

CFAPMVW4

Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness



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## Overview

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

This standard is about the skills and knowledge required for developing effective policies and procedures which specify the minimum acceptable standards for safe working practice, as well as reviewing its effectiveness.

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

This standard is for you if you are responsible for developing policies and procedures for reducing the risk of violence at work, reviewing their effectiveness and recommending effective changes.

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## Performance criteria

### **Develop a policy and procedures for managing work-related violence**

*You must be able to:*

- P1 make sure your policy relates to existing documentation, including risk assessments, all risks to workers, and guidelines and policies on social media use
- P2 in consultation with workers develop a set of criteria which clearly define unacceptable behaviour
- P3 consult with all relevant people during the development of the policy about the risk of violence associated with each job role and working environment
- P4 write a clear statement about the employer's duties and responsibilities for managing and communicating the risk of violence at work
- P5 make clear reference within the policy to:
  - P5.1 the organisation's values
  - P5.2 the rights and responsibilities of service-users and workers
  - P5.3 the organisation's proposals to reduce risk
  - P5.4 the organisation's response to incidents, including the use of physical intervention
  - P5.5 the organisation's policy on unacceptable behaviour
  - P5.6 the support measures available to workers who have been involved in an incident
- P6 develop procedures for job roles which:
  - P6.1 aim to maximise workers' safety
  - P6.2 detail training requirements
  - P6.3 give clear guidelines to help implement the procedures
- P7 agree measures for:
  - P7.1 checking the effectiveness of the procedures
  - P7.2 how often the procedures will be reviewed
  - P7.3 what information will be kept to inform the review
  - P7.4 how changes in policies and procedures will be communicated to staff
- P8 check the policy and procedures before their publication to make sure

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that they are consistent with each other and organisational requirements.

#### **Review the effectiveness of the “work-related violence” policy and procedures**

*You must be able to:*

- P9 review any changes in job roles and the working environment which may impact on your policy and procedures
- P10 review the policy for preventing and managing work-related violence with those who maintain information on potential and actual violent incidents at work and make necessary changes
- P11 through consultation confirm that the criteria regarding unacceptable behaviour are still appropriate
- P12 review the procedures and confirm through consultation whether these remain appropriate for their intended purpose
- P13 regularly check and record if the procedures are being followed
- P14 check that the procedures can be understood by everyone for whom they have been written and clarify where necessary.
- P15 alert all workers to any revisions to the policy and procedures and the reasons for the revisions

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## Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring the 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 risks associated with each job role and working environment include virtual environments
- K4 the job roles and responsibilities of all the workers for whom you are responsible
- K5 how to decide and define acceptable and unacceptable standards of behaviour from service users and workers taking into account various other factors such as whether the individual has a learning disability
- K6 which documents will be useful to inform the development of the policy
- K7 with whom you should discuss the policy during its development
- K8 the organisation's position on the use of physical intervention and the legal, moral and physical implications of physical intervention
- K9 those responsible for the organisation's security and workers' duties and responsibilities in terms of health, safety and the welfare of themselves, other people and service-users
- K10 the minimum training requirements for each job role for preventing and managing work- related violence
- K11 what information is needed to determine the effectiveness of the review
- K12 the external sources of information and advice which can be used to develop policy and procedures
- K13 who is responsible for maintaining the relevant information needed by you to carry out a full review of the effectiveness of the procedures
- K14 the importance of checking whether the procedures are adequate and remain appropriate for the work being carried out

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K15 appropriate channels of communication

K16 how to check workers' understanding of the procedures and guidelines prepared for the workers for preventing and managing work-related violence

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### 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

#### **Employer**

A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

#### **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.

#### **Physical Intervention**

These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement).

Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

#### **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**

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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.

### **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)

### **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

### **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.

### **Worker**

A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual

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basis, in training, work experience and volunteers.

#### **Working environment**

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



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**Relevant occupations** 135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals

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