
Overview

What this standard is about

This standard is about the skills and knowledge required to make sure the measures and guidelines are in place for reducing violence at work, ensuring managers and workers follow procedures and are properly equipped to do so. It also covers reviewing the implementation of procedures for preventing violence at work.

Who is the standard for?

This standard is for you if you are responsible for the effective implementation of policies and procedures which deal with reducing violence at work.

**Performance
criteria**

Enable workers to maximise their safety and that of other people

You must be able to:

- P1 identify the key people to whom potential and actual incidents of violence should be reported
- P2 make sure procedures are in place for service-users, visitors and workers to record complaints
- P3 make sure that all appropriate precautionary measures are in place to help reduce the risk of violence to workers
- P4 communicate to all workers:
 - P4.1 the purpose of the policy, procedures and guidelines
 - P4.2 the importance of maintaining their own safety, the safety of colleagues and that of service-users
 - P4.3 the people to whom they should report a risk of violence
- P5 provide appropriate equipment for those workers at risk of violence to summon assistance quickly
- P6 make sure all workers receive, where appropriate, training to enable them to minimise the risks of violence, including:
 - P6.1 assessing the level of risk
 - P6.2 managing threatening situations
 - P6.3 when to refer the situation to a relevant person
 - P6.4 the use of physical intervention and breakaway techniques
 - P6.5 evacuation procedures in the event of serious incident
 - P6.6 incident reporting procedures
 - P6.7 when to utilise the emergency services
- P7 make sure all workers receive opportunities to practice procedures before they face difficult situations
- P8 make sure appropriate support is readily available to any individuals affected by violence at work

Review the implementation of procedures to prevent violence at work

You must be able to:

- P9 regularly review with all workers the effect of the procedures on their work and how they may be improved
- P10 discuss with relevant people whether the risk of violence at work is being adequately managed

Implement policy and procedures to reduce the risk of violence at work

- P11 confirm the competence and awareness of the organisation's policy and procedures, required of those with specific responsibilities for security
- P12 assess the number of incidents of unacceptable behaviour by analysing records
- P13 identify patterns in violent incidents including:
 - P13.1 the type of job role
 - P13.2 the individuals involved
 - P13.3 locations
 - P13.4 activities being undertaken
 - P13.5 triggers of violence
 - P13.6 the precautionary measures used
 - P13.7 the outcomes
- P14 monitor the outcomes of training and assess whether further training is required
- P15 record the outcomes of the whole review and any amendments to the procedures which are necessary
- P16 through consultation gain the acceptance of people affected by the changes to the procedures
- P17 communicate changes to the procedures and the reasons for change to all workers

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 job roles and responsibilities of all the workers for whom you are responsible
- K4 the rights of individuals and how these rights may be affected in violent situations if physical intervention is necessary
- K5 the importance of consulting and communicating with workers at regular intervals on this subject
- K6 the importance of identifying people who will have the responsibility for recording potential and actual incidents of violence at work
- K7 the need for a comments, compliments and complaints procedure for service-users, visitors and workers
- K8 which precautionary measures and communication equipment can be utilised by workers who are at immediate risk of violence
- K9 the training requirements of workers and how to make sure that workers receive adequate opportunities to practice the procedures
- K10 appropriate levels of support and advice for those affected by violence at work
- K11 how to carry out a detailed review of procedures including the competence requirements of those with a specific responsibility for security and an assessment of their level of awareness of the organisation's policy and procedures
- K12 the responsibilities of workers at most risk and the impact of the procedures on carrying out their duties effectively
- K13 the importance of checking that procedures still apply and are effective
- K14 the usefulness and implications of carrying out an analysis of patterns or trends

Implement policy and procedures to reduce the risk of violence at work

- K15 when it is appropriate to alter the procedures in line with workers' requirements, and the legal or professional implications of the alterations made to the procedures
- K16 who should be informed of amendments to the procedures
- K17 effective methods of communication to ensure full compliance with the amendments

Glossary

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.

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.

Precautionary measures

These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.,

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;

Implement policy and procedures to reduce the risk of violence at work

- 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)

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.

CFAPMVW5

Implement policy and procedures to reduce the risk of violence at work

Developed by	Skills CFA
Version number	2.0
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFAPMVW5
Relevant occupations	1135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals
Suite	The Prevention and Management of Violence in the Workplace (2013)
Key words	Prevention; Management; Violence; Policy; Procedures; Risk ; Work