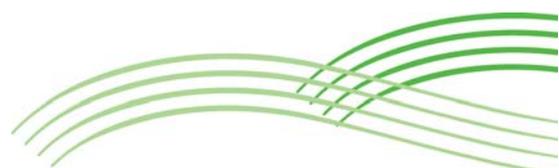


Health & Safety Policy

HSP 09

Violence & Aggression

Version	Status	Date	Title of Reviewer	Purpose/Outcome
1.0	Draft	07.03.2016	David Maine	1 st Draft for consultation/review
1.1	Approved	22.12.2016	David Maine	1 st Issue



Title:	HSP 09 – Violence & Aggression
Author(s):	David Maine
Date:	March 2016
Review date:	March 2017
Application:	This policy applies equally to all The White Horse Federation (TWHF) employees including agency or casual staff, and to all premises where TWHF is either the ‘employer’ or is in control of the premises.

Definitions	For the purpose of this policy, the following definitions apply;	
	Work related violence	Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work. Verbal abuse and threats are the most common types of incident.
Policy Aims	<p>A key aim of the policy is to prevent violent incidents or aggressive behaviour taking place. Good risk assessment practice, the use of physical preventive measures, alarm systems, effective staff training and information is fundamental to achieving risk reduction.</p> <p>Staff in posts that deal directly with the public or individuals with challenging behaviour must recognise that they are likely to encounter aggressive behaviour from time to time whilst carrying out their duties.</p>	
Policy	<p>TWHF considers violent or aggressive behaviour directed at staff is not acceptable.</p> <p>TWHF recognises that all employees are entitled to work in a safe environment and one in which they are fully supported when faced with unacceptable behaviour from any other person however it occurs and in whatever form.</p> <p>Violent incidents would include physical violence, threat of violence, verbal aggression, intimidation, abuse, victimisation of staff and violence directed towards property.</p> <p>TWHF has a ‘zero tolerance’ approach to these behaviours and will endeavour to ensure the safety, protection and welfare of TWHF staff at all times.</p>	
Risk	Violent or aggressive behaviour toward TWHF staff & property by the public or a fellow employee. A violent incident would include physical violence, threat of violence, verbal aggression, intimidation, abuse, victimisation of TWHF staff and violence directed towards property.	
Responsibility	This responsibility must be discharged primarily at the line management/operational level.	
	Roles & Responsibilities	
I.	<p>Roles and responsibilities are defined in HSP2 Organisation.</p> <p>Any specific actions are detailed in the arrangements section below.</p>	

	Arrangements
1.	<p>Management of Violence and Aggression</p> <p>The four stage management process set out below should be followed in the prevention and management of violence or aggressive behaviour towards staff:</p> <p>Stage 1 Finding out if you have a problem</p> <ul style="list-style-type: none"> • Talk to staff • Keep detailed records, i.e., record incidents • Classify incidents into types of violence & aggression <p>Stage 2 Deciding what action to take</p> <ul style="list-style-type: none"> • Decide who might be harmed • Evaluate the risks • Implement control measures • Record the findings • Review & revise your assessment <p>Stages 1 and 2 are completed by carrying out a risk assessment.</p> <p>Stage 3 Take action</p> <ul style="list-style-type: none"> • Ensure employees are aware of policies and procedures • Follow procedures properly and report all incidents • Provide training where required • Consider physical deterrents. For example door access control, reception counter size & CCTV signage. <p>Stage 4 Check what you have done</p> <ul style="list-style-type: none"> • Check how well the arrangements are working on a regular basis • Review records of incidents • Consult with employees • If your measures are working well, keep them up. • If violence is still a problem, try something else. • Go back to Stages 1 and 2 and identify other preventive measures that could work. <p><i>It is important to remember that these four stages are not a one-off set of actions. If stage 4 shows there is still a problem then the process should be repeated again.</i></p> <p>Using the four stages above in developing strategies and mechanisms to mitigate the potential impact of violent behaviour, managers and staff should consider the following:</p> <ul style="list-style-type: none"> • the availability of job-specific training for example, Conflict Management training, Breakaway training, Strategies for Crisis Intervention & Prevention (SCIP) or Team Teach. • developing a buddy system and/or other internal team approaches for managing violence and aggression, such as check off boards, use of diaries, mobile phones, etc. • developing local strategies for managing the impact of constant low-level aggression. • developing strategies for supporting staff who are regularly involved with the public in potentially heated situations through general work in the community • routinely carrying out management investigations into incidents.

	<p>Note: If risk assessments highlight specific concerns regarding any of the above, managers should consult with the Estates Manager and HR team.</p>
<p>2.</p>	<p>Managing Victims of Violence & Aggression</p> <p>It is important staff receive the individual support they need in response to any incident of violent or aggressive behaviour.</p> <p>Occasionally there may be times, despite all reasonably practicable measures being taken, when prevention is unsuccessful and staff are victims of violence or aggressive behaviour. At these times the line manager must ensure that the member of staff is fully supported. The following should be considered:</p> <ul style="list-style-type: none"> • ensure the member of staff is physically safe and protected • ensure any first aid & medical treatment is procured immediately • consider the need for immediate police involvement • ensure the member of staff has the opportunity to talk about the incident either with line-management, colleagues or the counselling service • management reassurance is given to reduce feelings of guilt and/or anxiety • offer of the availability of confidential counselling service e.g. through the employee assistance programme. • consider special/compassionate leave for the employee • explain to the employee the need to record the details of the incident but at an agreed and appropriate time • share the experience at the appropriate time, with other team members to enhance support and learning. <p>Managers should recognise that people working in areas where aggression may be more commonplace may appear to build up a resistance to it; however support and the opportunity to discuss the impact of on-going incidents should be made available on a regular basis.</p> <p>All managers should receive appropriate information and necessary training to enable them to recognise signs of stress, the impact of incidents and the support options available to their staff, e.g. employee assistance programme.</p> <p>It is important for staff to know that, if they have been the victim of violence and aggression, TWHF will support them and work to protect other staff from similar incidents. Where an incident is particularly serious, TWHF may take appropriate legal action to manage situations on a case by case basis i.e., where necessary seek an injunction to prevent an assailant gaining further access to staff or premises, or support the police in a criminal prosecution.</p>
<p>3.</p>	<p>Training</p> <p>TWHF has a legal responsibility to provide staff with adequate health and safety information, instruction and training to address and/or manage foreseeable risks associated with their work and the environment they work in. This will either be facilitated in-house or by employing external training providers.</p> <p>Line managers are responsible for identifying the relevant health and safety needs for their staff in relation to information, instruction, training and supervision. Managers must identify the training needs</p>

	<p>of specific posts on recruitment to ensure provision of quality- focused training. This will be fundamental to reducing violence and aggression in the workplace, the associated stress on staff, and to the successful implementation of this policy.</p> <p>Line managers are also responsible for identifying and facilitating any additional task specific training to ensure the individuals can carry out their work safely, for example, customer service training, conflict management training, etc. When assessing training needs, conflict management training should be considered to enable staff to identify and avoid risks of violence, learn how to diffuse a potentially difficult situation and how to remove themselves if a situation becomes unsafe.</p>
4.	<p>Limitations of this Policy</p> <p>The policy cannot anticipate all eventualities; therefore professional judgement should be used to identify the appropriate course of action needed to protect those who are vulnerable and/or at risk. This judgement should derive from multi-disciplinary team discussion rather than any one individual where possible.</p>
5.	<p>Appendices</p> <p>I. HSF 9.1 Violence & Aggression Risk Assessment Template</p>

