

CAERPHILLY COUNTY BOROUGH COUNCIL

VIOLENCE AT WORK CORPORATE MANAGEMENT ARRANGEMENTS

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Issue 3

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This publication is available in Welsh, other languages or formats on request.

Mae'r cyhoeddiad hwn ar gael yn Gymraeg ac mewn ieithiodd neu fformatau eriall ar gais.

NOTE

Wherever the designation “manager” is used throughout this policy, it is taken to mean Head of Service, Head Teacher, Line Manager, Supervisor, Officer in Charge or anyone else who has responsibilities for employees in the course of their work.

1. DEFINITIONS

Violence and aggression could include the following:

- 1.1 Verbal aggression, including shouting and swearing, perhaps with violence against objects, for example banging the desk, overturning a chair, etc or threats of physical violence.
- 1.2 Physical violence, possibly with threatening looks and gestures, with or without a weapon; for example:
 - Pushing
 - Poking
 - Punching
 - Slapping
 - Kicking
 - Spitting
 - Head butting

Physical pushing or pulling of the whole person into greater danger, for example throwing downstairs, on to an electric fire, into a car, behind bushes, etc
- 1.3 Interference or deliberate damage to a person's belongings or property;
- 1.4 Actual violence or threats of violence with a weapon for example gun, knife, stick, chair, etc
- 1.5 Persistent upsetting telephone calls where the individual may not be directly abusive or make threats but is difficult and possibly aggressive or irate e.g. talks over you, refuses to allow you to finish explanations, calls names or makes accusations of lying, and causes a person to feel intimidated or upset.
- 1.6 Aggressive or violent behaviour, abusive language, taunts and acts of bullying based on any form of discrimination, as outlined in the Council's Personnel Policies and the Strategic Equality Plan.
- 1.7 Inappropriate behaviour, e.g. of a sexual nature
- 1.8 Threats - A threat is a clear declaration or indication of someone's intention to inflict punishment or pain. A threat may also manifest itself as a gesture such as an arm with a clenched fist, or a combination of verbal or physical intention.

2 Risk Assessments

- 2.1 Risk assessments must be carried out by those who have responsibility for employees who may be exposed to violent/aggressive incidents while at work. The line manager, or nominated person carrying out assessments must have received suitable risk assessment training. The risk assessments must be carried out in consultation with employees.
- 2.2 The risk assessment should identify the potential threat/act, who is at risk, and how arrangements are going to be put into place to control the risk. The findings of the risk assessment should be recorded and communicated to all affected employees.

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2.3 The violence and aggression risk assessment must be reviewed on a periodic basis, when there is reason to suspect that the assessment is no longer valid, or where there has been a change in the work to which the assessments relates. The revised risk assessment must be communicated to all relevant employees.

2.3 Please see 'Risk Assessment Policy' for further information.

3 Training

3.1 Where identified as necessary in the risk assessment, employees who have to deal with situations that may become difficult or present a risk to their personal safety must be trained in how to handle such circumstances. The training must be tailored to the specific needs of the group of employees attending the training and should raise employees' awareness of situations in which there is a risk to their safety. The training should include how to recognise the danger signals, defuse situations, and what to do if a violent situation occurs etc.

4 Responding to Violent Incidents

4.1 Immediate Response to a Violent Incident

4.1.1 In the event of a physical or verbal assault, employees who suffer shock or injury should obtain immediate medical attention. Employees who need practical information and emotional support can obtain this from 'Care First', the advice line retained by the Authority. Initial contact should be via the free phone number for the 'Care First' which is 0800 174319. The Occupational Health Department is also available to provide practical information and emotional support.

4.1.2 Where a criminal offence may have been committed during a violent or aggressive incident it may be appropriate to contact the police.

4.1.3 Wherever possible the wishes of the offended person will be taken into account when reporting any incident to the police, however the Authority has the responsibility to protect its employees and will report a serious assault or threat of assault where the circumstances warrant it. In all cases the Authority will take steps to protect the identity of the victim.

4.1.4 Anyone who has been the victim of verbal abuse, a violent or aggressive incident or hate crime has every right to report these incidents and to expect help and support in making sure it doesn't happen again. Caerphilly County Borough Council works very closely with partners such as Heddli Gwent Police, The Valleys Regional Equalities Council (VALREC) and Safer Wales to deal with these incidents.

4.1.5 The Line Manager of the victim should decide on appropriate future courses of action where employees have been subject to a violent or aggressive incident. These actions will depend on the circumstances, feelings of the victim and if the violent and aggressive behaviour is likely to continue to present an unacceptable risk to employees.

4.1.6 If a violent act has been committed by a member of the public then the Authority may, after following its internal procedures, withdraw its services from that person.

4.1.7 A Violent Incident Report Form must be completed detailing the incident and any measures to be taken in response to it. This should be sent to the H&S division for inclusion on the EPR.

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4.1.8 In the event of a physical/verbal assault by another Authority employee, the Authority will, in line with HR policies, take appropriate action to ensure violent behaviour does not occur again. However where the employee was acting as a member of the public at the time of the incident, this policy will apply.

4.1.9 Advice on making an individual claim to the Criminal Injuries Compensation Authority can be obtained from Human Resources, Trade Unions or the Citizens' Advice Bureau

4.2 The Employee Protection Register

4.2.1 A computerised database of violent people and/or addresses within the Authority is available for staff who may be at risk of violence or aggression in the course of their work. Employees can check the name and/or address of people they are visiting to establish whether there is a known risk.

4.2.2. It is imperative that these checks are carried out **prior** to any visits. The results of the checks should be used to ensure that suitable and sufficient controls are put in place before the visit takes place.

4.2.3. A 'visit' can be classed as a visit to a member of the public's home or can be an invitation extended to a member of the public into premises owned or operated by the council or a third party.

4.2.4 Incidents involving violence or aggression, animals or premises that that may pose a risk, must be reported using the Violent Incident Report form in Appendix 1. This form should be completed in line with section 8.0 contained with the Guidance in Appendix 3.

4.2.5 Where an incident involves a child (under the age of 16, and not within an education setting), or involves an employee acting as a member of the public, the system administrator must be informed and a special review panel set up prior to the entry being added.

4.2.6 Access to and the use of the Employee Protection Register, including notification to individuals, is detailed within the Employee Protection Register Procedure. Where it is necessary to apply a section 29 exemption on individual notification this must be done in line with the guidance contained within the procedure.

4.2.7 Following a visit to an individual who is on the register, if additional problems were encountered then an additional violent incident report form should be completed to ensure a comprehensive history of the risk presented to staff is maintained. If the visit went ahead and no issues occurred then a good visit form should be completed.

4.2.8 Where a physical injury occurs as a result of a violent incident, the Violence Incident Report form must be accompanied by a completed accident report form, in line with the Accident and Incident Reporting and Investigation Policy.

5. SUPPORTING DOCUMENTATION

5.1 Health and Safety:

5.1.1 Violence at Work – HSE Guidance
ISBN 0 7176 1271 6 INDG 69(rev)

5.1.2. Caerphilly County Borough Council's Policy and Corporate Management Arrangements on Lone Working.

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5.1.3. Caerphilly County Borough Council's Policy and Corporate Management Arrangements on Risk Assessment.

5.1.4. Caerphilly County Borough Council's Corporate Health and Safety Policy.

5.1.5. Caerphilly Country Borough Council's Employee Protection Register Procedure

5.2 Other CCBC Documents:

5.2.1 CCBC Strategic Equality Plan

APPENDIX 1 – VIOLENT INCIDENT REPORT FORM

VIOLENT INCIDENT REPORT FORM



Please enter details or tick the boxes where appropriate.

DETAILS OF OFFENDED PERSON

Name: _____ Job Title: _____
Service Area: _____ Location: _____
Telephone/Extension No: _____ Directorate: _____

Status:
Employee ☐ Staff Number _____ Other ☐ Please Specify _____

REPORT OF VIOLENT INCIDENT

Date of Incident: _____ Time of Incident: _____
Location of Incident: _____
What were you doing at the time: _____

DETAILS OF INCIDENT

(Please complete as comprehensively as possible. If physical injury occurs an Accident/Incident Form must also be completed.)

Details Of The Assailant(s)

Name: _____ DOB: _____ Male/Female
(delete as appropriate)
Address: _____

Other Details (e.g. description):

Type of Incident:

Damage to Property	☐	Anti-Social Behaviour	☐	Verbal Abuse	☐
Threat of Physical Assault	☐	Physical Assault No Injury	☐	Physical Assault with Injury	☐

Brief description of incident, including the relevant events leading up to it, and nature of any injury and damage caused. Be as explicit as you can, including detailing the **EXACT** language used. Please continue on a separate sheet if necessary:

Are you requesting that this individual's details be placed on the Employee Protection Register	Yes ☐	No ☐
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During the incident did the individual use any language that may be considered to be discriminatory on the following grounds:

Age Related	☐	Gender Reassignment Related	☐	Race Related	☐
Disability Related	☐	Marital Status Related	☐	Religion Related	☐
Gender/Sex Related	☐	Pregnancy Related	☐	Sexual Orientation Related	☐

Please be specific in the description above about the exact language used

Details Of Witness(es)

I confirm that I actually saw the incident detailed above, and that the details are correct.

Name: _____ DOB: _____ Staff No: _____
Address: _____
Signed: _____ Date: _____

Please attach any relevant witness statements

ACTION TAKEN

Medical treatment	☐	Police involved	☐	Accident report form completed	☐	Legal services consulted	☐
Injured Employee given time off work	☐	Senior management informed	☐	Counselling offered	☐	Referral to another dept or organisation	☐

Please provide details of any action taken at the time of or since the incident:

ADDITIONAL INFORMATION

Please add here any other comment you wish to make (feel free to continue on a separate sheet):

DECLARATION: "I certify that, to the best of my knowledge, these details are correct"

Signature of Offended Person: _____ Date: _____

FOR COMPLETION BY HEAD OF SERVICE/HEADTEACHER/ MANAGER

Action taken, including action to be taken to prevent a recurrence:

Signature:

Head of Service/Headteacher/Manager

Date: _____

Print Name:

Notification of Employee Protection Register entry to Assailants

The Data Protection Act requires us to notify assailants when they are placed onto the Authority's Employee Protection Register. There is an exemption to this requirement **where the notification is likely to lead to further instances of violence or aggression**. If, for this reason, you do not wish for the assailant detailed above to be notified, please provide details of your reasons and then sign and date your statement below. If this section is not completed then it will be assumed that you are willing for notification to be provided to the individual and an entry will be completed to show this on the register.

"I feel that notification or correspondence with the assailant on this matter would likely lead to further instances of violence or aggression because..."

Please provide additional notes for justification of use of the exemption:

Signed:

(Line Manager)

Print Name: _____ Date: _____

Signed:

(Offended Person)

Print Name: _____ Date: _____

This form must be completed promptly and returned to the Health and Safety Division

Completion of this form does not automatically mean an entry will be made on the Employee Protection Register

APPENDIX 2 –GOOD VISIT FORM

GOOD VISIT FORM

To be completed when a visit to a person on the employee protection register is undertaken and concludes without incident

Visit Location

Person/Address Visited	_____	Date of Visit	_____
Name of Officer Making Visit	_____	Time of Visit	_____
Directorate/Service Area	_____		

Reason on the Employee Protection Register

Damage to Property	☐	Anti-Social Behaviour	☐	Verbal Abuse	☐
Threat of Physical Assault	☐	Physical Assault No Injury	☐	Physical Assault with Injury	☐

Visit Details

Purpose/detail of this visit	_____
Individual's attitude/demeanour during the visit	_____
Any Recommended Future Action	_____ _____ _____

Signature of Reporting Officer:	Date:
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PLEASE RETURN COMPLETED FORM TO THE HEALTH AND SAFETY DIVISION