
Overview

What this standard is about

This standard is about your role in providing the appropriate support to those affected by a violent incident at work, including those who have had to use physical intervention to reduce violence. The support should be consistent with statutory regulations and policies and procedures laid down by your organisation. It is about ensuring support is available immediately, as well as in the short and long term.

Who is the standard for?

This standard is for you if anyone working for you or in your area of responsibility is involved in a violent incident while carrying out their work

**Performance
criteria**

- You must be able to:*
- Provide immediate support**
- P1 maintain a calm, reassuring, sensitive and non-judgmental attitude with those involved in the incident
 - P2 assess the needs of those affected by the incident including whether they feel safe, reassured and comfortable to discuss the incident and disclose the events that took place
 - P3 check that all those affected have received appropriate assistance following the incident
 - P4 seek advice from an appropriate person about the well-being, safety, health and continued support for those affected by the incident
 - P5 agree and implement short term arrangements which may involve:
 - P5.1 the type of support to enable recovery and return to normal duties
 - P5.2 time away from work
 - P5.3 returning to work
 - P5.4 a change from normal duties
 - P6 establish with those affected the levels of confidentiality and reasons why information may have to be shared
 - P7 provide information about their rights and procedures in relation to their situation
 - P8 record discussions and agree actions accurately to aid and assist further investigations in accordance with relevant legal requirements
 - P9 make sure that the arrangements for support are put in place immediately

- You must be able to:*
- Make sure continuing support is available**
- P10 follow up with those affected by the incident to make sure the agreed support arrangements are in place
 - P11 provide information about further support options and any relevant organisational procedures
 - P12 agree options for future working arrangements with those involved and inform the necessary people
 - P13 make sure options for future working arrangements are implemented and

Support individuals involved in violent incidents at work

- communicate with those requiring support at the agreed times
- P14 make sure the agreed referrals have been arranged
- P15 involve the individuals, when appropriate, in reviewing the incident and contributing to organisational initiatives to reduce future incidents and promote safer working
- P16 review the incident and associated support with all relevant people and record the findings in accordance with organisational procedures to aid recommendations and action plans resulting from the investigation
- P17 record discussions and the agreed actions accurately

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 how to maintain a calm, reassuring and professional attitude whilst with people under stress
- K4 the impact of violence on individuals and other people close to them and the immediate, short, medium and long term impact of on-going court procedures
- K5 the consequences of workers using physical intervention techniques
- K6 how to recognise and respond appropriately to an individual's distress
- K7 how to interpret body language for signs of distress and problems and the importance of making sure the individuals concerned feel safe to discuss the events of the incident
- K8 the organisation's policy and procedures for preventing work-related violence and the criteria laid down by the organisation as to what constitutes unacceptable behaviour
- K9 how to discuss the incident in a sensitive and non-judgmental manner and the importance of reassurance about confidentiality and when the need may arise to share the information
- K10 the range of support options available to workers after an incident in the immediate, short and long term
- K11 how and when to make effective referrals
- K12 the importance of discussing suitable working arrangements after an incident
- K13 the importance of keeping accurate records of all discussions

Glossary

Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by verbal abuse, threatening behaviour or physical violence.

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.

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.

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.

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