

Version	2
Ratified by	Senior Management Team
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Exclusion from Services Policy

Bromley Mencap will endeavour to ensure that all clients receive a high standard of service and that services are accessible to as wide a group of users as possible.

Our services will endeavour to support service users to make the best use of what different parts of the service have to offer in order to meet their individual requirements. Bromley Mencap recognises that both paid staff and volunteers delivering our services work hard to support to all of their service users but also recognises that there may be circumstances when warnings and / or the withdrawal of services might be considered or implemented.

These circumstances include (but are not restricted to) when:

- Confronted with acts of violence or aggression by the Service User, their relatives, friends or visitors, including non-physical assault defined as “the use of inappropriate words or behaviour causing distress and/or constituting harassment”.
- The Service User has behaved in a discriminatory way towards staff, volunteers or other service users.
- The Service User regularly refuses to follow the advice given by Bromley Mencap staff.
- The Service User fails to provide required information, for example someone who does not disclose all their relevant information/circumstances /debts/benefits, or continually changes the information they give.
- Bromley Mencap suspects or knows that the Service User is attempting to make a fraudulent benefit claim.
- Bromley Mencap feels that it cannot offer the Service User any further assistance on a particular issue, either because they have exhausted all available sources of advice, the Service User is proving too demanding on time and resources or the advice or support required is beyond the expertise or remit of Bromley Mencap services.

Depending on the severity and/or frequency of behaviour as described above, Service Managers may decide to exclude the client with immediate effect pending an investigation.

Otherwise, Service Managers should meet and discuss the situation with the Service User with a view to providing them with guidance and support to avoid the need for exclusion from the service.

Service Managers should discuss all cases being handled under this policy with the Chief Executive, who is responsible for ensuring that the policy is carried out in a fair and consistent manner.

If there is no progress or improvement made following such a meeting, a warning will be issued:

Stage 1 – verbal warning

Stage 2 – written warning

Stage 3 – final written warning

Stage 4 – withdrawal of / exclusion from services

All written warnings will be issued by a member of the Senior Management Team in conjunction with the Chief Executive.

Under stage 4, a clear decision must be made regarding both the length of time that the service is to be withdrawn for and which services the service user is to be excluded from.

The managers of all services involved with the Service User must liaise to ensure that a collective, cohesive decision is reached and communicated to the Service User and also to all Bromley Mencap staff so that staff are in a position to adhere to such decisions.

Following discussion with the Senior Management Team, Senior Managers may choose to implement a warning or withdraw a service before or during any of the 4 stages depending on the severity of the issue.

Service Users will have the right to make an appeal or request a reconsideration of any warning / service withdrawal by writing to the Chief Executive.