

## CFAWRV5

### Unit WRV5: Implement policy and procedures to reduce the risk of violence at work



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#### Overview

This unit is for you if you are responsible for the effective implementation of policies and procedures which deal with reducing violence at work.

This unit is about the skills and knowledge required to make sure the measures and guidelines are in place for reducing violence at work, ensuring managers and workers follow procedures and are properly equipped to do so. It also covers reviewing the implementation of procedures for preventing violence at work.

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### Performance criteria

*You must be able to:*

#### **Enable workers to maximise their safety and that of other people**

- P1 identify the key people to whom potential and actual incidents of violence should be reported
- P2 make sure procedures are in place for service-users and workers to record complaints
- P3 make sure that all appropriate precautionary measures are in place to help reduce the risk of violence to workers
- P4 communicate to all workers:
  - P4.1 the purpose of the policy, procedures and guidelines
  - P4.2 the importance of maintaining their own safety, the safety of colleagues and that of service-users
  - P4.3 the people to whom they should report a risk of violence
- P5 provide appropriate equipment for those workers at risk of violence to summon assistance quickly
- P6 make sure all workers receive, where appropriate, training to enable them to minimise the risks of violence, including:
  - P6.1 assessing the level of risk
  - P6.2 calming threatening situations
  - P6.3 when to refer the situation to a relevant person
  - P6.4 the use of physical intervention
  - P6.5 evacuation procedures in the event of serious incident
  - P6.6 incident reporting procedures
- P7 make sure all workers receive opportunities to practice procedures before they face difficult situations
- P8 make sure appropriate support is readily available to any individuals affected by violence at work

*You must be able to:*

#### **Review the implementation of procedures to prevent violence at work**

- P9 regularly review with all workers the effect of the procedures on their work and how they may be improved
- P10 discuss with relevant people whether the risk of violence at work is being adequately managed
- P11 confirm the competence, and awareness of the organisation's policy and procedures, required of those with specific responsibilities for security
- P12 assess the number of incidents of unacceptable behaviour by analysing records
- P13 identify patterns in violent incidents including:
  - P13.1 the type of job role
  - P13.2 the individuals involved
  - P13.3 locations
  - P13.4 activities being undertaken
  - P13.5 triggers of violence
  - P13.6 the precautionary measures used
- P14 monitor the outcomes of training and assess whether further training is

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- required
- P15 record the outcomes of the whole review and any amendments to the procedures which are necessary
- P16 through consultation gain the acceptance of people affected by the changes to the procedures
- P17 communicate the changes to the procedures and the reasons for change to all workers

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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 job roles and responsibilities of all the workers for whom you are responsible
- K4 the rights of individuals and how these rights may be affected in violent situations if physical intervention is necessary
- K5 the importance of consulting and communicating with workers at regular intervals on this subject
- K6 the importance of identifying people who will have the responsibility for recording potential and actual incidents of violence at work
- K7 the need for a comments, compliments and complaints procedure for service-users and workers
- K8 which precautionary measures and communication equipment can be utilised by workers who are at immediate risk of violence
- K9 the training requirements of workers and how to make sure that workers receive adequate opportunities to practice the procedures
- K10 appropriate levels of support and advice for those affected by violence at work
- K11 how to carry out a detailed review of procedures including the competence requirements of those with a specific responsibility for security and an assessment of their level of awareness of the organisation's policy and procedures
- K12 the responsibilities of workers at most risk and the impact of the procedures on carrying out their duties effectively
- K13 the importance of checking that procedures still apply and are effective
- K14 the usefulness and implications of carrying out an analysis of patterns or trends
- K15 when it is appropriate to alter the procedures in line with workers' requirements, and the legal or professional implications of the alterations made to the procedures
- K16 who should be informed of amendments to the procedures
- K17 effective methods of communication to ensure full compliance with the amendments

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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.
<b>Physical Intervention</b>	<p>These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person's movement).</p> <p>Individuals should refer to their organisation's and industry specific guidelines and policies for further information.</p>
<b>Policy</b>	<ol style="list-style-type: none"><li>1. A statement which directs the present and future decisions of an organisation.</li><li>2. It is intended to influence and determine decisions, actions and other matters.</li><li>3. Typically, a policy designates a required process or procedure within an organisation.</li><li>4. They are often initiated because of some external requirement.</li></ol>
<b>Positive working environment/culture</b>	A working environment/culture which does not tolerate any violent behaviour.
<b>Precautionary measures</b>	These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,
<b>Procedures</b>	A series of steps following in a regular definite order that implements a policy, for example.
<b>Relevant person</b>	A person named in the organisation's procedures as having responsibility for incidents of violence at work.
<b>Risk</b>	<p>The likelihood that the worker will be subjected to violence at work</p> <p>Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice &amp; Guidance”. Reference L21 (ISBN 0-7176-2488-9)</p> <p>A risk is the likelihood of potential harm from that hazard being realised.</p> <p>The extent of the risk depends on:</p> <ol style="list-style-type: none"><li>1. the likelihood of that harm occurring;</li><li>2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and</li></ol>

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	<ol style="list-style-type: none"><li>3. the population which might be affected by the hazard, i.e. the number of people who might be exposed</li></ol>
<b>Safe working practices</b>	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.
<b>Service users</b>	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
<b>Supervisor</b>	A person in charge of a workplace or who has authority over a worker.
<b>Support</b>	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
<b>Triggers of violence</b>	Factors that might cause violence to occur. They can be categorised in four different types : <ol style="list-style-type: none"><li>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</li><li>2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or</li><li>3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or</li><li>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</li></ol>
<b>Violence whilst at work</b>	<p>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."</p> <p>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</p>

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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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**Relevant occupations** Business, Administration and Law; Health, Public Services and Care; Professional Occupations; Managers and Senior Officials; Associate Professionals and Technical Occupations; Engineering and manufacturing technologies; Construction, Planning and the built environment; Retail and commercial enterprise; Social sciences; Education and training; Preparation for life and work; Administration and Secretarial Occupations; Skilled Trades Occupations; Personal Service Occupations; Sales and Customer Services Occupations; Elementary Occupations

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**Suite** Prevention and management of work-related violence

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