

CFAWRV9

Unit WRV9: Investigate and evaluate incidents of violence at work



Overview

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

This unit is about responding promptly to complaints of violence 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.

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Performance criteria

You must be able to:

Investigate incidents of violence at work

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

You must be able to:

Recommend measures to reduce incidents of violence

- P9 identify trends by reviewing records of previous incidents
- P10 establish whether workers responded to the incident in accordance with organisational policy and procedures
- P11 if necessary, support workers where their responses/actions were inappropriate
- P12 review the triggers which led to the violent incidents to establish whether they:
 - P12.1 occur frequently
 - P12.2 are avoidable by appropriate means
- P13 investigate the number of incidents in relation to the training received by the relevant workers
- P14 evaluate:
 - P14.1 the effectiveness of training received by workers and
 - P14.2 their understanding of procedures appropriate to their job role
- P15 consult with relevant people and produce a clear plan of action which details:
 - P15.1 the recommendations to be implemented
 - P15.2 where the risk assessment should be updated
- P16 make recommendations to the relevant person to reduce the risk of further similar incidents which are safe and cost-effective
- P17 develop good practice by sharing relevant, non-confidential information with other people which could aid in the control of violent situations
- P18 make sure your recommendations improve procedures and, therefore, the well-being, health and safety of the workers
- P19 monitor and review to make sure that knowledge gained from the incident has been applied

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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 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 concerning incident reporting and any documentation you are required to complete
- K6 the importance of assuring workers involved in the incident that the investigation will be conducted in a confidential and professional manner
- K7 the correct method of incident reporting and the possibility of an incident getting out of control if adequate measure are not put in place in advance
- K8 effective methods of communication in sensitive situations
- K9 clear and concise methods of recording information
- K10 information essential to carrying out a successful evaluation
- K11 organisational procedures relating to your role in reducing the occurrence of violence in the workplace
- K12 the rights and responsibilities of employers and workers
- K13 how to draw up an achievable plan of action and the importance of consultation before drawing conclusions

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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	<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>
Policy	<ol style="list-style-type: none">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	<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 & 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">1. the likelihood of that harm occurring;2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and3. the population which might be affected by the hazard, i.e. the number of people who might be

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	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	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ol style="list-style-type: none">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, or2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or4. 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	<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 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</p>

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	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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