Arnold Mill Primary School

Violence to Staff Policy and Guidance

October 2023

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1. POLICY

1.1 Nationally one in five people at work are attacked or abused every year just for doing their job. The impact on the individual can be considerable ranging from de-motivation and reduced pride in performing their job, to stress and injury to physical or psychological health.

1.2 Violence also has a negative impact on the organisation. Poor morale and self esteem arising from a violent incident can spread throughout the entire workforce even if only one individual is directly affected by an incident. This will be reflected in low productivity as people fail to perform to the best of their abilities or realise their true potential.

1.3 Direct costs resulting from violence include employee cover, sickness, incident investigation, reporting, debriefing and reviewing time, repair or replacement to damaged equipment and property, lost work time, loss of production, compensation, possible prosecution and health service costs.

1.4 Nottinghamshire County Council accepts its legal duty of care to ensure so far as is reasonably practicable the health, safety and welfare of all its employees at work. This includes physical injury and mental ill health arising from acts of violence.

1.5 The Authority will not tolerate violence to employees whilst at work or in connection with the work activity. It is committed to reducing and managing all forms of violence at work through appropriate safety management systems, training, information, supervision and instruction.

1.6 If an employee's safety or well-being is being threatened or harmed in any way as a result of their work e.g. attack by client on the way home from work, family members threatened; then Nottinghamshire County Council will treat these situations under this policy.

1.7 It is an expectation that all Managers/Head Teachers regularly refer to this policy and supporting guidance as appropriate and ensure it is accessible to all employees.

> **Key Note**
>
> Wherever possible, if a staff member feels threatened in anyway they should carefully remove themselves from the situation

1.8 Managers/Head Teachers have a key role to play. They must ensure their approach to prevent violence at work starts with a full risk assessment. A risk assessment checklist is shown in Appendix 1.

1.9 The guidance identifies what Managers/Head Teachers should do to reduce the risk of violence against employees and how to effectively deal with incidents.

2. GUIDANCE

2.1 Definition

2.1.1 The Health and Safety Executive (HSE) define work related violence as:

> *'Any incident in which a person is abused, threatened or assaulted in the circumstances relating to their work'*

2.1.2 The Department of Health – National Taskforce on Violence against Social Care Staff extended the HSE's definition to:

> *'Incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health.*
>
> *This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, including racial or sexual harassment, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker's family'*

2.1.3 Nottinghamshire County Council also include in both the above definitions:

> *'Rude gestures, innuendos, sexual or physical attacks (whether or not it results in injury), harassment about disability or sexuality, being shoved, punched, kicked, hit, swearing, name calling, insults, shouting, deliberate silence, use of weapons, biting, scratching, spitting and property or vehicle damage.'*

2.1.4 All acts of violence as outlined in the above definitions are unacceptable and Managers/Head Teachers within the Authority will strive to ensure a safer workplace for those at risk where practicable.

2.1.5 Nottinghamshire County Council recognises that harm to its employees and others can be intentional and provoked. However, it may be unprovoked or unintentional especially when working with people with challenging behaviour or in unexpected situations. In such circumstances, discussions need to take place with those involved and decisions made on the most appropriate course of action required to handle the aggressor in the future.

2.2 The Impact of Violence

2.2.1 Not all injuries are visible or obvious. Psychological symptoms can include anxiety, tension, insomnia, irritability, loss of confidence, agoraphobia, thoughts of self-harm or guilt.

These can lead to physical symptoms such as alopecia (hair loss), asthma, eczema and psoriasis (skin disorder). There may also be adverse effects on relationships.

2.2.2 Psychological and physical injuries can lead to periods of long term ill health, loss of income, reduced quality of life. In some cases, the employee may feel they are unable to return to work.

2.3 Who is at Risk of Violence?

2.3.1 Specific acts of violence may be unpredictable, but the likely situations where violence can occur are not. Managers/Head Teachers should first identify the types and areas of work where employees are likely to be exposed to violence. Examples include:-

- Handling of goods, cash and valuables or clients finances
- Challenging members of the public or people being provided with a local authority service
- Lone workers and/or home visits
- Contact with some clients – from people who are in pain or injured, people who may be experiencing stress, mental ill health or emotional trauma to people affected by alcohol, drugs, medication or substance abuse
- Employees perceived to be interfering with people's lives
- People frustrated at having to wait
- Uncomfortable or poor conditions and environments
- Poor or inappropriate communication (verbal and non-verbal)
- Physical intervention
- Working and travelling in dark/night hours
- Giving unwelcome information in person or over telephone
- Misunderstanding

2.3.2 Whilst anyone can potentially be at risk from violence; some jobs can carry a high risk for example:

- Security and protective services
- Care workers
- Community/field workers
- Lone workers
- Transport and catering employees
- Receptionist and administrators
- Teachers, Support Staff and Caretakers
- Students and work experience
- New, temporary or agency employees
- Shift workers etc…

2.3.3 To assist with this process Managers/Head Teachers should:-

- Review previous violent incident reports
- Gather information from people at the workplace on past violent incidents, threatening or abusive behaviour
- Look for similarity between incidents and patterns of behaviour
- Determine the underlying causes of violent behaviour
- Assess the nature of the violence – whether it is physical assault, threatening behaviour, intimidation or verbal abuse.
- Undertake risk assessments and implement controls

2.4 Risk Reduction Strategies

2.4.1 Managers/Head Teachers are responsible for ensuring that procedures are in place to reduce the risk by undertaking a risk assessment. A checklist to assist with the risk assessment process is attached as Appendix 1.

2.4.2 There will often be a number of solutions to a particular problem and some will be easier to apply than others. New ways of managing violent and threatening behaviour will be easier to introduce and more effective if employees are actively involved in changes affecting their work.

2.4.3 Specific actions to reduce the risk may include:-

- Changes to the work environment to improve personal health, safety and welfare. For example by redesigning waiting areas to provide welcoming, calming surroundings, installing security lighting, protective barriers and remote control door locks, improving surveillance and visibility of offending behaviour.

- Changes to systems of work to limit opportunities for violent and threatening behaviour, for example, improving cash handling procedures, rostering experienced employees, rostering more employees at peak periods to reduce stress, setting realistic deadlines.

- Providing security systems.

- Supporting employees who work alone or who work unsocial hours and weekends and ensuring they have access to support in emergency situations.

- Promoting working and living in a diverse culture.

- Valuing difference and disability and addressing all forms of discrimination.

- Training in interpersonal and communication skills to help employees' diffuse potential violence.

- Personal confidence and assertiveness.

- Skills and strategies to prevent, de-escalate and manage incidents of violence.

- Using recording and monitoring systems as laid down.

- Holding regular supervision, employee appraisal and personal/employee development planning.

- Arranging for passing relevant information to others affected by the identified risks.

- Monitoring and review of risk assessments as often as is necessary to ensure that the information contained remains current and valid.

- Incorporating control measures identified in the risk assessments into necessary documentation e.g. care plans, service level agreements.

- Discussing concerns in supervision and team meetings and agree appropriate action.

- Using other available information for example, the trade unions have a variety of leaflets to help their members tackle violence at work.

2.4.4 The County Council also has a number of other supplementary policies, procedures and guidance documents for reducing risk of violence. These include:-

Sections in the Safety Manual including:-

- Section B30 : Lone Working Policy and Guidance
- Section B32 : Policy and Guidance on Managing Stress

And in the Personnel Handbook:

- Section G11 : Domestic Violence and Abuse Policy
- Section E6 : The Harassment Complaints Procedure

And the Whistle Blowing Policy

2.4.5 There may also be departmental guidance and procedures on for example:-

- Working away from main place of work (on a school trip)
- Security procedures when working late or week-ends
- Reception duties
- Interviewing parents, clients, carers, persons not known to the department
- Securing the premises and dealing with burglary call out
- Travelling in the line of duty
- Dealing with intruders on site
- Dealing with members of the public, particularly if refusing services, refusing access to a site or area, requesting co-operation to change their behaviour/ move a vehicle etc, or enforcing/taking formal action against them
- Dealing with anyone who is known to be violent, aggressive, intimidating etc

2.4.6 Following completion of the risk assessment checklist, Managers/Head Teachers may determine that it is not practicable to completely eliminate all opportunities for violent and threatening behaviour. In such cases, management plans should be developed to include back-up procedures to be followed before, during and following violent or threatening situations.

2.5 Minimising Harm After Violent Incidents

2.5.1 Initial Action

i. The most sophisticated polices and procedures cannot guarantee that a violent incident will never occur. It is therefore important that Managers/Head Teachers are able to respond effectively in terms of providing support and practical help.

ii. As soon as possible after an incident and after any formalities e.g. police statements, the person affected should be asked what he/she needs. Wherever possible, Managers/Head Teachers should ensure that these needs are met. For example, the individual may feel the need to leave the workplace at once.

iii. Check that those involved have received first-aid/medical assistance. Advice should be sought immediately where an individual's behaviour and condition gives cause for concern.

iv. If the employee needs to go home consider whether they need support from a colleague e.g. driving home or contacting a member of their family or friend.

v. Managers/Head Teachers will need to ensure relevant incident reports are completed and witness statements taken. The corporate incident form SR3/5 should be completed and the incident reported under RIDDOR if necessary (See Section A5 of the Safety Manual). In some instances, the employee may require support or feel they are unable to complete the SR3/5 form. In instances where the employee is unable to complete the form, this should be undertaken by the Line Manager.

vi. The Manager/Head Teacher must ensure a full investigation of the incident is undertaken and that the employee who has suffered an assault and the team receive assurance that effective steps are being taken to deal with the matter satisfactorily in order to prevent a recurrence.

vii. The individual may need specialist help or help over a much longer period. In some cases, it may be helpful for the individual to access the Counselling Service or support networks outside the County Council. (See Appendix 2 for details).

viii. The Manager or a designated person must be available to provide support and to allow the employee/s affected to discuss the incident and the impact on them. This is called Debriefing.

2.5.2   Debriefing

   i.   When debriefing the employee/s, it should be remembered that:-

   - Verbal abuse can be just as upsetting as a physical attack.
   - Any criticism of the employee's actions with the benefit of hindsight should be avoided.
   - What might have been or should have been done in this incident is less important than what can be learnt for the future to avoid a recurrence.
   - The Debriefer should listen, support, be sensitive and encourage the person who has been subjected to violence to talk.
   - Ensure the victim feels safe, reassured and comfortable to discuss the incident and disclose the violence that took place.
   - Do not expect to 'solve' anything at this stage.

   ii.   Levels of confidentiality also need to be established and reasons given why information may have to be shared. Discussions and agreed actions will need to be accurately recorded to aid and assist in further investigations.

   iii.   Arrangements identified at the debriefing could include time required away from work and the type of support to enable recovery and return to work.

   iv.   Discuss, clarify and agree actions.

2.5.3   Time Off Work

   i.   Employees who have been physically injured as a result of violence may need time off work to recover, but some people who suffer no physical injury may also need time off work to come to terms with what has happened, for example to recover from the shock or regain their confidence. Others may prefer to go straight back to work.

   ii.   When the employee is off work recovering, it is important to keep in touch. They may want to know what has happened as a result of the incident, as well as to be reassured that people care about them.

2.5.4   Other Employees

   Where an employee has been subjected to violence, their colleagues will have a range of reactions including anxiety about the violence. It is helpful to involve colleagues in a review of the risk assessment as soon as possible after the incident to minimise risks for the future.

2.5.5   Action Against the Aggressor

i. Decisions need to be made and appropriate action taken on how to handle the aggressor in the future.

ii. Aggressors should where practicable be given the opportunity to discuss what triggers their behaviour.

iii. Any person who uses abusive or offensive language, or who conducts him/herself in a disorderly manner could be escorted off the premises and/or reported to the police.

iv. In exceptional circumstances the County Council will exclude certain clients/members of the public from its premises or other workplace where violent behaviour is exhibited.

v. Directorate will be responsible for taking the final decision to withdraw or suspend services in consultation with health and safety advisers and those involved in delivery of the service.

vi. An example of a letter, which can be sent to the aggressor, is contained in Appendix 3. If the Manager has any concerns about the letter or requires further legal guidance they should contact the Legal Services Section direct.

vii. If violence between employees occurs then the disciplinary procedure will be implemented with appropriate action being taken against the aggressor where they can be identified.

viii. Where threats of violence are made to an employee in the course of their duties, and the person can be identified, the County Council will, in all appropriate cases, send a formal letter to the person(s) concerned, warning that legal action may be taken.

ix. If a person feels they are in danger of being injured they can call the police.

x. Ensure that communications about the incident are shared in a professional manner with relevant people.

2.5.6 Under reporting of incidents may occur because of the above. It is important to note all violent incidents must be reported as this information helps identify where improvements need to be made and the nature of support required.

2.6   Recording Violent Incidents

2.6.1 Employees should be encouraged to report any violent incidents, if incidents are not reported they cannot be addressed. If guidance or even counselling is not sought and the persistent verbal abuse or threats continue, overtime this could lead to serious damaging health effects through anxiety and stress.

2.6.2 All incidents meeting with the definition of work related violence referred to in 2.1 should be recorded accurately and as soon as possible after the event.

2.6.3 Generally there are 3 levels of reporting:-

i) **Incidents which are recorded internally in the school/premises/unit**.

Examples include slapping, pinching and spitting by pupils at a school. In such cases, the school/premises/unit should retain a log book and ensure these incidents are recorded accurately.

ii) **Incidents which should be reported to the Departmental Health and Safety Adviser/Team using the SR3/5 Form**

The following incidents of work related violence whether committed by a colleague, client, pupil, parent or visitor should be reported to the Departmental Health and Safety Adviser/Team using the SR3/5 form.

- Hitting, punching, kicking
- Biting and scratching where the skin is pierced
- Verbal abuse and threats including rude gestures and innuendos.
- Sexual or physical attacks
- Harassment about disability, race or sexuality

iii) **Incidents which are reportable to the Health and Safety Executive**

Some incidents may need to be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995). The Health and Safety Executive must be notified in the event of an accident at work resulting in death, major injury or incapacity for normal work for more than 3 days. This includes any act of non-consensual physical violence done to a person at work, provided that the violence is suffered or arises out of or in connection with work.

2.6.4 Full details of the reporting procedures can be found in Section A5 of the Safety Manual. If you are in any doubt as to how an incident should be reported, you should contact your Departmental Health and Safety Adviser/Team.

2.7 Learning and Development

2.7.1 The aim of any training and development in this area is to ensure employees have the necessary skills and confidence to avoid violence. Appropriate employee training is therefore crucial from the commencement and throughout their employment.

2.7.2 All employee training needs should be assessed through the Employee Performance and Development Review (EPDR), supervision processes and continually reviewed. Consideration will need to be given to the type, potential and frequency with which violence is encountered.

2.7.3 A major aim of any training must be to give employees more confidence when handling difficult situations.

2.7.42.7.3   Training should be up-to-date, relevant, purposeful, backed up by evidence and recorded.

2.7.52.7.4   A variety of learning methods and development should be available to allow for different work patterns (i.e. shift work, part-time workers).

2.7.62.7.4   All employees should receive induction training relevant to the risk; foresee-ability and potential for violence. This will need to include awareness of policy, procedures, guidance, risk assessment and control measures.

2.7.72.7.4   Managers/Head Teachers are responsible for ensuring employees read the policies and guidance appropriate to their line of work and familiarise themselves with the reporting system.

2.7.82.7.4   Where practical employees should talk to experienced staff about best practice and their experience of managing violence.

2.7.92.7.4   Team de-briefing should also take place as appropriate and form a significant element of employee learning and development.

2.7.102.7.4   Consideration should be given to other skills and training to reduce the likelihood of violence occurring e.g. communication and assertive skills, working with diversity and difference, coping with or managing change.

2.7.112.7.4   Where physical barriers, alarms, protective clothing has been issued or provided to reduce risk, training and safe working practice should be given in the use and reporting of problems.

2.7.122.7.4   Formal training courses should be provided by competent personnel. Ideally employees should receive the same method of training to ensure continuity and prevent miscommunication when assistance is sought.

2.7.132.7.5   Formal training across the County Council is provided by modular courses and the level of training and for whom it is provided will be dependant on the risk assessment. The module structure content and delivery method varies with Departments. Details of specific training are available from the Departmental Learning and Development Directories and the Learning and Development System (LDS) event database.

Areas covered by training include:

- Management role in tackling violence, supporting employees following a violent incident and reducing violence in the workplace.

- Reducing the risk and de-escalation skills – guidance on corporate policy, theories around the psychology of violence and methods of de-escalation.

- Physical intervention and breakaway skills – the legal context for the practical use of breakaway techniques and safe methods from disarming from attack.

2.6.16 Refresher training should be undertaken on a regular basis to update employees on legislation and new methods.

2.6.17 Training the Trainer may also available to Practitioners committed to becoming pool trainers to support Violence to Staff Trainers

2.6.18 Each Department should consult their Departmental Training Provider for further information and details of courses, dates etc.

3. LEGAL FRAMEWORK

3.1 Health and Safety at Work etc Act 1974

Under the Health and Safety at Work etc. Act, employers have a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees. Physical or verbal abuse of employees who are going about their legitimate business is never acceptable and cannot be tolerated.

3.2 The Management of Health and Safety at Work Regulations 1999

Under the Management of Health and Safety at Work Regulations 1999 employers are obliged to carry out a 'suitable and sufficient' assessment of the risks to which their employees are exposed while they are at work. The risks covered should, where appropriate, include the need to protect employees from exposure to reasonably foreseeable violence.

Under Regulation 4, when an employer implements any preventive and protective measures, it is to be done on the basis of certain specified principles which include:-

- Avoiding risks
- Evaluating the risks which cannot be avoided
- Combating the risks at source
- Adapting the work to the individual, especially as regards of design of workplace, choice of equipment and the choice of working methods
- Adapting to technological progress
- Replacing the dangerous by the non-dangerous or less dangerous
- Developing a coherent overall prevention policy which covers technology, organisation of work, working conditions, social relationships and the influence of factors relating to the working environment
- Giving appropriate instruction to employees.

3.3 Implied terms in a contract of employment – health and safety

Provision of a safe working environment, safe systems of work and information, training, instruction and supervision

3.4 The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, employers must notify their enforcing authority in the event of an accident at work resulting in death, major injury or incapacity for normal work for more than 3 days. This includes any act of non-consensual physical violence done to a person at work, provided that the violence is suffered or arises out of or in connection with work. A fight between 2 employees over a personal matter, for example, would not be reportable under RIDDOR.

Full details of the Accident Reporting Procedure are contained in Section A5 of the Safety Manual.

3.5 Protection against Harassment Act 1997
Established in response to a growing problem of 'stalking' this Act makes it a criminal offence and a tort for anyone to pursue a course of conduct that amounts to harassment to another or causes alarm, or distress, in circumstances where a reasonable person would feel harassed.

Under Section 4 of the Act, it is an offence to put another person in fear of violence (on at least 2 occasions) This includes protection from threats and bullying from colleagues or managers.

4. REFERENCES

- Walter Brennan – Managing Violence in the Workplace November 2002

- HSE, Violence at Work and Employers Guide

- Croner Workplace Violence – A Management Guide

- A Safer Place Leaflet –National Taskforce Against Violence to Social Care Staff

- Suzy Lamplugh – Personal Safety

- Human Focus – Personal Risk Factors (Workbook and Video)

5. DOCUMENT HISTORY

Appendix 1

Guidance for Completion of the Violence to Staff Assessment Checklist

1. The Violence to Staff Assessment Checklist will help determine possible precautions which can be taken to eliminate or reduce the risk of a violent incident occurring.

2. The Assessment method suggested shares the same approach as that used in general health and safety legislation (Management of Health and Safety at Work Regulations 1999).

3. Consider with your staff the potential violent behaviour hazards and foreseeable situations which can occur whilst carrying out their work activities. This will assist you in deciding if your control measures are adequate or if more needs to be done.

4. The following points should be considered when completing the Assessment:-

   a) Each question needs to be documented, as being addressed i.e. tick, cross or N/A in relevant box.

   b) The Assessment Checklist should be reviewed regularly to ensure all actions are completed. It should also be reviewed if there are significant changes to the work activity, work environment and/or the staff to whom the Assessment relates.   It should also be reviewed following any violent incident that is reportable under RIDDOR and In any event, it should be reviewed at least annually,

   c) Where the assessment identifies control measures these should be fully shared with staff and others as necessary e.g. agency staff, members of the public and contractors.

   d) This document should be easily accessible to all staff and Managers.

Violence to Staff Assessment Checklist

ASSESSORS NAME: (Please print) SERVICE AREA OR TEAM:	ADDRESS/LOCATION:	DATE OF ASSESSMENT:

Identify Who Might Be Harmed and How

ACTIVITY CRITERIA	ASSOCIATED CONTROL MEASURES	TICK IF OK PUT 'X' IF A PROBLEM OR N/A	IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET	RECOMMENDED ACTIONS AND COMMENTS	TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON
A. WORKPLACE					
1. Public Access Areas	a) Have public access been controlled as far as possible? b) Are entrances and other access routes well lit? c) Can work activities be relocated away from public areas? d) Is there an ID card system in place, which distinguishes staff from visitors, contractors etc. e) If visitors etc. need to enter secure areas, are they escorted to and from the reception area?				

Safety Manual Section No. **B11**	**NOTTINGHAMSHIRE COUNTY COUNCIL** **Violence to Staff** **Policy and Guidance**				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A PROBLEM OR N/A**	**IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON**
2. Reception Areas	a) Is the reception area easily identifiable (inside/ outside), accessible and properly staffed?				
	b) Is the information displayed in an appropriate format taking into account equality issues?				
	c) Is the lighting sufficient to see individuals in the waiting and receiving areas?				
	d) Is the area clear of objects that could be used as weapons e.g. plant pots and letter openers?				
	e) Has consideration been given to the type of furniture & whether it needs to be secured?				
	f) Has the reception desk been arranged so that staff can remove to a place of safety?				
	g) Is there sufficient personal space between receiving area and reception staff to prevent them being physically struck?				
	h) Are separate rooms available for dealing with sensitive issues?				
	i) Do staff on reception deal with cash, if so, can the amount of cash handling be undertaken elsewhere or reduced?				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A**	**IF OK SPECIFY (WHERE**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE**

		PROBLEM OR N/A	POSSIBLE) HOW CRITERIA IS MET		ACTION AND RESPONSIBLE PERSON
3. Calling for Assistance	a) Have arrangements been put in place if assistance is required? e.g. panic buttons and checking the interview room every 15 minutes				
	b) Are staff trained to give appropriate assistance? e.g. action which should be taken if the panic button is activated.				
	c) Are panic buttons and responses tested on a regular basis to ensure they are operational?				
	d) Are other colleagues informed when a member of staff is meeting with potentially violent persons?				
	e) Is there a procedure for managing new or unknown persons?				
4. Interview Rooms	a) Are interview rooms visible to nearby staff?				
	b) Does the interview room have a vision panel?				
	c) Is the room arranged so that the member of staff can maintain a clear escape path if necessary?				
	d) Has equipment in interview rooms been minimised?				
	e) Has consideration been given to the type of furniture & whether it needs to be secured?				
ACTIVITY CRITERIA	ASSOCIATED CONTROL MEASURES	TICK IF OK PUT 'X' IF A PROBLEM OR N/A	IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET	RECOMMENDED ACTIONS AND COMMENTS	TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE

					PERSON
	f) Are interview rooms checked after use to ensure no items have been left which could put others in danger?				
B. AWAY FROM THE WORKPLACE					
1. Home Visits	a) Is it necessary to visit the person in their home?				
	b) Does the person have a history of violence e.g. has the recorded history been read?				
	c) Has this information been shared with colleagues, other departments or agencies that may be put at risk?				
	d) Is there an individual risk assessment available for the persons who have a history of violence?				
	e) Does the visit require more than one member of staff?				
	f) Can the visit be made during daylight hours?				
	g) Is there a system in place for staff to 'check in' periodically?				
	h) If visits are made during hours of darkness are suitable arrangements in place e.g. buddy system.				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A PROBLEM OR N/A**	**IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON**
	i) Has the visit been discussed with the Line				

	Manager and clear actions put in place where potential risks are identified?				
	j) Has an alarm or other communication device been provided and is it suitable to summon help?				
	k) Are staff movements known?				
	l) Is there a system of communication between all agencies involved?				
	m) Has appropriate consideration been given to any pets or livestock which may be on the person's property that may pose a risk?				
	n) Have appropriate measures been taken if there is anyone else in the household who may become violent towards the member of staff?				
	o) Has consideration been given to any threat to staff from neighbours or the location of the home visit?				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A PROBLEM OR N/A**	**IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON**
2. Work in the Community/ Detached/	a) Is the work undertaken in areas with underpasses, alleyways, shop doorways, bridges, car parks, shop precinct?				

Field Work	b) What additional precautions have been taken to reduce the risk of violence in these areas?				
	c) Is work undertaken in street gathering places e.g. used for the consumption of alcohol/drugs, drug dealing, dumping needles, soliciting, joy riding?				
	d) What additional precautions have been taken in these areas?				
	e) Does the member of staff know the area?				
	f) Has the area been thoroughly researched during daylight hours?				
	g) Is the Line Manager aware of where and how the work is being undertaken?				
	h) Is the area known for criminal activity which may make people suspicious and hostile towards unknown adults?				
	i) Are the local police aware of the member of staff and their role?				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A PROBLEM OR N/A**	**IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON**
	j) Is there an agreed work plan in place?				
	k) Have all staff up to date and relevant ID cards.				
	l) Do all staff carry ID cards?				

	m) Are members of staff advised not to give out any personal details to people?				
	n) Do staff carry a list of emergency phone numbers?				
	o) If using a vehicle for work that has a high potential for violent incident, can a Council registered vehicle be used to prevent future identification of the staff involved through their vehicle details?				
	p) If carrying out work in an area where identification of staff as Council employees could increase the risk of violence, can a plain, unmarked vehicle be used?				
C. OTHER ISSUES					
1. Staffing	a) Is there a sufficient level of competent Staff (see 2.7 of the Policy and Guidance document)?				
ACTIVITY CRITERIA	**ASSOCIATED CONTROL MEASURES**	**TICK IF OK PUT 'X' IF A PROBLEM OR N/A**	**IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET**	**RECOMMENDED ACTIONS AND COMMENTS**	**TIME SCALE TO COMPLETE ACTION AND RESPONSIBLE PERSON**

		TICK IF OK PUT 'X' IF A PROBLEM OR N/A	IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET	RECOMMENDED ACTIONS AND COMMENTS	
	b) Are lone working risk assessments in place?				
	c) Do staff have regular supervision meetings where they can discuss health, safety and welfare issues?				
	d) Is there adequate cover for breaks, nights, weekends and handover periods?				
	e) Is there adequate cover to cater for unpredictable workloads, employee sickness and staff shortage?				
	f) Is there cover to maintain an adequate level of service if there is a need to respond to a violent incident?				
	g) Have the support needs of the individual employees been taken into account?				
	h) Are staff aware of the incident reporting system?				
2. Information, Instruction and Training	a) Have staff received adequate training and instruction in personal safety?				
	b) Are staff aware that they must remove themselves from any situation where a weapon is being used?				

ACTIVITY CRITERIA	ASSOCIATED CONTROL MEASURES	TICK IF OK PUT 'X' IF A PROBLEM OR N/A	IF OK SPECIFY (WHERE POSSIBLE) HOW CRITERIA IS MET	RECOMMENDED ACTIONS AND COMMENTS	

	c) Have staff received adequate training in order to deal with potentially violent persons both on the telephone or face to face?				
	d) Have all Managers/supervisors received training and instruction so they are competent to recognise the problems associated with violence and aggressive incidents and how to manage these?				
	e) Are Managers aware of what they need to do following an incident? E.g. reporting procedures, supporting the member of staff and debriefing?				
	f) Are staff aware of the violent incident reporting procedure?				
	g) Have new staff received adequate induction on the prevention of violence to staff?				
	h) Has the Policy and any local procedures been communicated to staff?				
	i) Are staff competent in managing conflict e.g. have exercises been carried out to check responses to emergencies?				

D. ADDITIONAL LINE MANAGERS COMMENTS: *(Including any additional issues identified.)*

Please note: Where action has been recommended and agreed by the Line Manager, but cannot be implemented for a reason (e.g. area outside Managers area of control, financial constraints within the unit/section) the matter should be referred by the Line Manager to their Manager for the purpose of identifying solutions, priorities and reasonable timescales to ensure violence to Staff is reduced to the lowest level reasonable practicable.

Assessors name(s) (please print):	Assessors signature(s):	Date assessment completed:
		Review date:

The Line Manager should sign below to accept receipt of the assessment and ensure actions are completed

Line Managers name (please print):	Line Managers signature:	Date received:

FOR FURTHER INFORMATION PLEASE CONTACT YOUR DEPARTMENTAL HEALTH AND SAFETY ADVISER

Appendix 2

Support Systems and Sources of Information

Any person feels they have been subjected to violence should seek support from their manager, colleagues or family as appropriate.

- Victims Support Scheme Tel: 0115 987 0606 (33 Mansfield Road Nottingham)
- Corporate Disabled Workers Group Tel: 0115 977 4085
- Culture and Community Services Disabled Workers Group Tel: 0115 977 4085
- Corporate Lesbian, Gay and Bisexual Group Tel: 01909 502004
- Social Services Black Workers Group Tel: 0115 945 2764
- Culture and Community Services Black Workers Group Tel: 0115 977 2155
- Environment Dept. Black Workers Group: Tel 0115 977 2155
- Nottingham Rape Crisis Centre Tel: 0115 941 0440
- Nottinghamshire County Council web-site may guide you to seeking helpful information www.notts.gov.uk/

Nottinghamshire County Council has a range of internal expert advice on managing violence against its employees these are:

- Departmental Personnel Departments
- Departmental Health and Safety Sections
- Departmental Staff Development Units
- Corporate Employee Counselling Services
- Safety Representatives are available to their members. Members should contact their representatives directly for advice.

External advice can be sought from:

- National Taskforce www.doh.gov.uk/violencetaskforce/index.htm
- Suzy Lamplugh Trust www.suzylamplugh.org/home/index.shtml
- Developing Standards in Managing work related violence www.empnto.co.uk
- Health and Safety Executive (HSE) www.hse.gov.uk
- Trade Union Congress (TUC) www.tuc.org.uk
- UK National Workplace Bullying Advice Line: Tel 01235 212286 www.successlimited.co.uk
- The Samaritans Tel: 0115 941 1111
- Refuge Domestic Violence Helpline Tel: 0870 599 5443

Appendix 3

Address
Nottinghamshire County Council

Dear *Perpetrator*

Re: Violence to Employee

It has been reported to me that on *date(s)* you *details of incident(s)* at *premises.*

This/these incident(s) were witnessed by *other employees and/or members of the public. This/these incidents(s) have been reported to the police.* Such behaviour is classed by the County Council as violence towards its employees.

This behaviour is unacceptable and you are instructed not to enter *the premises again/before (date) when the matter will be reviewed/without prior appointment.*

Yours sincerely

Signature

Name   Job Title

NOTES
1.   At "details of incident" the writer should give details of the incident(s) e.g. verbal abuse, using threatening/aggressive behaviour, physical assault etc to member(s) of Staff

2.   The wording does not have to be rigorously applied – for example the addressee may have already been banned from the premises and the writer may feel that this should be made clear, or the matter may not have been reported to the police.

3.   Legal Services (extension 3885) will be happy to advise on the contents of a draft letter, a follow up letter or other matters. In some circumstances it may be more appropriate for a letter to be sent by Legal Services in the first instance. (NB Please ensure you have approval for expenditure as there is a charge for using Legal Services)