

## SCHEDULE 1

### Denbighshire County Council

#### Process /Check List for supporting Members experiencing intimidation or online abuse.

When a Member informs us that s/he is experiencing problems within the ward – intimidation, threatening or sinister behaviour, cyber bullying or other behaviours which make them feel vulnerable or otherwise unsafe, there are a number of things which we as the Council can do. A Single Point of Contact will be provided who will assign and co-ordinate actions that are proportionate to the risk.

This is a check list which can be used when supporting members who are being intimidated or who feel uncomfortable.

**Every situation will be different and it will need personal judgement about whether it is worthwhile pursuing the incident, ignoring it or politely acknowledging. If a Member has been subject to, or witnessed a hate incident or crime they have a duty under the Member Code of Conduct to report it. By taking appropriate action this may help prevent a similar incident reoccurring.**

<b>LEAD OFFICER/SPOC NAME AND CONTACT DETAILS</b>		
<b>DATE OF REVIEW (if required)</b>		DATE DIARISED Y/N
<b>CONSENT FROM MEMBER TO DISCLOSE TO AGREED RECIPIENTS AND INFORM GROUP LEADER.</b>	List recipients below:	CONSENT OBTAINED? Y/N DATE: VERBAL or WRITTEN CONSENT ?
<b>POTENTIAL WIDER SAFEGUARDING CONCERNS</b>	Y / N	If yes follow local safeguarding procedures immediately.

<b>RISK ASSESSMENT</b>	HIGH/MEDIUM/LOW	All High risk concerns SPOC to inform CHAS and Corporate Director.
<b>MEMBERS' EMERGENCY CONTACT DETAILS (including home and mobile and any close friend, neighbor or relative)</b>		

<b>Action</b>	<b>Comments</b>	<b>Assignee</b>
Advise that we can take their address off the web site (if not already done so)		
Advise that they can apply to the Monitoring Officer for their home address and other sensitive information not to be published/available for public inspection		
Any immediate action required such as reporting abuse to the social media company for it's deletion or raise concerns about an account?		
Advise Councillor that they can respond that they find the communication abusive, threatening or intimidating , if they want to highlight the poor behavior. Balance the risk and likely success of this approach.		
If a Community or campaign group – consider referral for advice to the Council's Communications Team.		
<b>If appropriate, and in all serious cases ask whether they have informed the local police of the issues which make them feel threatened. Crime reference number?</b>		
Advise that the Community Safety Team [insert tel number ] may be able to assist.		
Is the behavior threatening, harassing or abusive? Does the Councillor wish to be		

supported with contacting the police eg via Group Leader or the SPOC?		
Consider a check of the Council's Corporate Violent Persons' Register / discussion with Corporate H&S if appropriate.		
Advise Councillor to keep any records /diary/screen shot of intimidatory behavior or abuse.		
Councillors are able to access a confidential dedicated care line that is available to staff and councilors - Vivup. Phone number is 0800 023 9387		
Impact on Mental health/well being? Ask whether they would like to discuss in confidence with one of the trained Council officers who are Mental Health First Aiders? Preference for male or female/which service area?		
Remind them that their details may also be held and published by other public bodies of which they are a member (eg. Community or town Council, North Wales Fire & Rescue Authority, an outside body to which the Council has nominated them)		
Social media – refer to the Council's social media policy, the WLGA guidance Councillors' guide to Handling Online Abuse. Direct the member to the dedicated Denbighshire County Council Members' web page where resources are also available (see below)		
Advise that some Members have a phone which they use solely for council business and which they can switch off, or put on silent when they are not doing their council work. 'Down time' is important.		
Advise how to block certain telephone numbers.		
Advise on blocking/muting social media contact and temporarily suspending their own social media accounts.		
Advise councillors who have not already set up separate social media accounts for		

councillor work, to do so. This can distance bullying or harassing behaviour from friends and family who might be able to see abuse on personal accounts		
Advise of DCC members' welfare section on the intranet with links to unacceptable behaviour policies. Remind member that there is a standard response therein that the member can use.		
Advise on how to have their name taken off the Electoral register		
Advise that they can share concerns – in confidence- with senior officers Corporate Director Governance & Business, Head of Democratic services or Head of Corporate Support Services- People or Chief Executive.		
Advise that they consider sharing their concerns within their group, or with their group leadership.		
If appropriate, set up a review meeting so that contact is maintained. Talking about problems or issues can make them more manageable.		
If abuse continues further steps required such as a letter to the individual (from Councillor/Group or Council) that such abuse will result in a referral to the police and stopping of further communication.		
Provide a copy of the LGA/WLGA Councillors' Guide to Handling Intimidation.		

FORM COMPLETED BY:

DATE OF COMPLETION:

FORM SAVED ON CONFIDENTIAL SERVICE DRIVE: