
Overview

What this standard is about

This standard is about undertaking a dynamic risk assessment and defusing a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect and understanding for people, their property and rights. It is about responding to a situation, trying to calm it down and, when necessary or appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes and making necessary changes as a result of the review

Who is the standard for?

This standard is for you if you find yourself in a situation at work where you need to protect yourself and others from the risk of violence.

**Performance
criteria**

Conduct a dynamic risk assessment

- You must be able to:*
- P1 step back from the situation and assess the level of threat presented by:
 - P1.1 the person(s) (including yourself) involved,
 - P1.2 objects which could be used as a weapon, and
 - P1.3 the physical or virtual environment in which the incident takes place
 - P2 consider the options available and respond with the safest and most effective action,
 - P3 continue to monitor the situation and be prepared to re-assess the threat and consider alternative options if the level of threat changes

Help to defuse a potentially violent situation

- You must be able to:*
- P4 maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
 - P5 maintain a safe distance and avoid contact if possible
 - P6 be aware of exits
 - P7 communicate with those presenting unacceptable behaviour in a way that:
 - P7.1 shows respect for them, their property and their rights
 - P7.2 is free from discrimination and oppressive behaviour
 - P8 keep the situation under review and act to reduce the risks to the safety of all those affected by the incident
 - P9 take action to calm the situation which will:
 - P9.1 attempt to ensure the situation does not deteriorate or worsen
 - P9.2 follow your organisation's policy and procedures and your legal responsibilities, including the rules of the social media site in which the incident occurred
 - P9.3 minimise the risk of injury to you and other people
 - P10 where you are unable to calm the situation down, request assistance promptly as required by organisational procedures
 - P11 end contact with those presenting unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed

P12 explain clearly to the people involved as appropriate:

P12.1 what you will do

P12.2 what they should do and

P12.3 the likely consequences if the present situation continues

Review your own and others involvement in the incident

You must be able to:

P13 review the sequence of events leading up to the incident

P14 discuss with relevant people whether organisational procedures helped or hindered the incident

P15 complete records in accordance with organisational requirements about:

P15.1 yours and others actions at the time of the incident

P15.2 the circumstances and severity of the incident

P15.3 the measures taken to protect yourself and other people

P15.4 action taken to try to calm the situation down

P16 assess the organisation's and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents

P17 make recommendations to the relevant people for reducing the risk of further similar incidents

P18 identify areas where you and others would benefit from training

P19 contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence

P20 make use of available support and advice to help prevent any incident-related health problems, where appropriate

Knowledge and understanding

You need to know and understand:

- K1 your own and others legal duties for ensuring well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 your own and others job role, responsibilities and limitations
- K3 your own and others capabilities and limitations in terms of protecting yourselves in potentially violent situations
- K4 the process of dynamic risk assessment of a potentially violent situation
- K5 when it is appropriate and possible to maintain a safe distance, and avoid physical contact
- K6 the importance of showing respect for people, their property and rights and how to do so
- K7 how to avoid behaviours or language that are discriminatory or oppressive
- K8 how to interpret body language and the importance of acknowledging other people's personal space
- K9 the importance of remaining alert to triggers of violent behaviour
- K10 the importance of planning how you and others will leave a situation including identifying where the nearest exit routes are if at risk of physical violence, or logging off if at risk of violence in a virtual environment
- K11 the main signs that a situation could escalate to violent behaviour and how to recognise these
- K12 when to leave the scene of the incident, seek help and safe techniques for leaving the situation
- K13 the types of action and behaviour you can take to calm situations
- K14 your organisation's procedures for dealing with violent behaviour
- K15 the importance of having the opportunity to talk to someone about the incident afterwards
- K16 the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
- K17 methods of effective communication

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

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 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)

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'*.

Virtual environment

A computer generated setting (social media sites) in which the user of the technology perceive themselves to be and within which interaction take place.

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Protect yourself and others from the risk of violence at work

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