



Salford City Council

Employee Safety: Work-Related Aggression and Violence

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Linked Resources

- [Procedure for Dealing with Aggressive or Violent Incidents](#)
- [RA6 General Work Activity Dynamic Risk Assessment Form](#)
- **Me Learning Courses**
 - Angry Customers: https://salfordcc.melearning.university/user/course_library/course_details/2
 - Personal Safety: Lone Worker:
https://salfordcc.melearning.university/user/course_library/course_details/182
 - Handling Difficult Conversations:
https://salfordcc.melearning.university/user/course_library/course_details/47

1. Introduction

St George's is clear in its commitment to the personal safety of all our people whilst at work. All of our employees have the right to be treated with consideration, dignity and respect and we are not prepared to tolerate any violence or aggression in the workplace.

We define work-related aggression and/or violence as any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of their employment. This means that violence and aggression at work is more than just physical attack. It also includes verbal aggression, threats, intimidation and harassment.

This framework also covers incidents which may be considered to be hate incidents in which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or gender.

St George's adopts a zero-tolerance approach to;

- any verbal or physical abuse of its employees;
- physical assault upon employees by clients or other members of the public which is a result of their employment by St George's;
- attacks on or damage to the property of St George's or its employees during the course of their work.

2. Aims and Scope

This framework and supporting guidance documents is intended to ensure that our people can work safely.

All employees at every level have a responsibility to take steps to ensure their own safety and that of their colleagues at work. There is a shared responsibility for preventing, controlling and assessing the risk of violence from members of the public. It is essential that everyone works together to identify potential risk situations and to put in place workable measures to minimise risks.

3. The Law

The following Health and Safety legislation applies to risks of violence and aggression at work;

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations
- The Reporting of Injuries Diseases and Dangerous Occurrences Regulations.

4. Manager Responsibilities

As part of your role as a manager you are responsible for a range of activities to support the wellbeing and safety of our people. To respect and care for our workforce it is your personal responsibility to;

- Undertake a [general work activity risk assessment \(RA6\)](#) to look at the work undertaken by your employees within your team and identify whether there is a risk of violence.
- Review incidents and regularly review risk assessments to ensure improvement.
- Identify hazards to note any control measures already in place, highlight any further measures necessary and ensure these further measures are adopted.
- Ensure procedures are in place to protect employees and provide information to all employees that may be at risk.
- Ensure that time is given in supervision and team meetings to discuss issues surrounding risks of aggressive behaviour from members of the public.
- Ensure training is made available to employees at risk and that they attend when required.

- Familiarise yourself and follow the [Procedure for Dealing with Aggressive and Violent Incidents](#).
- Record, report and monitor all incidents of violence and abuse and do not tolerate, without challenge, abusive behaviour from members of the public.
- Offer support to employees and refer them to the Occupational Health and counselling services if necessary.
- Carry out investigations into incidents.

5. Employee Responsibilities

You are personally responsible for ensuring the wellbeing and safety of yourself and your colleagues and as such you should:

- Advise management if there is a concern about the potential for violence or aggression whilst at work.
- Give due consideration to your own safety and that of your colleagues.
- Participate in any training which is made available to you.
- Report all incidents of violence or aggression (no matter how minor) to your line manager and/or on the incident report form.
- Actively contribute towards risk assessments and reviews of risk assessments.
- Make use of any available employee support and counselling services provided if required.

6. Risk Assessment

Risk assessment plays an important role in achieving safe working practices. Risks or the potential for work-related violence will vary greatly from team to team depending in many respects upon the nature of the service being provided.

A dynamic risk assessments should be in place in order to identify risks and introduce control measures which are most suitable to ensuring staff safety.

The [General Work Activity Dynamic Risk Assessment form \(RA6\)](#) can be used to record the main findings of the risk assessment. This is a dynamic process which should be completed annually, reviewed regularly and updated in response to changes to risk and/or incidents. A safe system of work can then be established in a way which provides a working document for managers, employees and representatives in that team.

7. Reporting, recording, investigation and monitoring of incidents.

As soon as possible after an incident the manager and/or the employee must make a detailed record using the [Report an Accident Incident or Near Miss](#). This applies to any incident or near miss, physical or verbal/written, including any hate incidents.

Where violence or aggression occurs, the immediate task is to control the situation and secure the scene and the priority of attention should initially be given to the physical needs of the Victim(s).

It is usually necessary for the manager to undertake an investigation into the incident to establish what happened. The level of investigation and response required will depend on the seriousness of the incident and guidance is provided in the 'Procedure for Dealing with Aggressive and Violent Incidents'. Assistance can be sought from Health and Safety Officers.

The majority of incidents do not require medical intervention and it is at this stage that support from peers and immediate line managers is most important.

After the incident has been dealt with, efforts need to be concentrated at a local level. The line manager should arrange an informal debriefing session for staff. These sessions should always include

opportunities to review local policies and procedures and risk assessments and the RA6 Risk Assessment Document should be reviewed and updated.

8. Guidance and Support

The procedure for dealing with aggressive or violent incidents should be used where an incident of violence or aggression occurs.

A confidential counselling service is provided that can be accessed by all employees. Employees may access support by ringing the service on a confidential helpline – 0161 603 4081. With the employers consent the Occupational Health Physician may refer employees to the counselling service. Additional support is also available from the Counselling and Psychotherapy Centre at the University of Salford using this link <https://www.salford.ac.uk/health-and-society/facilities-and-services/counselling-suites/self-referral-form> .

9. Employee's Right to Prosecute

The Crown Prosecution Service may prosecute an assailant and the school/PRU will support employees through any prosecution process.

Where the Crown Prosecution Service decides not to prosecute, the employee can pursue the matter by taking private legal action against the assailant.

In circumstances where an employee is unfortunately injured as a result of violence or aggression, they may be entitled to claim compensation and/or assistance from the City Council. Please contact the insurance department for further details of this scheme.

PROCEDURE FOR DEALING WITH AGGRESSIVE OR VIOLENT INCIDENTS

The guidance within this procedure is how to deal with incidents of violence and aggression towards our employees from members of the public. This should be read in conjunction with the Work-Related Aggression and Violence Framework.

Level 1 Response

Manager's responsibilities;

- Investigate the incident to establish the facts with the employee;
- Record and report the incident on [Your Zone](#).
- Depending on the severity of the incident or risk consider whether police should be contacted.
- Arrange a session to debrief employee and wider team if necessary.
- If a face-to-face meeting is required with the aggressor consider the interviewer being accompanied by a colleague to both record the discussion and act as a witness;
- Inform the alleged aggressor of their unacceptable behaviour by letter / phone call / face-to-face meeting may be sufficient to resolve the problem.
- Review communication methods between the alleged aggressor and the employee, e.g. written communication only, verbal communication with another nominated member of staff if possible;
- Ensure the employee has access to counselling and support through the Occupational Health Programme;
- Keep a log of all events relating the incident/s,
- If sufficiently serious, consider additional actions in Level 2.

Employee's responsibilities;

- Report all incidents immediately to your Line Manager
- Be vigilant at all times with regards to personal safety and to comply with procedures, e.g. keeping in touch with office, checking in/out, Lone Working etc.
- Depending on the severity of the incident or risk consider whether police should be contacted. **This is your right and your decision should you deem it necessary.**
- Review your personal data available to others from social network sites and ensure your details are secure.
- Actively participate in risk assessments relating to the safety of your team.

Level 2 Response

The following additional procedures should be carried out if the actions taken in Level 1 have not resolved the problem or if the incident is of a serious nature which requires a Level 2 response in addition to Level 1.

Line Manager's Responsibilities

- Inform the **Headteacher/ Governors/ Management Committee** of the situation;
- Seek advice from the Legal Team for assistance with a letter to go to the aggressor;
- Set up a Professional Strategy Meeting (see below).

STRATEGY MEETING ATTENDEES

Legal	HR	Community Safety	Health & Safety
<ul style="list-style-type: none"> • Advice on formal letter to aggressor • Possible injunction 	<ul style="list-style-type: none"> • HR support & advice 	<ul style="list-style-type: none"> • Bespoke risk assessment • Home risk assessment considering security upgrades • Arrange for Police marker on the property 	<ul style="list-style-type: none"> • Support a review of safety procedures within the team • Advice and support in the review of the team risk assessment

IT (if required)

- **Remove or change e-mail address of employee**
- **Change internal phone & work mobile numbers**
- **Forward internal calls from old number to voice mail**

Level 3 Response

If, despite managerial intervention, the unacceptable behaviour, threats and contact towards the member of staff continues or is of a sufficiently serious nature the School will also seek to:

- Set up a Professional Strategy Meeting
- Arrange Police Action

Legal	Health and Safety	Community Safety
<ul style="list-style-type: none">• To be involved	<ul style="list-style-type: none">• To be involved	<ul style="list-style-type: none">• Arrange Police action through the Partnership Inspector

School: _____ Risk Assessor: _____

Activity: _____ Date: _____ Review Date: _____

_____ Manager: _____

1 List HAZARDS	3 List existing CONTROL MEASURES
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2 Who may be HARMED	4 What FURTHER ACTION is necessary
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