

**ACTION PLAN: Graham Cummins, resident at The Crescent Approved Premises. Died of bowel cancer on 26 March 2017.**

No	Recommendation	Accepted / Not accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	The Approved Premise Manager should ensure that a policy is implemented which requires all AP staff and residents to act with dignity and respect. There should be a robust process for ensuring there is a clear audit trail for any information indicating bullying and intimidation to be fully investigated and the victim appropriately supported.	Accepted	<p>This is often a difficult area as many residents do not self-report when being bullied or harassed. However, need to encourage reporting in a safe environment to stop such inappropriate behaviour.</p> <p>Actions in place or to be taken:</p> <p>All APs and IAPs to ensure staff and residents are aware of polices and zero tolerance to such behaviour.</p> <p>Posters for zero tolerance to be designed and put up in all APs.</p> <p>Regular discussions on such topics needs to take place across the AP estate given the turnover to ensure that we continue to address such behaviours.</p> <p>A national complaints recording system is being set up as part of the new national Approved Premises Team, which will provide an audit trail and record the action that has been taken. This will be monitored through the AP Governance Board.</p> <p>This will be raised at the National AP continuous improvement reference group where an instruction will be issued for all APs and IAPS to ensure that this topic is raised in AP staff meetings and residents meetings on a regular basis.</p>	<p>1 July 2018</p> <p>30 November 2018</p> <p>1 April 2019</p> <p>1 August 2018</p> <p>Achieved already.</p>	

**Comments**