

## Dignity and Respect policy statement and phone line Communications Strategy

### Principles:

- To inform all staff about their rights and responsibilities in relation to the dignity and respect policy statement
- To give all staff (especially those customer facing) access to a 24 hour phone line for confidential advice and guidance should they experience unacceptable behaviour
- To display the policy statement in view of customers and staff to remind all of their responsibilities

What	When	Who	Status
<b>Communication</b>			
<ul style="list-style-type: none"> <li>• Design and produce simple policy statement posters for display for all front facing offices</li> </ul>	August/September	NL	To be developed
<ul style="list-style-type: none"> <li>• Arrange phone line to be staffed and have develop protocol for signposting and escalation</li> </ul>	End July	NL / Contact Centre	In development
<ul style="list-style-type: none"> <li>• Confirm telephone number to be used</li> </ul>	End July	NL / Contact Centre	Done
<ul style="list-style-type: none"> <li>• Distribute posters to all satellite offices / KCC</li> <li>• Buildings with instructions to display alongside health and safety guidance</li> </ul>	End August	NL	Planned for October launch
<ul style="list-style-type: none"> <li>• Cards produced to promote staff telephone number and to reference related procedures (e.g. harassment and whistleblowing)</li> </ul>	End August	NL / HS	As above
<ul style="list-style-type: none"> <li>• Cards and policy statement distributed to all staff with October payslips</li> </ul>	End Sept	NL / HS	Planned for October launch
<ul style="list-style-type: none"> <li>• News story linking to policy statement and staff telephone number on KNet front page</li> </ul>	1 October	HS/ Corp Comms	As above
<ul style="list-style-type: none"> <li>• Contract and induction material updated to incorporate information on the respect and dignity statement and telephone number</li> </ul>	1 October	HS / Nicky Ronchetti	As above

<ul style="list-style-type: none"><li>Information added to managers &amp; staff induction/training</li></ul>	October	NL / Nicky Ronchetti	As above
<ul style="list-style-type: none"><li>Agree wording related to Dignity &amp; Respect Policy Statement in all contracts (to external contractors)</li></ul>	1 October	NL/Corp Procurement	To be developed