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HS 13

Violence at Work Policy

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CONTENTS

1. Introduction	1
2. Policy Statement	1
Policy Guidance	
3. Employers' Responsibilities	2
4. Employees' Responsibilities	2
5. Reception Areas	3
6. Interview Rooms	4
7. Outdoor and Peripatetic Workers.....	5
8. Possible Indicators Which Suggest Imminent Potential Violence	6
9. Handling of Incidents (Avoidance Techniques)	7
10. When Violence Occurs	8
11. Action to be Taken Immediately After Assault or an Allegation of Assault	9
12. After an Attack	10
13. Counselling	11
14. Telephone/Online Violence	11
15. Training	12
16. Records	12
17. Personal Alarms.....	13
18. Advice	13
Violence at Work - Incident Report Form HS(V1) ..	Error! Bookmark not defined.
Managers Checklist	16

1. INTRODUCTION

- 1.1 This policy has been produced in response to the requirements of Section 2 of the Health and Safety at Work etc. Act 1974 which places a general duty on the Council as an employer to ensure the health, safety and welfare of its employees.

2. POLICY STATEMENT

- 2.1 The Council has a legal responsibility under the Health and Safety at Work etc. Act 1974 and recognises, with concern, the vulnerability of employees to violence and aggression in the course of their work. The Council treats this seriously and will act to prevent, wherever possible, such situations occurring and minimise the consequences of violence should it occur.
- 2.2 For the purpose of this policy, violence is defined thus:
- ‘Violence is behaviour which produces damaging and hurtful effects, physically or emotionally, on other people’.
- 2.3 The above definition is not limited simply to physical assault, but permits the inclusion of equally distressing and intimidating verbal aggression or threats, including face to face, via telephone and online. Incidents arising from racial, sexual or religious harassment are also included. The definition also extends beyond the employees to include his or her colleagues or property and/or family.
- 2.4 It must be recognised that the guidelines set out in the policy cannot be fully comprehensive, particularly for an organisation such as the Council, where the range of duties and extent of public contact is so extensive. Therefore the extent to which these guidelines are implemented must depend on the degree of risk. An assessment of the risk is therefore necessary and arrangements for dealing with that risk must be put into effect.
- 2.5 The responsibility for implementing the requirements of this policy and for the preparation of an implementation strategy rests with each Director or Head of Service.

POLICY GUIDANCE

3. EMPLOYERS' RESPONSIBILITIES

- 3.1 The Council has a legal duty under Section 2 (1) of the Health and Safety at Work etc. Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees. This duty extends to protecting employees from violence.
- 3.2 The Council is concerned about the possibility of violence to employees in the course of their work and will take reasonable steps to minimise the risk. It is important that employees who are at risk of violence and aggression, or actually experience it, feel valued and supported.
- 3.3 To this end, the Council will provide guidance, administrative procedures and information on the support available. This will be reinforced by a programme of training for appropriate employees in the prevention and management of violence and aggression.
- 3.4 The environment and working practices of employees, particularly those who are vulnerable, will be monitored. Where necessary, suitable control measures will be identified and implemented within resource allocations, to ensure that the risk of violence is reduced and its effect mitigated.
- 3.5 A senior officer of each division must be designated to take responsibility for the overall monitoring and review of violence to employees.
- 3.6 The distress and shock caused to employees by an assault or threat of an assault, including verbal abuse, is acknowledged and employees will be given support where appropriate.
- 3.7 Managers and supervisors must consider the health and safety of employees when allocating and organising work.

4. EMPLOYEES' RESPONSIBILITIES

- 4.1 Employees have a legal duty under Section 7 of the Health and Safety at Work etc. Act 1974 to have regard for their own health and safety at work and for other people who may be affected by their actions.
- 4.2 This not only includes acting responsibly, but also following any competent instructions, information, etc. given to them in the interests of health and safety. It is the responsibility of all employees to recognise the contribution they can make to their own health and safety and that of other people through their professional practice and the exercise of personal responsibility.

5. **RECEPTION AREAS**

- 5.1 It must be recognised that many clients visit Council premises in a state of anxiety. They bring with them a problem or problems which are important to them and for which they seek a solution. It is essential that the reception facilities and the response by reception staff demonstrate security, comfort, caring and confidence to assist them to feel at ease, rather than to accentuate any tension they may be experiencing.
- 5.2 An improvement in the general standard of appearance of reception facilities should have high priority. Furniture and the state of decoration are important. But of equal importance when considering violence is the question of total design. Factors which should be considered include:
- visitors to reception should be received in a courteous and friendly atmosphere where they do not feel anonymous and where they do not lose their personal dignity;
 - reception areas must be kept clean and comfortable and also be a pleasant looking place and where toilet facilities should be easily accessible. They should also be as private as possible and not a general meeting area for employees;
 - where panic alarms are fitted, other employees in the building should know what is expected of them when the alarms are activated;
 - all doors leading to the receptionist must be capable of being locked, taking into account fire precautions;
 - no visitor should have access beyond the reception area without prior agreement. Consideration should be given to visitors being issued with identification and signing a register;
 - if visitors come to see an employee, then in the event of delay, arrangements should be introduced to ensure that they are kept informed of the reason for the delay. Prolonged waiting with no indication of how long a visitor may be required to wait could provoke feelings of frustration and lead to a display of anger;
 - visitors should be encouraged whenever possible to make prior arrangements before visiting the office;
 - there should be no heavy objects, such as paperweights, ornaments, etc., lying around the reception area, as these could be used as a missile or weapon.

6. INTERVIEW ROOMS

- 6.1 Many of the observations made in connection with reception areas also apply to interview rooms and should be taken into consideration. Interview rooms form an important part of the office facilities because, amongst other things, they provide an area of privacy in which employees and visitors can meet. This arrangement respects the right of visitors to privacy and confidentiality.
- 6.2 It is especially important that the design of interview rooms ensure that employees are positioned in such a way that it is possible to make a hasty exit, i.e. position interviewer closest to the door. Providing means by which interview rooms can be overiewed from outside, possibly through a window in the wall or door, offers a further element of protection.
- 6.3 The following points must be borne in mind, particularly if violence is predicted:
- avoid seeing a visitor in the interview room on one's own, particularly if the visitor is known to have a violent nature;
 - observe the visitor at all times;
 - sit or stand between the visitor and the door. This will enable employees to withdraw from a violent situation quickly;
 - keep a reasonable distance between you and the visitor, i.e. desks should be large enough to distance the public and the employee;
 - there should be no heavy objects, such as paperweights, ornaments, etc., lying around the interview room, as these could be used as a missile or weapon;
 - call for assistance by shouting or using any panic alarm system provided, unless this is likely to prevent you controlling the situation. Where a panic alarm is fitted in the building, other employees should know what is expected of them if it is activated;
 - withdraw from a violent situation if you are able;
 - one employee should be designated to check all interview rooms at the end of each working day to ensure that no-one is left to interview alone.

7. OUTDOOR AND PERIPATETIC WORKERS

7.1 The potential for violence with employees who have to make visits in the community or isolated locations is greater than in a public place where there may be other people around to give assistance.

7.2 The following points need to be considered:

- at least one office based employee should know the appointments of any employee outside the office. Consideration should be given to an 'office diary' being placed in each office and left in a conspicuous position;
- a procedure should be introduced to check that at the end of each working day all employees who have been out of the office have returned or have telephoned to state they have completed their calls without incident;
- a closer liaison between each division and outside agencies (e.g. police etc.) is needed when dealing with members of the public with a history of violent behaviour. This closer liaison should improve the flow of information and prevent potential violent situations;
- where violence is considered a possibility then, if practicable, a member of the public should be seen in the office.

7.3 The potential for violence is greater in a client's home than in a public place, therefore:

- if violence is considered a possibility, employees must check with other agencies, including the police, in order to obtain maximum information about the client;
- preventative measures such as joint visiting and back-up procedures must be considered. Senior officers must be consulted in such cases;
- employees must inform reception/senior officer of their whereabouts and their expected time of return to the office;
- any arrangements to meet/visit a client with a known history of violent or aggressive behaviour must be discussed with a senior officer beforehand;
- where work is going on with a known aggressive client or family, information must always be shared with other colleagues who may be involved.

7.4 Transporting a client:

- do not make arrangements to transport a client unaccompanied when your better judgement suggests an escort is necessary. Be clear about the assistance you require and ask for it;
- a client who is likely to be violent should not be carried in a car or other vehicle without proper supervision. When such a journey is necessary, the advice of a senior officer must be sought to ensure that appropriate assistance is available. Also, arrangements should be agreed about vehicle details, the route and notification that the journey has been successfully completed;
- the client should sit in the rear seat whenever possible;
- the escort should also sit in the back, and behind the driver to minimise the risk of interference with the control of the vehicle;
- if the car has rear doors, child proof locks may provide some further protection;
- if, when transporting a client, the situation becomes volatile, stop the vehicle at the earliest opportunity. Do not proceed on the basis that you might reach your destination before trouble occurs.

8. **POSSIBLE INDICATORS WHICH SUGGEST IMMINENT POTENTIAL VIOLENCE**

8.1 All employees must be aware of indications which suggest that a violent situation may arise. Signs which people project can often act as warnings of impending violent activities. These signs include:

- restless behaviour involving pushing, noisiness and jostling;
- deliberately provocative conduct (e.g. name calling);
- a person being unnaturally quiet and withdrawn or, alternatively, excitable and boisterous (a noticeable behavioural change from the norm);
- attention seeking conduct (if ignored);
- oversensitive reaction to correction or instruction;
- a feeling of heightened tension;
- threatening conduct, verbal abuse;
- previous history of violent conduct;
- person under the influence of alcohol, drugs or solvents;

- tenseness or agitation;
- voice pitch and volume may increase;
- a person may reply to questions abruptly, very often with gesticulations;
- pupils may become dilated;
- signs of muscular tension in the face and limbs.

8.2 However, never consider one sign in isolation. Always consider the entire situation.

9. **HANDLING OF INCIDENTS (AVOIDANCE TECHNIQUES)**

9.1 Guidelines can never cover every eventuality. The reality is that employees, whatever their level of responsibility or duties, must use their experience, skills and, above all, their common sense when faced with an aggressive and threatening person or group of persons. The following guidelines should assist:

- if possible, warn clients in advance of any possible disappointments or problems;
- try not to react to verbal abuse personally in order not to exacerbate the situation. Details of personal abuse must be recorded and passed to the manager/supervisor;
- adopt a calm, reasoned and reassuring attitude. Try and signal non-aggression and try and be polite and objective. Speak calmly, quietly, slowly and firmly;
- offer alternatives - agree to talk at a later date;
- consider leaving the person alone, though do not ignore them completely. Let them know they are going to be left in peace;
- explain you only represent the Council and that you are doing a job;
- bear in mind information known about the particular person;
- if friction exists between yourself and a particular client, consider having a colleague deal with that client instead;
- put a sizeable object, e.g. table, between potential assailant and yourself;
- keep the door/escape route clear;
- no provocation - straight discussion of the problem - do not engage in a row;

- take a positive approach if possible. Remember that the person is probably feeling concerned and may be looking for ways out;
- maintain distance and watch for sudden changes of response - do not threaten in any way;
- disperse any onlookers;
- carefully remove any potential weapons, e.g. scissors, if they haven't already been removed pre-interview;
- if threatened with a weapon, the assailant should be asked quietly but firmly, to put it down, but no attempt should be made to disarm the person;
- avoid sudden moves and slow down your moves;
- maintain eye contact;
- don't encroach on the person's space;
- if the situation escalates and control is being lost, call for assistance – withdraw;
- if a person is damaging property, he/she should be left to get on with it.

10. WHEN VIOLENCE OCCURS

10.1 However good a manager is, or whether precautions are taken or procedures are established in the management structure, the possibility of violence, assault or threatening behaviour by a client cannot be totally eliminated. This is particularly true when officers have to provide information or take action not to the liking of another person. Therefore:

- if an interviewing room or reception area is near a panic alarm, the alarm should be raised;
- if attacked, an employee should attempt to break away and try to get furniture or equipment between himself/herself and the person. An employee should try to calm the person down by talking. Alternatively, it may be best to leave;
- if a person is damaging property he or she should be left to get on with it, but an employee should try and move away from the situation - personal safety is always more important than property;

- if, after a warning, the person continues to exhibit violent behaviour, reference should be made to the senior officer on duty with a view to calling the police;
- if the person is carrying some kind of weapon, an employee should not forcibly attempt to take it away. An employee should avoid grappling and withdraw from the scene if possible;
- if an employee finds him or herself in a position where the only effective remedy is the use of physical force to restrain another person, it must be emphasised that only minimum and reasonable force may be used in order to calm and restrain the person involved.

11. ACTION TO BE TAKEN IMMEDIATELY AFTER ASSAULT OR AN ALLEGATION OF ASSAULT

11.1 An employee who has been assaulted or who is the subject of an allegation of an assault must report the incident to his/her manager as soon as possible and should, if they wish, contact their recognised trade union representative.

Reporting Procedure:

- all incidents involving violence must be reported by completing a VIOLENCE AT WORK - INCIDENT REPORT FORM HS(V1) – there is a copy of one at the end of the policy. Copies of completed forms must be forwarded to the Health and Safety Team, Human Resources, Ty Elai, Williamstown, CF40 1NY.
- all completed forms will be treated with utmost confidentiality;
- an assault or a threat of an assault may be reported to the police by any of the following:
 - the victim;
 - manager after following divisional procedures;
 - a third party who may have an interest in the matter or was a witness;
 - a combination of the above.
- although the wishes of the victim may be taken into account, the Council has a responsibility to protect all its employees and will report a serious assault or threat of an assault where the circumstances warrant it;
- the Council will consider legal proceedings to protect employees where there is a connection between their work and any threats of or actual physical assault;

- if an incident, in the opinion of the Council, does not warrant criminal prosecution, no objection will be raised to an employee making a formal complaint to the police or pursuing a civil action;
- in certain circumstances, consideration will be given to assisting employees in pursuit of their claims. This assistance will be subject to the approval of the Council in each and every case;
- apart from the in-house reporting procedures on Form HS(V1), certain incidents involving violence must be reported to the Health and Safety Executive. The duty for reporting any such incident lies with the Council's Health and Safety Team, located at Ty Elai, Williamstown, CF40 1NY.

In The Event Of An Assault: Courses Of Action:

- employees who suffer shock or injury should obtain immediate medical attention;
- where appropriate, employees will be referred to the Council's Occupational Health and Wellbeing Unit as soon as practicable;
- decisions will have to be made on appropriate courses of action where employees have been assaulted. These actions will depend on the circumstances and whether violent behaviour or aggressive behaviour continues and presents an unacceptable risk to employees.

12. AFTER AN ATTACK

- 12.1 It is often best for an employee to get back to work as soon as possible subject to medical fitness; he/she should not risk aggravating an injury and should not hesitate to consult his/her doctor. An employee should not return to work unless he/she feels able to do so.
- 12.2 An employee should draw his/her own lessons from the incident and learn by them; this does not mean that an employee has to dwell on any mistakes he/she made.
- 12.3 A victim's manager should aim to de-brief the employee as soon as possible after the attack. This has the dual function of obtaining valuable information and also making the victim feel a useful part of the team again.
- 12.4 Managers should not feel apprehensive to ask whether the employee wishes to go straight back to the same job as before. It should not be assumed that the employee wishes to transfer to another post.

- 12.5 Every opportunity should be given to the victim to say what assistance he/she feels the Council might be able to offer to achieve a full recovery.

13. COUNSELLING

- 13.1 Incidents of violence and aggression can be very distressing. They can cause fear and apprehension, distress, anger, guilt and depression.
- 13.2 There may be a feeling of panic about dealing with the client in question again and a fear that other clients will also be violent. A sense of failure and loss of confidence may affect an employee's work for some time. It is essential that employees who have experienced violent or severely aggressive episodes should have speedy access to debriefing and counselling. This can cover both personal feelings and professional questions about the future management of a case.

This may be obtained:

- through other employees in the department who have been the victims of violence or aggression;
 - through an external counselling service;
 - employees of other divisions or voluntary organisations. A directory of individuals providing a counselling service must be established and employees will then have a choice in who they seek support from;
 - through the Council's Occupational Health and Wellbeing Unit, telephone 01443 494003.
- 13.3 When discussing the assault or threat of assault with the manager, the victim may wish to be accompanied. Support and assistance should be made available to help the employee overcome the experience and the manager should discuss the options available with the employee.

14. TELEPHONE/ONLINE VIOLENCE

- 14.1 Although this does not involve physical violence, it can nevertheless be extremely disturbing for an employee.
- 14.2 If an employee is subjected to telephone violence, they should:
- tell the caller in a courteous tone to refrain from speaking in the manner which is causing offence or the receiver will be replaced;
 - if the caller continues, replace the receiver and discontinue the call;

- inform the manager about the telephone call, giving the date, time and if possible, the name of the caller;
- if the same caller rings back and continues to be abusive, replace the receiver and inform the manager. If, however, the purpose of the call is to apologise, then an employee should accept the apology, but still inform the manager;
- records should be kept of all abusive calls.

14.3 If an employee is subject to online abuse, they should:

- not engage with the person;
- inform manager about the online abuse, giving as much information as possible;
- records should be kept of all online abuse.

15. TRAINING

15.1 Different employees face different risks. To enable precautions to be taken, there are a variety of training needs which will need to be addressed:

- to enable the employee to retain control in difficult and potentially dangerous situations and to take necessary steps to protect themselves;
- to enable precautions to be taken to avoid harm to employees in the workplace and to support employees who suffer aggression or abuse in the workplace;
- to raise employees' awareness.

16. RECORDS

16.1 Maintaining records of known violent clients is essential. This will ensure that all referrals are assessed and responded to in an appropriate manner and at a level which that assessment indicates is necessary.

17. PERSONAL ALARMS

17.1 In some instances it may be necessary to provide employees with personal alarm systems, e.g. mobile telephones, high pitched beepers, etc., especially if they are operating in situations which are regarded as vulnerable to aggressive or violent behaviour. Whether or not these are provided will depend on the result of the risk assessment.

18. ADVICE

18.1 Advice on the implementation of this policy can be obtained from the Health and Safety Team, Human Resources, Ty Elai, Williamstown, CF40 1NY, telephone 01443 425531.

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You are welcome to communicate with us in Welsh

Violence at Work – Incident Report Form HS(V1)

Group / Service Area:	Premises / Site:
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Section A – To be completed by employee involved in incident or a nominated person
(Guidance to the completion of this form is available in HS(V2) via *The Source*)

1. Name and home address Staff No. Home Tel. No. Works Tel. No.	2. Age	3. Sex (X)	Female	<input type="checkbox"/>	
			Male	<input type="checkbox"/>	
				Prefer not to say	<input type="checkbox"/>
	4. Gender identity (X)			Non-binary	<input type="checkbox"/>
				Trans	<input type="checkbox"/>
				Prefer not to say	<input type="checkbox"/>
If you prefer your own term, please provide this here					
5. Occupation					
6. Section or work area					
7. Date and time incident occurred			8. Date and time of reporting		
9. Description of incident, including the type of violence, e.g., physical, verbal, damage to personal or other property. Include any relevant events leading to the incident and the activity engaged in at the time.					
10. Exact location of incident			11. Name(s) and address(es) of any witness(es) (use separate sheet if necessary)		
12. Injury details, if any (please be specific)			13. Details of any First Aid administered, including by whom		
14. To whom reported and their occupation			15. Signature of employee involved in incident		
16. Where applicable, name of nominated person			17. Where applicable, signature of nominated person		

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Section A (continued)

18. Details of assailants (where known)		
Name(s)	Address(es)	
19. Are you prepared to take legal action against your assailant?		Yes / No
20. Have you been debriefed by your manager?		Yes / No
21. Do you wish to receive counselling over the incident?		Yes / No
22. Did the police attend the incident?		Yes / No
23. To your knowledge, do the police intend prosecuting your assailant?		Yes / No
24. Signature of employee involved in incident		Date

Section B – To be completed by manager of employee involved in incident

25. Report of investigation by manager (describe what happened and how). Continue on separate sheet if necessary.		
26. Provide details of any action you have taken to help prevent a similar incident from occurring again in the future.		
27. Provide details of any support provided to the employee (e.g., counselling, debriefing, retraining)		
28. Did the employee lose any time from work as a result of the incident?		Yes / No
29. If the answer to 28 above was "Yes", please provide number of days lost here.		
30. Manager's Name	31. Manager's Signature	32. Date

MANAGERS CHECKLIST

	✓ As Appropriate		
	N/A	Yes	No
• Where appropriate, has a risk assessment been carried out to determine those areas of work where employees are at risk?			
• Has action been taken as a result of the assessment, prioritising areas of greatest concern?			
• Are reception areas of good standard of appearance?			
• Are interview rooms designed so as to protect employees, so far as reasonably practicable, during violent situations?			
• Have safe systems of work been prepared for outdoor and peripatetic workers?			
• Are there procedures in place so that employees are fully aware of the 'indicators' (warning signs) to look out for?			
• Have employees been made aware of the action to take when violence occurs?			
• Have employees been informed of the reporting procedures to follow after an assault or allegation of an assault?			
• Have procedures been put into place whereby an employee on return to work after an assault is fully debriefed, and that a counselling service is made available?			
• Have employees (dependant on the risk) received training on how to deal with violent situations?			
• Are appropriate records being kept?			
• Depending on the risk, are personal alarms, etc., being provided if employees are operating in situations regarded as vulnerable to aggressive or violent behaviour?			
• Are there monitoring procedures in place to ensure that the requirements of the policy are being met?			

Completed by: _____
(Signature)

Confirmed by: _____
(Signature)

Name: _____
(Print)

Name: _____
(Print)

Designation: _____

Designation: _____

Date: _____

Date: _____