



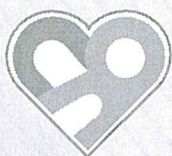
Civility & Respect For the local council sector

- IS top of the
agenda

Definition of civility & respect

Civility means politeness and courtesy in behaviour, speech, and in the written word.

Examples of ways in which you can show respect are by listening and paying attention to others, having consideration for other people's feelings, following protocols and rules, showing appreciation and thanks, and being kind.



**Civility &
Respect**

IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS

For more information about how
to get involved, visit:
www.nalc.gov.uk or www.slcc.co.uk

Civility & Respect Pledge

To treat other councillors, clerks, all employees, members of the public, representatives of partner organisations and volunteers with civility and respect in their roles.



How will this culture change be achieved?

- ✓ **Council signs up** to Civility & Respect Pledge
- ✓ **Undertake recommended training** for clerks, councillors and chairpersons
- ✓ Good **employment practices**
- ✓ Good **governance**
- ✓ Continued **lobbying for change** in legislation (including sanctions)
- ✓ **Dignity at work** policy
- ✓ **Seek professional help** at early stages of problem
- ✓ Learning from **best practice**
- ✓ Being a **role model**/champion council (Local Council Award Scheme)
- ✓ **Calling out bullying and harassment** when it happens

**Take the
pledge**

The Civility and Respect Project is an ongoing and evolving project committed to improving standards for all involved in local councils.



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BULLYING AND HARASSMENT STATEMENT

We treat everyone with courtesy and respect and ask for the same in return. We ask that you treat your councillors

and council staff courteously without violence, abuse, or harassment.

Councillors and council staff have the right to carry out their civic duties and work without fear of being attacked or abused. Any behaviour whether that be verbal, physical or in writing, which causes either councillors or council staff to feel uncomfortable, embarrassed, or threatened, is totally unacceptable.

The zero-tolerance policy includes abuse, aggression or threats made in person, over the telephone or in written communication, including on social media. The council considers threatening behaviour to be:

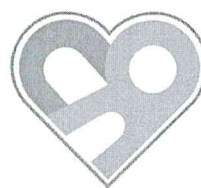
Attempted or actual aggressive, or physical actions made towards any councillor or member of staff.

The use of aggressive, or abusive language, (including raising of the voice, swearing, shouting or in writing) which threatens or intimidates councillors or council staff".

This policy applies throughout all Council Meetings, but it also applies to any Councillor or Council Staff away from Council Meetings



STOP BULLYING



Civility & Respect

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