

Influencing Policy, Strategy, Plan or Public Service

5A. Has the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, been influenced by the rural needs identified?

Yes ☐ No ☒ If response is No go to 5C

5B. Please explain how the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, has been influenced by the rural needs identified.

Click or tap here to enter text.

If the response to Section 5A was YES go to 6A.

5C. Please explain why the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or the delivery of the Public Service, has NOT been influenced by the rural needs identified.

The Unreasonable Behaviour Policy provides a framework to enable staff to apply a fair and consistent approach to unreasonable behaviour in order to protect our staff and members of the public to our Council Facilities/services. This policy is a corporate policy and therefore applies to both urban and rural/ borough wide.

SECTION 6

Documenting and Recording

6A. Please tick below to confirm that the RNIA Template will be retained by the Public Authority and relevant information on the Section 1 activity compiled in accordance with paragraph 6.7 of the guidance.

I confirm that the RNIA Template will be retained, and relevant information compiled. ☒

Rural Needs Impact Assessment undertaken by:

Position:

Department / Directorate:

Signature:



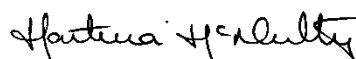
Date: 28/11/2025

Rural Needs Impact Assessment approved by:

Position:

Department / Directorate:

Signature:



Date: 28/11/2025