
Overview

What this standard is about

This standard is about responding promptly to complaints of violence and aggression regardless of the size of the incident, and recording events accurately in accordance with organisational requirements. It is also about assessing the causes of the incidents, evaluating and recommending any action in order to prevent further incidents.

Who is the standard for?

This standard is for you if you conduct investigations of incidents of violence at work and produce recommendations for change.

**Performance
criteria**

Investigate incidents of violence at work

- You must be able to:*
- P1 ensure the well-being and safety of the workers involved in the incident before seeking information
 - P2 ensure that the interviewee has the opportunity to have representation or support during the course of the interview
 - P3 assure those workers involved in the incident that the investigation will be conducted in a confidential and professional manner
 - P4 gather a precise account of the incident to include details of:
 - P4.1 the assailant
 - P4.2 their words and action
 - P4.3 any witnesses to the incident
 - P4.4 any relevant additional circumstances for consideration
 - P5 evaluate the triggers of violence and circumstances surrounding the people involved in the incident
 - P6 establish from the workers whether they were able to respond to the incident by following organisational procedures
 - P7 make sure that you report the events of the incident accurately
 - P8 inform all relevant people of the incident and follow-up action in accordance with organisational procedures
 - P9 make sure those involved in the incident are informed of the outcome of the investigation

Recommend measures to reduce incidents of violence

- You must be able to:*
- P10 identify trends by reviewing records of previous incidents
 - P11 establish whether workers responded to the incident in accordance with organisational policy and procedures
 - P12 if necessary, support workers where their responses/actions were inappropriate
 - P13 review the triggers which led to the violent incidents to establish whether they:
 - P13.1 occur frequently
 - P13.2 are avoidable by appropriate means
 - P14 investigate the number of incidents in relation to the training received by

Investigate and evaluate incidents of violence at work

the relevant workers

P15 evaluate:

P15.1 the effectiveness of training received by workers

P15.2 their understanding of procedures appropriate to their job role

P16 consult with relevant people and produce a clear plan of action which details:

P16.1 the recommendations to be implemented

P16.2 where the risk assessment should be updated

P17 make recommendations to the relevant person to reduce the risk of further similar incidents which are safe and cost-effective

P18 develop good practice by sharing relevant, non-confidential information with other people which could aid in the control of violent situations

P19 make sure your recommendations improve procedures and, therefore, the well-being, health and safety of the workers

P20 monitor and review to make sure that knowledge gained from the incident has been applied

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 including those who are at most risk and those with a specific responsibility for security
- K4 the legal implications of an incident of violence at work
- K5 the organisational procedures or social media site procedures concerning incident reporting and any documentation you are required to complete
- K6 how to conduct a structured investigative interview in an impartial manner which maintains the dignity of the interviewee
- K7 the importance of assuring workers involved in the incident that the investigation will be conducted in a confidential and professional manner
- K8 the correct method of incident reporting and the possibility of an incident getting out of control if adequate measures are not put in place in advance
- K9 effective methods of communication in sensitive situations
- K10 clear and concise methods of recording information
- K11 information essential to carrying out a successful evaluation
- K12 organisational procedures relating to your role in reducing the occurrence of violence in the workplace
- K13 the rights and responsibilities of employers and workers
- K14 how to draw up an achievable plan of action and the importance of consultation before drawing conclusions

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.

Evaluation

The process of determining whether an item or activity meets specified criteria.

It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence

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.

Manager

An individual charged with the responsibility for managing staff, resources and processes.

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.

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;
- 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.

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Investigate and evaluate incidents of violence at work

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