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## Overview

### **What this standard is about**

This standard is about identifying where the risks are in your job role and the triggers that may escalate behaviour towards violence. It is also about understanding relevant organisational procedures, being sure you know what to do to carry out your work in a calm and professional manner. You should be aware of all your responsibilities in the workplace, including working safely.

### **Who is the standard for?**

This standard is for you if you work, regardless of your employment status, as you will need to make sure your actions contribute to a positive and safe working culture.

**Performance  
criteria**

**Identify the risk of violence in your working environment**

- You must be able to:*
- P1 review your job role and responsibilities to identify any risks of violence to you or others
  - P2 identify which aspects of your organisation's policy on preventing work-related violence and risk assessment are relevant to you and your work
  - P3 review your organisation's procedures to check they cover all potential situations you have to face at work and inform the responsible person about any identified gaps
  - P4 identify potential triggers of violence within:
    - P4.1 your working environment
    - P4.2 your job role
    - P4.3 the actions of other people who work with you
    - P4.4 the circumstances of the service-users with whom you normally expect to work
  - P5 find out the procedures to follow if an incidence of violence occurs
  - P6 record all the risks of violence you have identified, the controls in place for those risks, and report any issues to the responsible person
  - P7 seek clarification regarding procedures for recording violence if necessary

**Reduce the risk of violence in your working environment**

- You must be able to:*
- P8 make sure you keep up-to-date with information about your working environment on:
    - P8.1 possible causes of violent behaviour
    - P8.2 what you could do to prevent violence happening
    - P8.3 who else could help you
    - P8.4 what to do should an incident occur
    - P8.5 where to get post-incident support
  - P9 when preparing to start a work task consider whether you need:
    - P9.1 to inform other people of your plans
    - P9.2 other people to be present
    - P9.3 special equipment to make you safer
    - P9.4 to know how to leave if the situation gets out of hand

### Make sure your actions contribute to a positive and safe working culture

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- P10 perform your job role and responsibilities to organisational requirements, standards and expectations
- P11 make sure the information and support you provide is appropriate for the circumstances
- P12 respond to requests for your assistance in a prompt and courteous manner
- P13 treat service-users and other people who work alongside you in a way that:
  - P13.1 shows respect for their views and opinions
  - P13.2 promotes goodwill
- P14 make sure that commitments made to service-users and other people at work are achievable, honour commitments made and are within the agreed timescales
- P15 respond promptly to complaints and follow-up complaints in accordance with organisational policy and procedures
- P16 resolve difficulties in relationships in a prompt, fair and polite manner, and report outstanding difficulties to the relevant person
- P17 monitor your own and other's health and safety at work and report any concerns to the relevant person

## Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 the contents of the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability
- K3 your job role, responsibilities and limitations
- K4 your capabilities and how and when you should report problems to other people
- K5 how to recognise challenging and unacceptable behaviour and where you may be at risk of changes in behaviour which may trigger violence from service-users or other people who work with you
- K6 the safe working practices for your own job role
- K7 the importance of personal conduct in maintaining a healthy, safe and positive work environment
- K8 adjusting the amount and type of communication appropriate to the needs of the service- users and other people who work with you
- K9 the importance of developing positive working relationships with service-users and other people who work with you
- K10 the importance of considering and listening to other people's views and opinions
- K11 the organisation's requirements, standards and expectations of your performance
- K12 the organisations requirements to provide training in conflict management and resolution techniques

## Glossary

### **Conflict**

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by verbal abuse, threatening behaviour or physical violence.

### **Dynamic risk assessment**

This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed

### **Employment**

Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

### **Equipment**

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

### **Generic risk assessment**

Generic risk assessment is:

- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

### **Policy**

- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

### **Positive working environment/culture**

A working environment/culture which does not tolerate any violent behaviour

**Procedures**

A series of steps following in a regular definite order that implements a policy.

**Relevant person**

A person named in the organisation’s procedures as having responsibility for incidents of violence at work

**Risk**

A risk is the likelihood of potential harm from that hazard being realised.

The extent of the risk depends on:

- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.

Definition taken from: HSE “Management of health and safety at work – Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)

**Safe working practices**

Established safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.

**Triggers of violence**

Factors that might cause violence to occur. They can be categorised in four different types:

- temporary personal factors for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

**Work-related violence**

The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

**Worker**

A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

**Working environment**

The work area(s) where the workers carry out their duties

## CFAPMVW1

Make sure your actions contribute to a positive and safe working culture

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