

VIOLENCE AT WORK POLICY STATEMENT



1 Policy Statement

- 1.1 The Authority will take all reasonable and practical steps to prevent violence at work. This will include the provision of safe systems of work, suitable protective equipment, and appropriate training.
- 1.2 Where incidents of violent behaviour occur, the authority will provide appropriate support and help to the victim.

2 Definition

- 2.1 Violence is:

Any incident in which a person is abused, threatened or assaulted, either physically or emotionally, in circumstances relating to their work.

3 General Principles

- 3.1 Members of staff have a duty not to endanger themselves or their colleagues.
- 3.2 The authority does not expect any staff member to go alone into a potentially dangerous situation or otherwise knowingly put themselves at risk.
- 3.3 No employee should risk his or her life in attempting to prevent an act of violence.
- 3.4 Protection of the person is more important than protection of the property.
- 3.5 In an emergency, every employee is authorised to dial 999 and ask for the police.
- 3.6 The senior officer on site is authorised to take whatever immediate action he or she believes necessary in order to deal with a violent incident.
- 3.7 Successfully managing potentially violent situations will safeguard employees and the public. It is recognised that the overall objectives of this policy cannot be met by minimising contact with the public
- 3.8 **Every Department shall provide a specific strategy for the effective management of violence for each of their occupational groups in line with the principles set out above, and following the procedural guide-lines set out below.**

PROCEDURAL GUIDELINES FOR EFFECTIVE MANAGEMENT OF VIOLENT SITUATIONS

1 Assessing the risks

- 1.1 **Departmental managers will make and keep up to date, an assessment of the potential risk of violence in respect of each job within their area of responsibility.**
- 1.2 The only way of fully assessing the problems of violence in the workplace is by asking the staff involved. This can be done through face to face interviews by managers, supervisors and safety representatives or through a short questionnaire. The objective of the exercise is to ask staff for information on any situation in which they have ever felt threatened.
- 1.3 Results should be shared with the HR Division who will cross-reference possible shared experiences, and co-ordinate good practice in effective prevention.

2 Record Keeping

- 2.1 **All staff involved in any violent incident, must complete the agreed report form [attached as Appendix 1] A copy of the form to be forwarded to the Safety Adviser in the HR Division, as with all accident forms, and reported to the Health and Safety Executive if it falls within the scope of reportable incidents.**
- 2.1 These records of incidents must be used to evaluate and review departmental procedures.
- 2.2 After every incident the manager will prepare an incident report that makes recommendations where necessary for improved procedures.
- 2.3 It must be recognised that some employees may be reluctant to report incidents of aggressive behaviour which make them feel threatened or worried. Reassure staff that the purpose of the reporting system is to make their work safer in the future.
- 2.4 The Safety Advisor will use the incident forms to check for patterns, common causes, common situations etc. This information will be used to target preventative measures.
- 2.5 This information will be used as the basis of risk assessments. It will be supplemented by examinations of known patterns of violence linked to certain work situations, obtained from professional organisations and trade unions, and from the media.

3 Preventative Action

- 3.1 The Authority will take all practicable steps to achieve a safer workplace.

These will include:

- measures to improve the system of work;
- provision of additional protective equipment;
- provision of alarm systems;
- reorganising the job to lessen the risk of violence;
- redesigning work areas;
- reassessment of staffing levels ;
- increased training.

4 Training

- 4.1 Not all violent incidents are unavoidable. With effective training, employees in certain situations can learn to diffuse potentially violent situations and to minimise risk. The authority will place a high priority on providing this training to those groups of employees identified as at greatest risk.

[Note: It is recognised that there are specific risks attached to working alone and this policy document should be read in conjunction with the accompanying policy document. **WORKING ALONE]**.

5 General Guidelines

- 5.1 General guidelines for staff who are working alone or away from base are as follows.

- (a) All managers who are responsible for staff who work alone must ensure that appropriate procedures are in place. Staff will be supplied with the means to raise an alarm and their well being will be checked at regular intervals. In the case of an emergency, employees should dial 999, and ask for the police before attempting to contact another member of staff;
- (b) All employees who are working away from base, must observe safe practices and not put themselves at risk from violent attack;
- (c) When keeping an appointment away from base, employees must check the identity of the person they are going to meet, and leave that person's details with their manager, together with details of the time and place of the meeting;

- (d) If transporting cash or valuable belonging to the authority, employees should not travel alone and patterns of behaviour should be varied;
- (e) Members of staff should on no account give lifts to hitchhikers while travelling on Authority business;
- (f) Where necessary, personal alarms and mobile telephones will be provided by the Authority;
- (g) Employees should not hesitate to call the police to a violent incident or to consult them if they are worried about the possibility of attack while away from base;
- (h) Travelling employees should report at regular intervals to their manager.

6 After Care

- 6.1 Managers must provide time to adequately support employees who experience violence at work. Victims need to talk through their experience as soon as possible after the event.
- 6.2 All individuals react differently to incidents of violence, and may therefore, need differing amounts of time to recover. Counselling, or referral to a specialist counselling service will be offered where appropriate.
- 6.3 Guidance and help with legal action will be offered where appropriate. The Authority recognises that other employees may need guidance, training or counselling after an incident, even if they are not directly involved.

7 Special Protection

- 7.1 If there is an employee whose family is believed to be at risk because of their position, or as a result of an action by the authority, the authority will consult security experts and take appropriate action if it is deemed necessary, to protect the people concerned.

VIOLENT INCIDENT REPORT FORM



DETAILS OF OFFENDED PERSON		DID THE INCIDENT INVOLVE: Y N	
Name:	Physical Injury	<input type="checkbox"/>	<input type="checkbox"/>
Age:			
Sex: M <input type="checkbox"/> F <input type="checkbox"/>	Verbal Abuse	<input type="checkbox"/>	<input type="checkbox"/>
Address:	Other Antisocial Behaviour	<input type="checkbox"/>	<input type="checkbox"/>
	Threatening Behaviour:	<input type="checkbox"/>	<input type="checkbox"/>
Status:	Damage to Personal Property	<input type="checkbox"/>	<input type="checkbox"/>
Employee: <input type="checkbox"/> Trainee: <input type="checkbox"/>			
Visitors : <input type="checkbox"/> Volunteer: <input type="checkbox"/>	Association with the use of drugs or Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
Service Users (Including Pupils):	Damage to Other Property		
NB If physical injury occurs Accident form must be completed			
DETAILS OF ASSAILANT (If Known)			
Occupation: (If employee)	Name:		
Directorate:	Sex: M <input type="checkbox"/> F <input type="checkbox"/>		
Department:	Address:		
Section:			
INCIDENT DETAILS	OTHER INFORMATION:		
Location of Incident:	_____		
Time: _____	OFFENDED PERSONS DECLARATION		
Date: _____	I certify, that to the best of my knowledge, these		
Day: _____	details are correct		
What were you doing at the time?	Signed: _____		
_____	Date: _____		
_____	_____		

Account of incident (include relevant events leading up to it).	STATEMENT OF WITNESS I confirm that I actually saw the incident detailed above, and that the details are correct. NAME: _____ ADDRESS: _____ SIGNED: _____ DATE: _____ NAME: _____ ADDRESS: _____ SIGNED: _____ DATE: _____

	SUPERVISORS DECLARATION I certify that I have investigated the circumstances outlined above and that, to the best of my knowledge, the details are correct. SIGNED: _____ DATE: _____ DESIGNATION: _____
Please use continuation sheet overleaf	

