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## Overview

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

This standard is about taking immediate and appropriate action, when an incidence of violence occurs, to reduce risk to yourself and other individuals. It is also about recording events and reviewing your actions and those of other people in order to help prevent further similar incidents.

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

This standard is for you if you work in an occupation which may require you to respond to a violent incident.

## Resolve and evaluate work-related incidents

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### Performance criteria

#### **Resolve a violent situation**

- You must be able to:*
- P1 identify the individuals involved in the incident
  - P2 identify, prioritise and carry out actions in order to contain the incident and if possible deescalate the situation
  - P3 maintain at all times:
    - P3.1 a positive and supportive attitude towards other people
    - P3.2 the safety to yourself and other people throughout the incident
  - P4 assess whether further assistance is necessary and where appropriate hand over control of the incident accordingly to the relevant person
  - P5 if necessary, use a level of physical intervention or reasonable force which is justifiable and proportionate to control the incident whilst minimising injury to you and other people
  - P6 assess whether individuals require first aid or medical treatment and organise it promptly
  - P7 reassure individuals where they have become stressed and anxious
  - P8 be alert to the possibility of danger still being present at the scene of the incident and make sure the scene of the incident is left safe and secure
  - P9 report the details of the incident fully and accurately including witness statements where appropriate

#### **Follow procedures for reporting violent incidents**

- You must be able to:*
- P10 assess your own behaviour in the incident and make sure that you acted within relevant legislation and standards in accordance with organisational procedures
  - P11 discuss the events of the incident with relevant people and establish what can be done to prevent recurrences
  - P12 complete records about the:
    - P12.1 circumstances and triggers of the incident
    - P12.2 action taken by other people
    - P12.3 your actions
    - P12.4 which precautionary measures were in use
  - P13 if appropriate, make use of available support and advice to help reduce

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incident-related health problems

P14 when reporting and accounting for use of force state:

P14.1 service users' behaviour;

P14.2 other factors (such as subject users' mental state, age, gender, physical stature, staff resources, bystanders, potential weapons);

P14.3 staff responses including physical interventions and level of force used

P14.4 any injuries sustained

P14.5 first aid and medical support provided

P14.6 details of any admissions to hospital

P14.7 support given to those involved and follow up action required

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### Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability
- K3 your job role, responsibilities and limitations
- K4 organisational procedures relevant to dealing with incidents and strategies for handling violent situations
- K5 the recommended approach for most situations
- K6 the correct safety procedures to follow during violent incidents
- K7 the rights of service users and the legal consequences of your actions including from the use of physical intervention and reasonable force
- K8 that the use of physical restraint is the last resort and you must be trained before using it in appropriate situations and to the appropriate level
- K9 first aid practices and when to summon assistance for first aid
- K10 who to go to for support
- K11 the reporting and recording procedures for violent incidents
- K12 the relevant standards for your work
- K13 risk assessments which are appropriate to your work
- K14 risk factors involved with utilising physical interventions
- K15 legal and professional implications of physical interventions
- K16 ways of reducing risk of harm during physical interventions
- K17 responsibilities immediately following physical interventions

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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

#### **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.

#### **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

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- 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.

### **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’.

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**Suite** The Prevention and Management of Violence in the Workplace (2013)

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