

CFAWRV11

Unit WRV11: Develop and maintain an effective management information system for incidents of violence at work



Overview

This unit is for you if you are responsible for developing and maintaining a management information system for data on incidents of violence at work.

This unit is about producing a qualitative system of information to aid in the prevention and management of work-related violence and the monitoring of incidents involving workers. It is also about using the system for producing reports and making it available for reviews.

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Performance criteria

You must be able to:

Develop a management information system for recording incidents of violence

- P1 establish the objectives, scope and requirements of the information system to be able to request the necessary information from appropriate people
- P2 develop the management information system to meet organisational requirements
- P3 involve managers and workers to encourage reporting in the future
- P4 confirm that all the information available to you is up-to-date and complies with the requirements set out in the organisation's policy and procedures
- P5 carry out regular updates of the system ensuring that information maintained in the system corresponds with all other relevant material
- P6 make sure information held is in accordance with relevant statutory regulations concerning data records
- P7 make the information available when required and in the agreed format
- P8 make sure that your records are accessible to all those who are authorised to use them

You must be able to:

Maintain the system to monitor performance

- P9 analyse the information in accordance with requirements
- P10 produce the required reports from the information available
- P11 confirm the information held is accurate and secure
- P12 consult with relevant people about how to improve the well-being, health and safety of workers using the information held
- P13 update the information held with any new information
- P14 make the information available for reviews of the policy and procedures with relevant people
- P15 communicate the reports produced and the decisions on action to all relevant people

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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 purpose of the information system and the type of data required
- K4 how to develop an appropriate system which enables quick and efficient information retrieval
- K5 who to contact in order to make sure the information system contains all relevant information
- K6 appropriate data for collection and the choices for methods of analysis
- K7 how to produce concise and clear information from information systems
- K8 how to set realistic performance objectives to meet organisational and professional standards
- K9 who is authorised to receive data and when
- K10 the importance of involving workers to encourage reporting in the future

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Additional Information

Glossary

KEY WORDS

DEFINITIONS

Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by 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.

Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

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.

Learner

Any person learning or training in a workplace and becomes subject to the hazards of an industry in the course of that learning.

Management Information System

A system designed to help managers plan and direct business and organisational operations.

It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

Manager

An individual charged with the responsibility for

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managing staff, resources and processes.

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

1. A statement which directs the present and future decisions of an organisation.
2. It is intended to influence and determine decisions, actions and other matters.
3. Typically, a policy designates a required process or procedure within an organisation.
4. 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, for example.

Relevant person

A person named in the organisation's procedures as having responsibility for incidents of violence at work.

Risk

The likelihood that the worker will be subjected to violence at work

Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)

A risk is the likelihood of potential harm from that hazard being realised.

The extent of the risk depends on:

1. the likelihood of that harm occurring;
2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and

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3. the population which might be affected by the hazard, i.e. the number of people who might be exposed

Safe working practices

Establish safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.

Service users

Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

Supervisor

A person in charge of a workplace or who has authority over a worker.

Support

This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.

Triggers of violence

Factors that might cause violence to occur. They can be categorised in four different types :

1. temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or
3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or
4. persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user

Violence whilst at work

Defined by HSE as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks."

The definition includes violence to employees at work by members of the public, whether inside a workplace or elsewhere, when the violence arises out of the employees' work activity. It would not include violence to people when not at work, e.g. when travelling

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between home and work or violence outside their normal working hours, even though where such risks were significant, employers might wish to take action to safeguard their employees.

Volunteer

A person who does volunteer work for which they receive little or no earnings.

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.

Work-related

That is, arising out of and in the course of the employment of a worker.

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Suite Prevention and management of work-related violence

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