

Freedom of Information Request – Response – 27757

Dear Suffolk County Council,

Request for information under section 1 of the Freedom of Information Act 2000

This request concerns the Council's Unreasonable Behaviour Policy ("the UBP"). It asks principally for numbers. It does not ask for the name, or any other identifying detail, of any individual.

Please treat each numbered question separately.

The periods

Please answer questions 1 to 4 for each of the following periods:

1 January 2024 to 31 December 2024

1 January 2025 to 31 December 2025

1 January 2026 to the date you receive this request

If the Council holds the information by financial year rather than calendar year, please answer on that basis instead — 2024/25, 2025/26 and 2026/27 to date — and say so.

Question 1 — how many people were made subject to the policy

For each period, how many individuals were newly made subject to one or more restrictions under the UBP?

Suffolk County Council provided this in FOI request no. 27645. Response to that is below.

24/25: 4 Formal Unreasonable Behaviour Policy implementations – all CYP

25/26: 8 Formal Unreasonable Behaviour Policy implementations – 3 Corporate, 2 ASC, 3 CYP

26/27: 3 Formal Unreasonable Behaviour Policy implementations – 1 Corporate, 2 CYP

Question 2 — how many people were subject to it at a point in time

How many individuals were subject to one or more restrictions under the UBP as at each of:

31 December 2024

2

31 December 2025

5

the date you receive this request

11

Question 3 — breakdown by directorate

Please break the figures given at questions 1 and 2 down by the directorate that took the decision to apply the policy. If the Council's own directorate names differ from the following, use its own: Children and Young People; Adult Social Care; Growth, Highways and Infrastructure; Corporate Services; Fire and Public Safety.

Answered within Q1.

Question 4 — which restrictions were applied

For each period, how many individuals had each of the following restrictions applied to them? These are the restrictions listed under "Options for action" in the policy. Where an individual was subject to more than one, please count them under each that applies.

- (a) Restricting contact to an individual named officer or team
- (b) Placing correspondence on file without acknowledgement or reply
- (c) Restricting access to certain buildings or premises controlled by the organisation
- (d) Restricting contact to written contact only
- (e) Restricting the length and frequency of telephone calls
- (f) Restricting access to discretionary services
- (g) Reporting the behaviours to the Police
- (h) Withdrawal of services

	December 2024	December 2025	Current
A	2	4	10
B			2
C			
D	1	4	9
E	1	3	8
F			
G		1	1
H			

The list in the policy is expressly not exhaustive. So also:

- (i) How many individuals had a restriction applied that does not appear on the list at (a) to

(h)? For each, please describe the type of restriction imposed, without identifying anyone. Please see the list above.

Question 5 — the current policy

(a) Which version of the UBP is in force at the date you receive this request, and on what date did that version take effect?

Policy is here: <https://www.suffolk.gov.uk/asset-library/unreasonable-behaviour-policy-2026.pdf> which gives a date of March 2026.

(b) Where a restriction was imposed under an earlier version of the policy and remains in force, does the current version apply to it? Please point to the document that records the Council's position on this.

Yes. The Council's position on this is not recorded information.