

STAFF 'PERSONAL SAFETY' POLICY

Managing The Risk Of Work Related Violence

Company name:

*A policy framework document provided by
SecuriCare International Limited*



Staff Personal Safety Policy

What is violence?

Work related violence can be defined as: “Incidents where persons are abused, threatened or assaulted, in circumstances relating to their work, involving an explicit or implicit challenge to their safety, wellbeing or health”

Why deal with violence?

There is a legal obligation to do so. Regulation 3 of the Management of Health and Safety at Work Regulations 1999 (UK) states that, “every employer shall make a suitable and sufficient assessment of:

- The risks to the health and safety of his (or her) employees to which they are exposed whilst they are at work; and
- The risks to the health and safety of persons not in his employment arising out of or in connection with the conduct of him or his undertaking”.

In addition to assessing and controlling the risk of violence in order to satisfy your legal requirements, there are practical reasons to do so:

- They can be instrumental in reducing the number of ‘safety critical’ incidents that occur
- They can prevent physical and psychological injury
- They underpin a process that creates a safe, secure and welcoming environment
- They ensure time and resources, including expenditure, are targeted efficiently and effectively
- They can reduce the risk of legal intervention including prosecution and claims for damages

What causes violence?

There is no one cause of violence. It is often in fact a combination of factors. By better understanding these causes you are likely to be better placed to prevent, control or manage the risk. These factors may include:

Physical causes including:

- Drug use
- Alcohol use
- Pain or discomfort
- Hunger
- Sleep deprivation
- Temperature
- Illness or poor health
- Defence of territory or possessions

Psychological causes including:

- Inappropriate assertiveness
- Anger or fear
- Frustration
- Humiliation or embarrassment
- Age or maturity
- Stress
- Confusion or misunderstanding
- Boredom
- Criminal disposition

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There may also be other 'situational' factors that can contribute to, escalate or sustain violence. These may include:

- Environment. e.g. poor décor, furnishing, lighting, sights, sounds, smells
- Lack of amenities. e.g. telephones, refreshments, inadequate/dirty facilities, no information
- Social problems. e.g. disputes, unemployment, aspirations not matching achievements
- Violation of territory. e.g. invasion of privacy in the home or elsewhere
- Individual behaviour e.g. tone of voice, unsympathetic, challenging, provocative language, indifference, insensitivity, crowding, body position or touching.

Who could be exposed to violence at work?

The HSE state that any member of staff dealing with the general public could conceivably be at risk of exposure to violence. Staff dealing with those under the influence of alcohol or drugs, who carry out enforcement activities as well as those handling cash may be at increased risk. Some groups of workers may be especially vulnerable. These include the young, less experienced and pregnant staff as well as lone workers.

Lone workers can be anyone who works by himself or herself without close or direct supervision. Some common examples, which can be found are;

- Home workers
- A person working on their own
- People working outside normal hours on their own
- Mobile workers who work away from the base on their own

Additional guidance can be obtained from the HSE publication 'Working Alone in Safety' INDG 73.

Protecting the organisation and it's staff from work related violence

Incidents of violence towards staff are thankfully rare. However this does not diminish the need to tackle the issue in a pro-active manner. This policy document outlines the arrangements that are required to do so safely and effectively.

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1. Statement Of Intent

The Commitment Of The Senior Company Representative

I consider that every employee and service user has a right to feel that he or she will be safe whilst on our premises.

This organisation wholly accepts the aims and provisions of the Health & Safety at Work Act 1974 and the Management of Health & safety at Work regulations 1999. It recognises that foremost, in its duties and responsibilities to its employees and service users is the provision and maintenance of an environment that is free from crime, disorder and in particular violence (abuse, threats and physical assault).

As the most senior company representative I am committed to ensuring that we conduct our undertakings, as so far as it is reasonably practical to do so, in a manner such as to ensure the health and safety of service users and staff alike.

The importance of managing this issue is such that I believe it should permeate every aspect of day-to-day operations. As the most senior company representative I am committed to creating a safe place of work, instituting safe working practices and ensuring that staff are able to access all the necessary information, instruction, training and support they require in order to enable them to carry out their duties safely and effectively.

I will also ensure safety and security related matters will be an open item at all meetings.

The Way Forward

In order to achieve excellence in this area this policy document* has been produced.

I believe that by applying the process outlined in this document and following the principals and guidance laid down therein you will be able to play an active role in ensuring that we are able to run safe, welcoming and trouble free business operations.

Signed: _____ . Position: _____ ..

Date: _____ Review date: _____

* This document does not replace the main Health & Safety policy

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2. Responsibilities

1. Overall and final responsibility for managing the risk of work related violence is that of:

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2. Day to day responsibility for seeing this policy is put into practice is delegated to the following individuals:

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3. To ensure appropriate safety and security standards are maintained and improved wherever possible the following people have responsibility for monitoring arrangements in the following areas:

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4. All employees should:

- Co-operate with supervisors and managers on matters related to health, safety and security
- Not interfere with anything provided in the interests of health and safety
- Take reasonable care for their own health and safety, and;
- Report any hazards or concerns to the appropriate delegated individual

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3. Risk Assessment

Risk assessments will be undertaken by:

AREA:

AREA:

AREA:

AREA:

AREA:

The findings of the risk assessments will be reported to:

Action required to remove/control risks will be approved by:

The person responsible for ensuring that any action required is implemented is:

These actions will be checked and/or verified by:

Assessments will be reviewed every:

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or following:

- A major incident or series of minor incidents
- A significant change to the nature of trading/operating procedures
- A significant change to the design, structure or location of the work place
- A significant change to working practices
- A significant turnover of staff

Risk assessment forms can be obtained from:

- Or by visiting <http://www.securicare.com/resources/socrates/> (tick if relevant)

Risk assessments will be stored centrally:

- See appendix for copies of current local risk assessments (tick if relevant)

Information on how to complete risk assessments can be obtained by reading the following document:

Managing work related violence: *A common sense guide to risk assessment. (2005) Hollins, L. and Hardy, P. N. 2nd Ed. Elysium Publishing. York, England. ISBN number: 0-9543133-0-5*

Specialist guidance on assessing and controlling the risk of violence will be provided by:

SecuriCare International
Martin, House, Barley Rise, Strensall, York, YO32 5AA Tel: 01904 492442

Or:

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4. Consultation With Employees

Employee representatives are:

And/or consultation with employees will be achieved by the following means:

And/or consultation with service users will be achieved by the following means (where appropriate):

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5. Information, Instruction And Supervision

Within the company, general advice on dealing with safety and security related matters is available from:

The agency nominated with providing this organisation with specific advice on managing the risk of violence is:

SecuriCare International
Martin, House, Barley Rise, Strensall, York, YO32 5AA Tel: 01904 492442

Or:

Training

Basic induction training will be provided to all employees by:

The specific job roles/worker groups which risk assessment has determined will require conflict management or 'non-physical intervention' skills training are:

Refresher/update training will be provided at the following frequency::

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The specific job roles/worker groups which risk assessment has determined will require training in 'physical intervention' skills are:

Refresher/update training will be provided at the following frequency::

Training records are kept by/or in the following area:

Training needs will be identified, arranged and monitored by:

Specialist training in conflict management (risk reduction, non-physical and physical interventions) will be provided by:

SecuriCare International
Martin, House, Barley Rise, Strensall, York, YO32 5AA Tel: 01904 492442

Or:

6. Controlling The Risk Of Violence

A hierarchy of control

Having completed risk assessments, measures must be introduced to control the danger. Reg 4 of the Management of Health and Safety at Work Regulations 1999 states that where an employer implements any preventive and protective measures they shall do so on the basis of the general principles of prevention specified in Schedule 1, which are:

- a. Avoiding risks;
- b. Evaluating the risks which cannot be avoided;
- c. Combating the risks at source;
- d. Adapting work to the individual;
- e. Adapting to technical progress
- f. Replacing dangerous with non-dangerous or less dangerous
- g. Developing a coherent prevention policy
- h. Giving collective prevention measures priority over individual protective measures
- i. Giving appropriate instruction to employees

Types of risk control measures

The risk assessor should detail the current control measures that are actually in place and operational. These include:

- **Work environment;** protective screens, locks and CCTV etc
- **Job design;** staffing levels and safety procedures
- **Training & information;** personal safety awareness, conflict management, breakaway and restraint skills

Specific guidance for lone workers

Lone workers must be suitably experienced, have received suitable instructions and if necessary, training on the risks they are exposed to and the precautions to be used.

It is the policy of this organisation to ensure adequate supervision is provided. The adequacy of the supervision will depend on the level of risk, types of risk and duration of exposure. Adequacy of supervision may involve some of the following:

- Periodic checks on lone workers i.e. visual
- Periodic contact with lone worker i.e., telephone
- Contact with other lone workers - records kept
- Automatic warning devices
- General or specific alarms for emergencies
- Checks on lone workers to ensure they have returned to the (Department) or home on completion of activities

Separate risk assessments may be completed for staff operating as lone workers.

7. Action In Event Of Incident

Responding safely to incidents

It is best practice to make sure you can both see and be seen at all times. Failing that you should always be aware of where your nearest colleague is working.

In the event that there are individuals whose behaviour is giving cause for concern it is crucial that any response is timely, appropriate, dignified and lawful.

A calm measured approach to a situation is likely to have a positive effect and will ensure positive witness reinforcement after the event. To this end staff should avoid giving the impression that they have lost their temper or are acting out of anger or frustration.

Staff should never take unnecessary risks. In certain circumstances it is inadvisable to intervene at all, such as occasions where weapons are present or there are large numbers of people engaged in disorder/violence. In these instances staff should focus on moving people out of danger and notifying the Police.

Furthermore staff should never call on other members of the public for assistance. The involvement of other people should be positively discouraged.

Any intervention must be in line with the procedures and guidelines contained within this document. Action outside of these may render a member of staff ineligible for support from the legal services

If there is anything that staff are not clear about or any foreseeable eventuality that is not covered in this document staff should speak to the designated area supervisor and raise the issue as a matter of priority.

- See appendix for more detailed guidelines (Tick if relevant)
- See accompanying 'Physical Intervention' policy (Tick if relevant)

Immediate post incident action

In the event that anyone is adversely effected by an incident it is essential that the correct support is provided in a timely and sensitive fashion. Senior staff will take the initial lead in this area immediately after the event and managers will be expected to take this responsibility over as soon as they are notified.

The nature and extent of that support will depend on the severity of the incident itself, but may include any one or a combination of the following.

In event of no obvious physical injury

Examples of which may include shock or distress.

With the service user as the victim/casualty

- They should be provided with some privacy in the aftermath
- They should be allowed reasonable access to a phone
- They should be allowed to make any complaint to the most senior staff representative available

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With a member of staff as the victim/casualty

- They should be provided with opportunity for 'time out'
- They should be allowed reasonable opportunity to return to work 'at their pace'
- They should be allowed to make any complaint to the most senior staff representative available

As an employer this organisation is committed to providing comprehensive support to any member of staff who is a victim of violence.

Staff who become victims of crime, particularly violent crime, may be at increased risk of developing symptoms associated with post-traumatic stress. These include intrusive memories and dreams, sleep disturbance, anxiety, hyper vigilance, anger and a sense of helplessness or vulnerability.

Senior staff should seek to establish how staff have been effected by incidents within the first 24 hours following an incident. Managers are advised to talk to all effected staff individually and in turn. This should include all staff not just those attacked or directly victimised.

Depending on the severity of the incident it is considered best practice to follow this initial assessment up within 2 to 4 weeks in order to determine how staff are holding up.

It is the responsibility of the manager to arrange for appropriate support in the event that a member of staff is the victim of violence whilst at work or otherwise engaged in a work related activity.

The support that may be offered to staff will include appropriate legal, medical and welfare support.

It is important that it is clear to staff that the decision to take up the offer of support is a matter of personal choice, and in no way mandatory.

It must be stressed that any legal support offered to a member of staff accused of assault will be dependent on them having observed guidelines and training.

In event of minor physical injury

Examples of which may include cuts, abrasions, muscle strains of general soreness in the region of contact sites.

With the service user as the victim/casualty

- They should be made as comfortable as possible
- Only appointed and trained first aiders should offer treatment
- If treatment is declined it should be noted in any incident report form
- Other staff should remain on standby to offer any reasonable assistance

With a member of staff as the victim/casualty

- They should be made as comfortable as possible
- Only appointed and trained first aiders should offer treatment
- Other staff should remain on standby to offer any reasonable assistance
- The HR dept should be notified and access to an occupational health nurse arranged

In event of major physical injury

Examples of which include penetrative trauma and dislocation or fractures.

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With the service user as the victim/casualty

- Arrangement should be made immediately for transport to hospital via ambulance
- Any personal belongings should be secured
- Accident reports forms should be completed as soon as is practical

With a member of staff as the victim/casualty

- Arrangements should be made to notify the nominated next of kin as a matter of priority
- Arrangement should be made immediately for transport to hospital via ambulance
- Any personal belongings should be secured
- Accident reports forms should be completed as soon as is practical

See appendix for more detailed guidelines (Tick if relevant)

Completing incident reports

This organisation recognises the need to comply with Health & Safety Legislation as well as learn from incidents that occur within the working environment and to examine the cause of such incidents to prevent a recurrence.

All incidents and 'near misses', however minor must be recorded on the company incident record form.

Examples of those incidents that need recording include:

- Threats
- Physical assault
- Aggravated physical assault or the presence of a weapon
- Collapse or unconsciousness
- The administration of first aid

The staff member(s) who actually witness the incident must complete an incident report form at the time of the incident, or as soon as possible thereafter.

The forms have been designed to elicit key information by posing a series of questions before allowing individual staff to include an account in their own words. The following information should be included in any report:

- Date, time and location of the incident
- Full name, address and occupation of the person(s) involved
- When and where the incident took place
- Events leading up to the incident
- Nature and extent of injury or loss
- Action taken by staff
- Names of any witnesses
- Any attendance by Emergency Services

When completing a record/report/statement particular attention should be given to:

- Recording the information as soon after the incident as practically possible
- Identify key witnesses, their actions and the effects of those actions
- Recording all information. (Do not edit. Let the police decide what is useful or relevant)

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- Record everything in chronological order; the 5 W's – who, what, why, where and when
- Making a good description of the person (including distinguishing features; scars, tattoos etc and clothing for easy identification)
- Use unambiguous language, e.g., rather than "I noticed", say "I saw"
- Recording direct speech (what is actually said)
- Say if you felt alarmed, distressed, afraid or if you felt the safety of other staff or the public was endangered
- Considering a sketch plan of the incident
- Keep your original notes (if any)

Incident report forms can be obtained from:

Completing RIDDOR reports

What must be reported officially?

The Local Manager ensure the local Environmental Health Department are notified of any incidents Covered by The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. Here is a summary of the rules:

- In the event of a death or major injury or an incident which results in a member of the public being admitted immediately to hospital for more than 24 hours or a staff member being off work for more than 3 days notification must be made by the quickest practical means. In practice this may mean by phone (note the name of who you spoke to) or fax (this provides you with a record of transmission).
- Notifiable accidents and incidents are those arising out of, or in connection with work. You should follow the procedure for employees and contractors. It is strongly recommended that you follow this procedure when a member of the public is involved.
- This must be followed up by a written report using Form 2508 within 10 days

RIDDOR report forms can be obtained from:

Completing post incident activities

After any incident it is crucial that all relevant lessons are learnt and a recurrence is prevented.

The local manager may:

- Convene an operational de-brief
- Convene emergency training
- Complete a formal incident/accident investigation
- Re-visit risk assessments

APPENDICES

RISK ASSESSMENTS

GUIDELINES

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About SecuriCare International:

SecuriCare was founded in March 1995 to provide specialist consultancy in the management of challenging, disruptive and violent behaviour. This includes all aspects of planning and prevention and control; including the use of appropriate physical and non-physical intervention skills. We are now established as one of the major providers of training and consultancy in this sector.

Our clients include:

- Leisure: Center Parcs, Sam Smiths Old Brewery, Lego Land, Claridges, Virgin Active
- Retail: Selfridges, Marks & Spencer's, Burberry
- Airlines: Virgin Atlantic, British Midland, Thomas Cook, First Choice, Aer Lingus, Thompson Fly, HiFly, Jet2.com, Monarch Airlines
- NHS Trusts: York, Medway, Kensington & Chelsea, Mayday, West Essex, Princess Alexandra
- Home Office: The Borders and Immigration Agency, The National Asylum Support Service
- RSPCA, City Hall London, City of York County Council

Services that SecuriCare offer include:

Consultancy services;

- Risk assessment
- Policy development
- Security reviews

Training programmes;

- How to assess the risk of work related violence
- How to handle angry and aggressive behaviour
- How to respond to physical provocation
- How to contain and stabilise violent individuals

Product supply;

- Bespoke intervention guidelines
- Guidance books
- Training videos
- Safety equipment

For more information without obligation on our range of products and services, contact one of our team of friendly and helpful advisors:

Phone: 01904 492 442

E-mail: trainers@securicare.com

www.securecare.com