

**PRIVATE AND CONFIDENTIAL**Mr C Bury  
[REDACTED]

Your Ref:

Our Ref:

Direct Line / Extension: 01432 26065 [REDACTED]

E-mail: S [REDACTED] V [REDACTED]@herefordshire.gov.uk

13 June 2019

Dear Mr Bury

I am writing to you to inform you that a planned review of the arrangements in place under the council's unreasonable behaviour policy has now been undertaken. To remind you, the policy was applied to establish a joint understanding of what is considered acceptable and unacceptable behaviour when working with officers of Herefordshire Council.

Following the review, it appears that the practical arrangements put in place around communication and engagement with adult social care services have served their purpose. I am therefore proposing that these arrangements remain in place for the foreseeable future. More specifically, I am proposing that the council will offer to support you in the following way:

1. Concerning the direct ongoing care planning for your brother, your brother's social care team will plan care in line with their assessments and schedule regular reviews. They will contact you as deemed appropriate so that you can share your views on achieving the best outcomes for your brother. Contact with the team between reviews should not be required.
2. Concerning the care of your mother, Lydia Wynter, social worker, telephone (01432) 26055 [REDACTED], email L [REDACTED] W [REDACTED]@herefordshire.gov.uk will be your direct contact.
3. For all other correspondence, queries or complaints, we will provide you with a named employee who will be your single point of contact. This will continue to be Mandy Appleby, Head of Operations, telephone (01432) 26030 [REDACTED], email M [REDACTED] A [REDACTED]@herefordshire.gov.uk

I feel it is important to note that allocating a dedicated resource in this way is above that that adult social care would ordinarily be able to offer. I am though optimistic that this will be a practical solution that works for both yourself and the teams supporting you and your family members.

Having completed this review, I am satisfied that the above arrangements can successfully operate outside of the unreasonable behaviour policy. As such, I can confirm that that policy no longer applies.

I remind you that you are at liberty to contact the Local Government Ombudsman if you are dissatisfied with my decision. As you know, this is a body entirely independent of the council,



appointed by Parliament. They can be contacted by writing to Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH, telephoning 0300 061 0614, website [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint) or fax 024 7682 0001.

Once again I ask you to please note that my offer to meet with you personally in the hope that matters can continue to move forward positively remains in place.

Yours sincerely



**STEPHEN VICKERS**  
**DIRECTOR FOR ADULTS AND COMMUNITIES**