

 <p><b>NORTH EAST LINCOLNSHIRE COUNCIL</b> www.nelincs.gov.uk</p>	<b>NELC Business Performance System</b>	Internal Ref:	BPS 4.3.12
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		Prepared By:	A. Roberts
	<b><i>Violence at Work Procedure</i></b>	Approved By:	Stakeholders.
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## **1. Purpose**

- 1.1 NELC recognises that a safe and healthy working environment is central to the quality of working life and that it is the right of every employee to be treated with dignity and respect at work.
- 1.2 NELC will not tolerate any instance of work related violence and aggression directed towards our staff and will ensure that processes are implemented to prevent, manage and respond to any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work.
- 1.3 Where there is the potential for violence and aggression the risk assessment process will identify all significant hazards and risks associated with work activities, along with the identification of actions to eliminate or reduce the risks to as low a level as is reasonably practicable prior to activities being undertaken.

## **2. Scope**

- 2.1 This procedure is applicable to all employees and premises within NELC, including Schools where the NELC is the employer for Health and Safety purposes.
- 2.2 This procedure is applicable to all incidents whereby an individual employee or employees are abused, threatened or assaulted in circumstances relating to their work.
- 2.3 Where acts of abuse or threats made against employees by other employees or agents of the Council these incidents should be reported immediately to the relevant senior manager and dealt with via the Council's Dignity at Work policy and/or Disciplinary procedure.
- 2.4 For the purposes of this procedure violence at work is defined as any incident in which an employee suffers verbal abuse, physical assault or threats in circumstances, either during or outside of working hours relating to work involving an explicit or implicit challenge to their safety, health or well-being.
  - Physical Attack: Whether visible injury occurs or not. This will include sexual or racial attack.
  - Verbal Abuse: When an employee feels that an unacceptable verbal attack has been made against them either through verbal, written, e-mail, or via social media sites. This will also include any form of harassment on the grounds of gender, race, disability, religious beliefs, age, sexual orientation and trans-gender issues.
  - Animal Attack: Where an animal is used as a threat or as a means of offering violence.
  - Intimidation: Threat, (or attack), against employees, their family or property.

### **3. Legislation**

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, (RIDDOR)
- Protection from Harassment Act 1997

### **4. Responsibilities**

#### 4.1 Assistant Directors, Heads of Service / Line Managers / Head Teachers:

- Ensure that all activities within their area of control, where there is a potential for violence, aggression or threatening behaviour are identified and that suitable and sufficient risk assessments are completed.
- Ensure that all control measures and safe systems of work identified in risk assessments to eliminate or reduce the risk of violence, aggression and threatening behaviour are effectively implemented and adhered to by all employees.
- Provide appropriate information, instruction and training to employees to enable them to identify and recognise the potential for “violence at work” situations and the actions required to avoid, reduce or minimise the chance of this potential being realised.
- Ensure that all incidents involving violent, aggressive or threatening behaviour are reported and investigated in line with the requirements of BPS 4.5.4 – Accident, Incident Reporting and Investigation Procedure.
  - Note: The sharing of information internally (in line with BPS 4.3.12.F3 – Cautionary Contacts Employee Guidance) will enable staff, prior to making any pre-planned visit or interview appointment, to identify any potential risks to their personal safety.
- Provide timely support in dealing with post-incident effects to any employee who has been a victim of violent, aggressive or threatening behaviour.
- Review all risk assessments at intervals not exceeding 3 years or when circumstances require a re-assessment, (e.g. following an incident of violence, aggression or threatening behaviour).
- Ensure that identified employees attend the BPS 4.3.12.F1 - Lone Working / Personal Safety Training and that records are retained.

#### 4.2 Employees:

- Cooperate with their Line Manager in the identification of situations that may give rise to the potential for violence, aggression or threatening behaviour in order to develop suitable & sufficient control measures.
- Report all incidents that involve potential or actual violence, aggression or threatening behaviour immediately to their Line Manager in line with BPS 4.5.4.

- Attend any training courses or other preventive measures designed to raise awareness, deal more effectively with potentially violent situations and to minimise the potential for such incidents.
- Ensure that where control measures have been introduced to prevent manage or respond to violent situations that these controls are adhered to at all times.
- Take all reasonable steps to avoid situations that have the potential for violence, aggression or threatening behaviour.

#### 4.3 Occupational Health and Safety Team:

- Provide competent advice and guidance on the provision of suitable and sufficient risk assessments, including relevant control measures eliminate or reduce the hazards or risks associated with violence, aggression or threatening behaviour; where applicable or requested.
- Oversee monitoring of the efficiency of this procedure and other measures to reduce the potential of hazards or risks being realised; whilst promoting safe and healthy working environments for all employees.
- Provide delivery of training packages to managers and employees, (including Trade Union Representatives) where practicable to do so or alternatively work with Learning and Development Team to identify and organise suitable external provider to assist with competent delivery.

#### 4.4 Learning and Development Team, (HR):

- Will liaise with Line Managers / Head Teachers, the Occupational Health and Safety Team, Human Resources and employees to organise suitable training as required by legislation and in line with requirements of this procedure.

## **5 Procedure**

- 5.1.1 Line Managers / Head Teachers shall ensure that all activities or tasks which could pose a risk to the health, safety or welfare of employees, (or others) are identified and risk assessments carried out (see BPS 4.3.1 - Risk Assessment Procedure), this includes those who pose risks of violence, aggression or threatening behaviour against employees or service users.
- 5.1.2 All incidents of violence, aggression or threatening behaviour should be reported in line with BPS 4.5.1 – Accident, Incidents Reporting and Investigation Procedure via the intranet based reporting system within 24 hours, or as soon as practicable for major incidents.
- 5.1.3 All incidents of violence, aggression or threatening behaviour will be investigated in line with BPS 4.5.1 – Accident, Incident Reporting and Investigation Procedure.
- 5.1.4 All control measures identified within risk assessments will be implemented and adhered to by employees at all times.

5.1.5 All equipment identified in risk assessments to control manage or reduce the risk of violence, aggression or threatening behaviour shall be provided by Line Managers. Equipment may include but is not limited to:

- CCTV or personal alarm systems.
- Mobile Phones
- Coded security locks on doors to keep the public out of staff areas.
- Wide counters, raised floors, screens to provide additional protection to staff.
- Interview facilities that take account of escape routes
- Panic buttons or strips.

5.1.6 Following any incident of violence, aggression or threatening behaviour; Line Managers will provide support and where appropriate counselling for the victim. The employee and their Line Manager should jointly complete an incident report and investigation; (involving a trade union safety representative, if requested by the employee). Agreeing a proposed course of action, including but not limited to; the employee's need for a break from work, support from colleagues and/or appropriate counselling. This must be done as soon as practicable, taking into account the impact of the incident on the employee and that their immediate health, safety and welfare take precedence.

5.1.7 All employees have the right to report acts of violence, aggression, abuse and/or threats to the Police as public order issues. NELC recommends that all such occurrences are reported and will fully support employees who wish to pursue this route.

## **6 Training**

6.1.1 General awareness training on violence at work will be provided initially at the commencement of working with NELC within the Health and Safety Induction and subsequently as refresher training.

6.1.2 All training, (bookings, attendance etc.) should be organised through the HR Learning and Development Team via Employee Self Service which can be found via the HR Services intranet online pages or on 01472 324084.

6.1.3 All identified training will be delivered within normal work hours.

## **7 Measuring Performance**

7.1.1 Performance in the area of compliance with this procedure will be measured pro-actively by regular reviews of Risk Assessments and monitoring of work activities by Line Managers / Head teachers, and the Occupational Health and Safety Team during inspections and programmed audits.

## **8 Monitor and Review**

- 8.1.1 Line Managers / Head Teachers will monitor employee compliance to control measures detailed within risk assessments for reducing or eliminating previously identified hazards and risks associated with violence, aggression or threatening behaviour.
- 8.1.2 Line Managers / Head Teachers will organise reviews of assessments at intervals not exceeding 3 years or when circumstances require a re-assessment, (e.g. following an incident of violence or aggression).
- 8.1.3 Documentation and Assessments will be audited by the Occupational Health and Safety Team during programmed audits.
- 8.1.4 The “Review History” table contained within Reference Documentation will be updated following every review of this procedure detailing the reasons for the changes and all the sections affected.

## **9 Reference Documentation**

- INDG69(rev), Violence at Work – A Guide for Employers.
- INDG453 (REV1) Brief guide to Reporting of injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Dignity at Work policy and associated guidelines
- BPS 4.3.10 - Lone Working Procedure
- BPS 4.3.12.F3 – Cautionary Contacts Employee Guidance

<b>Review History</b>					
<b>No.</b>	<b>Date:</b>	<b>Reason For Change:</b>	<b>Sections Affected:</b>	<b>Issue No.</b>	<b>Authorised By:</b>
1	04.12.09	Review and Re-Write	All	02/09	Stakeholders
2	26.11.13	Complete re-write	All	03/13	Stakeholders