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## Overview

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

This standard is about the skills and knowledge needed for identifying triggers of violence, assessing the level of risks and planning and recommending action to help reduce that risk. You will also need to review the assessment of risks for changes.

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

This standard is for you if you need to assess the risk of violence to workers.

**Performance  
criteria**

**Identify the risks of violence in the workplace**

- You must be able to:*
- P1 review the full range of job roles and responsibilities of workers within your area of work
  - P2 review and record the full range of working environments which workers will experience
  - P3 identify and record factors that may cause violence to occur in the workplace
  - P4 where you have any uncertainty, seek expert advice and guidance on potential triggers of violence and where it is most likely to occur
  - P5 identify in your research:
    - P5.1 which job roles are at most risk
    - P5.2 risks presented to new and lone workers
    - P5.3 risks relating to the working environment
    - P5.4 risks relating to ethnicity, gender, identity and disability
    - P5.5 risks presented through the use of social media
    - P5.6 the triggers of violence and aggression they may face
  - P6 record the results of your research in a way which meets legal requirements and good practice
  - P7 establish the workers' level of self-awareness and concern about their personal safety, well-being and health at work
  - P8 conduct a generic and/ or dynamic risk assessment

**Assess the level of risks and prepare an action plan**

- You must be able to:*
- P9 identify the triggers of violence which can be eliminated
  - P10 assess the level of risk for the triggers of violence which cannot be eliminated but can be reduced
  - P11 record the risks and the reasons in priority order starting with those where your workers face the most serious harm
  - P12 prepare a risk management plan which has considered and includes details of:
    - P12.1 the working environment
    - P12.2 service-users
    - P12.3 workers

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P12.4 training requirements

P12.5 recommendations for controls and safe working practices to reduce risks

### **Review your assessment of risks**

*You must be able to:*

P13 identify changes in the workplace which may affect the level of risk of violence to the workers

P14 identify any legal, environmental or professional changes which may affect current working practices

P15 consult with workers to identify any increased risks of violence

P16 amend your assessment to reflect new information

P17 ensure there is a robust communication system in place for the dissemination of up to date information

P18 create opportunities for all workers to provide feedback on the contents of the risk assessment

P19 make sure you are up-to-date with information relating to health and safety and the prevention of violence in the workplace

P20 accurately record :

P20.1 the details of the review

P20.2 any changes required to improve the safety of your workers

P20.3 measures to monitor their effectiveness

P20.4 the timescales for the implementation of the changes

P21 gain the acceptance of the people affected by the outcomes of the review through consultation

P22 monitor the effectiveness of the revised working practices and your assessment of risks

#### Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
- K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
- K3 the duties of all workers including those at most risk and the possible implications of their work on their wellbeing, safety and health
- K4 the range of working environments which the workers will experience
- K5 how to classify triggers of violence in a way which is relevant to the workers and their working environment
- K6 the impact of social media on workers
- K7 how to carry out research into the concerns of workers about violence at work without causing any unnecessary disruption or fear
- K8 sources of expert advice and guidance on the prevention and managing work-related violence
- K9 the difference between a generic and dynamic risk assessment
- K10 the resources and training required to carry out a risk assessment
- K11 the implications of change and the effect on your workers
- K12 the importance of consulting with workers about the risk of violence at work
- K13 the importance of keeping yourself up-to-date with information relating to workplace violence
- K14 the importance of keeping clear and accurate records
- K15 effective methods of communication
- K16 who to notify of any required changes in working practices
- K17 your scope for making changes in the work people do and the environment in which they work
- K18 appropriate measures which can be put in place to eliminate triggers of violence and reduce risk to workers

## Glossary

### 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.

### 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.

### Procedures

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

### 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

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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.

### **Service users**

Examples are: patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

### **Social media**

This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines, Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

### **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

**External Links**

Acas

<http://www.acas.org.uk/index.aspx?articleid=1461>

Equality and Human Rights Commission

<http://www.equalityhumanrights.com/>

The Health and Safety Executive

<http://www.hse.gov.uk/>

The Chartered Institute of Personnel and Development

<http://www.cipd.co.uk/>

Chartered Management Institute

<http://www.managers.org.uk/>

Trade Union Congress

<http://www.tuc.org.uk/>

## CFAPMVW2

### Identify, assess and review the risk of violence to workers

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