
Overview

What this standard is about

This standard is about the skills and knowledge required to plan to improve the working environment by reviewing the current level of understanding of violence at work. It is also about producing plans to promote a safe and positive culture in the workplace, and providing opportunities for discussion and communication about violence at work.

Who is the standard for?

This standard is for you if you are responsible for promoting a safe and positive working environment and culture where workers feel safe from violence.

**Performance
criteria**

You must be able to:

Develop plans to promote a safe and positive culture in the workplace

- P1 gather and record feedback and recommendations from workers and relevant people on their concerns and their experience of violence at work
- P2 identify the current level of understanding and response to the organisation's policy and procedures on preventing and managing violence at work
- P3 check workers' understanding of the safety equipment and precautionary measures available in the organisation
- P4 using all available sources of information identify where improvements and changes may be necessary
- P5 produce a plan based on your findings which includes recommendations about the resources which are necessary to help reduce incidents of violence and improve the working environment
- P6 review the risk assessment and record your findings
- P7 obtain the necessary approval to implement your plan

You must be able to:

Implement plans to promote a safe and positive culture in the workplace

- P8 communicate regularly with workers about the importance of being alert to the presence of risks of violence at work
- P9 make sure that information and support on preventing and managing violence at work is readily available for all workers
- P10 provide opportunities for workers to review the risk assessments for their work
- P11 make sure resources are available to help reduce incidents of violence and improve the culture in the workplace
- P12 set up and monitor appropriate mechanisms for the discussion of workplace violence
- P13 develop and encourage the use by all workers and relevant people of a comments, compliments and complaints procedure
- P14 make sure the organisation's policy on violence at work is communicated to people other than those who work there
- P15 review the implementation of your plans on a regular basis

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 importance of keeping people regularly informed and involving them in discussions about violence at work
- K5 available sources of information on violence at work and the appropriate support and advice
- K6 the importance of communications and of reminding everyone to remain alert to the presence of triggers of violence in the workplace and in virtual environments
- K7 the impact of the working environment and the effect of any changes made on workers and service-users
- K8 the importance of providing opportunities for workers to discuss work-related violence and any aspects of their working environment which could be improved

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.

Positive working environment/culture

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

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.

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)

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.

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

CFAPMVW6

Promote a safe and positive culture in the workplace

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