

**'MANAGING WORK RELATED VIOLENCE'**  
**POLICY DOCUMENT**

**This is the policy document of:**

*(Insert company name)*

*A free policy framework document provided by*

***SecuriCare International***

Martin House, Barley Rise, Strensall, York, YO32 5AA Tel: 01904 492 442 [www.securicare.com](http://www.securicare.com)

**What is work related 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 underpin a process that creates a safe, secure and welcoming environment
- They ensure time and resources, including expenditure, are targeted efficiently and effectively

**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 abuse
- alcoholism
- pain/discomfort
- hunger
- sleep deprivation
- appearance
- illness/poor health
- defence of territory or possessions
- brain damage

psychological causes including:

- fear
- frustration
- humiliation
- inappropriate assertiveness
- vulnerability
- threats (self defence)
- age/maturity
- illness including mental disorders
- depression/anxiety
- boredom

## Anti-Violence Policy

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, cold, sights, sounds, smells
- Lack of amenities. e.g. telephones, refreshments, inadequate/dirty facilities, no information
- Social problems. e.g. poor housing, 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.

### **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 do-it-yourself policy document outlines the arrangements that are required to do so safely and effectively. All you have to do is complete the document and insert the relevant details.

**1. Statement of intent**

**The Commitment Of The Managing Director (or individual in most senior position)**

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 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, contractors 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 business strategy meetings.

**The Contribution Of Managers**

I believe that management of all grades have a responsibility creating safe and secure business operations as well as ensuring all legal requirements are satisfied.

Safety and security related matters will be an open item at all operations meetings and staff meetings.

**The Contribution Of Staff**

In order to be successful in this endeavour our employees (part-time and full time) have an important role to play. By accepting ensuring strict adherence to all arrangements and procedures that are introduced in the drive to maintain a safe and secure working environment they will be playing a vital role.

Staff should ensure that any safety or security related matters are raised with managers at the first opportunity.

**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

**2. Responsibilities**

1. Overall and final responsibility for health and safety is that of:

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

3. To ensure health and safety standards are maintained and improved wherever possible the following people have responsibility for the following areas:

AREA:

AREA:

AREA:

AREA:

AREA:

4. All employees have to:

- 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

**3. Risk assessment**

Risk assessments will be undertaken by:

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 verified by:

Assessments will be stored:

Assessments will be reviewed every:

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

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

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

or

**4. Consultation with employees**

Employee representatives are:

Consultation with employees is provided by the following means:

**5. Information, instruction and supervision**

Within the company, general advice on dealing with risks associated with violence is available from:

The supervision of young workers/trainees or specified vulnerable employees will be arranged/undertaken/monitored by:

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::

## Anti-Violence Policy

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:

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. Emergency procedures**

### **Action if confronted by an angry service user:**

Try to instil some calm by:

- Giving them some space
- Relaxing your posture
- Controlling your tone of voice
- Regulating eye contact
- Provide them with opportunity to have their say
- Be patient; repeat yourself as and when necessary

Endeavour to establish meaningful and 'productive' communication by:

- Listening actively to what they have to say
- Resisting temptation to 'but' in before they have finished
- Asking 'open' questions to clarify issues
- Making any requests politely
- Explaining to them why you are unable to serve them or submit to their requests;  
; It's company policy, or a health & safety issue
- Making a friendly gesture

Bring interaction to a safe conclusion by:

- Apologising where appropriate
- Referring customers to the appropriate person to pursue official complaints
- Avoiding giving ultimatums; give them choices
- Agreeing an acceptable compromise
- Offering face saving; allow them to have the last word (this is not about winning)
- Staying aware and continually assessing for developing danger

Put personal safety first by:

- Handing over to your line manager or summoning assistance if you feel uncomfortable, unsafe or are dealing with a situation for which you haven't been trained
- Withdrawing if you feel threatened
- Surrendering cash in event of criminal attack

**Staff should avoid getting into an argument**

**Staff should not turn their back on an aggressor**

**Staff should never try to use force to resolve the problem or restrain people**

**Staff should never chase/pursue 'offenders'**

## Anti-Violence Policy

### Action if threatened or verbally challenged:

Any threat should be taken seriously  
Anyone challenging staff to 'fight' should be considered a potential danger  
Only continue to try to calm them if it is safe  
Step back get away/out of range and summon assistance

**NEVER call on other customers to help**

**DON'T try to restrain the person**

**DON'T retaliate**

### Action if pushed or jostled:

This is a clear warning sign  
The main priority is your safety  
Step back get away/out of range and summon assistance

**NEVER call on other customers to help**

**DON'T try to restrain the person**

**DON'T retaliate**

### Action if grabbed or held:

Don't immediately assume that force is the only way to resolve the situation. In many cases by counter attacking you will increase the danger.  
Try as far as it is reasonably practical to talk the situation down  
Alert colleagues/summon assistance

**NEVER call on customers to help**

**DON'T try to restrain the person**

**DON'T retaliate**

### Action if there is a 'fight' on the premises:

Staff should resist temptation to 'rush in' and physically break the fight up, they should keep a safe distance  
They should use clear, direct voice commands may be used to encourage the participants to end it;  
"STOP!", "NO MORE!", "LET GO"  
Customers may be encouraged to move back away or discouraged from getting involved

**DON'T try to restrain the person**

And/or ADDITIONAL GUIDANCE

**7. Incidents and near misses**

In any event where someone is injured or a crime has been committed the police should be notified as soon as is reasonably practical via the following method:

In an emergency the Police should be notified immediately on 999

First aid boxes are kept in the following locations:

The appointed person/first aider is/are:

All incidents where violence is apparent, threatened or feared must be reported. The incident report forms are kept:

They must be returned to:

The person responsible for reporting incidents that result in fatalities, major injuries, 3 day accidents and dangerous occurrences to the enforcing authority is:

Counselling services are available to all staff and can be accessed via:

**8. Monitoring and evaluation**

The person responsible for undertaking safety inspections and safety tours is:

Incident investigation will be undertaken/co-ordinated by:

The person responsible for acting on investigation findings, or data generated by tours and inspections, in order to prevent a recurrence is:

**Notice**

Although great care has been taken in the production of this policy document framework, SecuriCare cannot under any circumstances accept responsibility for errors, omissions, suggestions or advice contained herein.

The use of this document does not imply any contractual relationship between the end user and Securicare.

Clients are reminded that the duty to comply with legal requirements imposed by the Health & Safety at Work Act and other legal requirements rests with the business owner/director/operator

## **About SecuriCare**

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.

SecuriCare are currently represented on the Governments inter-departmental committee on violence to staff (CVS)

SecuriCare are also founder members of the Institute of Conflict Management (ICM). The (ICM) has been formed to:

- Further education and training in all aspects of conflict management and intervention strategies.
- Develop and promote standards of performance, conduct, and practice.
- Ensure best advice and safe practice.

Securicare is also an ICM quality award centre. This is in recognition of SecuriCares commitment to raising standards in training in the management of work related violence.

Our clients include:

- Leisure: Center Parcs, Sam Smiths Old Brewery, Lego Land
- Retail: Selfridges, John Lewis, Gap clothing, Marks & Spencer's
- Airlines: British Midland, EasyJet, Excel, Astreus, Thomas Cook, First Choice
- NHS Trusts: York, Medway, Poole, Kensington & Chelsea
- Home Office: Immigration & Nationalisation Directorate, National Asylum Support Service

Services that we offer include, consultancy services;

- ; Risk assessment
- ; Organisational stress audits

Training services;

- ; 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
- ; How to manage work stress effectively

Product supply;

- ; Workbooks
- ; Guidance books
- ; Training videos

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

Martin House, Barley Rise, Strensall, York, YO32 5AA

Tel: 01904 492442 E-mail: [trainers@securicare.com](mailto:trainers@securicare.com)

**Or visit our website at [www.securicare.com](http://www.securicare.com)**