

VIOLENCE AT WORK
POLICY AND PROCEDURES

1. **POLICY**

The Authority recognises that in providing an effective service its employees may be exposed to violence at work.

Violence at work is any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his or her employment.

The Authority will not tolerate:-

- verbal or physical abuse of its employees, including racial and sexual harassment,
- threats against employees,
- physical assault upon employees as a result of their employment,
- attacks on the property of employees which result from their employment,
- any form of violence between employees.

In accordance with its responsibilities for the health and safety of employees, the Authority will take all reasonably practicable steps to prevent violence at work. These will include the provision of safe systems of work and appropriate training.

The Director will be responsible for ensuring that employees at risk are identified and that preventive measures are taken where reasonably practicable. Preventive measures will include:-

- Assessing the extent of the problem faced by employees.
- Identifying areas of risk.
- Reviewing systems of working and ensuring that staff at risk receive training to de-escalate potentially violent situations.
- Ensuring that employees who have been assaulted or abused, are debriefed and where appropriate, given access to trained counsellors.
- Introducing a comprehensive system to monitor and analyse violent incidents and ensuring that its findings are acted upon.

The Authority recognises that tolerance of violence varies from one individual to another. It will take seriously any situation in which an employee perceives that he or she has been the victim of violence at work.

The Authority will ensure that its employees are made aware of their responsibilities under health and safety legislation to take reasonable care for their own health and safety and that of other persons affected by their work.

Employees will be required to report incidents involving violence or aggression.

Where an individual experiences violence at work, through no fault of his or her own, this will not be interpreted as a reflection on the employee's ability to perform his or her duties. Employees will be encouraged to share their anxieties about actual events or perceived threats and to contribute to the process of assessing and managing risk.

Where an employee is the victim of violent behaviour, the Authority will provide appropriate support.

Support for employees who become victims of violence at work may include:-

- Lump sum benefits, in respect of employees who are killed or permanently disabled in the course of their work.
- Cover for loss, destruction or damage of clothing and personal effects.
- Legal assistance in appropriate cases and advice in all cases.
- Counselling and compassionate leave.
- Injury allowance under The Local Government Pension Scheme 'L' Regulations.

Where an employee is subjected to verbal abuse or threats in the course of his or her work, the Authority will in appropriate cases, send a formal letter to the perpetrator warning that the police will be notified and that legal action might be taken by the employee should a breach of law occur.

1.1 **Training**

The Authority is committed to developing a training programme, co-ordinated by the Personnel Section, to enable staff to cope with violent situations which may arise at work. Training will focus on the following key areas:-

- i) the prevention of violence - how to recognise and where possible defuse aggression before it develops into a serious incident; familiarisation with working procedures designed to minimise the risk of violence occurring; etc.
- ii) coping with violence - how to react when a violent situation occurs; reporting procedures and their importance; etc.

- iii) dealing with the after effects of violence - information about the resources available to staff who experience violence at work; training for managers to enable them to be supportive of staff who have been victims of violence; etc.

Monitoring of training needs will be an ongoing process.

2. **DEFINITIONS**

2.1 **Violence at Work**

The Authority has adopted the following definition of violence at work:-

Violence at work is any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his or her employment.

The Authority accepts that it has a responsibility to take seriously any situation in which an employee perceives that he or she has been the victim of violence at work.

2.2 **Serious Violence**

This is violence which causes or could reasonably be expected to cause the victim one or more of the following:

- physical injury needing consequential medical treatment or first aid.
- emotional distress needing consequential clinical treatment or counselling.
- to be off regular work for more than three days.

2.3 **Minor Violence**

This is violence which is less than serious. It includes all forms of threatening, menacing or abusive behaviour including gestures or language, spitting and other less consequential conduct.

3. **SELF DEFENCE**

It is lawful for a person to use force in self defence provided that it is reasonable. However, as is so often the case in law, what is reasonable is a question of fact in each case.

Technically, physical restraint is a trespass to the person and might amount to false imprisonment if it deprives the person of his or her liberty for any time,

however, short, without cause. In such circumstances it is for the person carrying out the restraint to justify his or her action, for example when acting in self defence, or restraining persons from injuring themselves or others.

As a general rule physical restraint should be the least force sufficient to restrain the person, concentrating if possible on securing the arms and/or legs.

4. **VIOLENT BEHAVIOUR BETWEEN EMPLOYEES**

Where violent behaviour occurs between employees, these procedures should be followed in so far as they may be appropriate. Managers should also take into account Disciplinary Procedures where applicable.

5. **MANAGEMENT RESPONSIBILITIES**

Section Leaders are required to:-

- Conduct ongoing assessments of the potential causes and likelihood of violence in all areas under their control.
- Take all reasonable steps to minimise the risk of violence in the areas under their control.
- Make available such suitable and effective preventive aids as may be appropriate to the system of work.
- Provide practical guidance and help to employees who may be at risk. This will include written guidelines and appropriate training.
- Investigate and record all incidents of violence to employees.
- Collate information concerning individuals who may be likely to resort to violent behaviour, and
- Provide sufficient information to employees who may have dealings with such persons to enable them to meet the obligation of employees to look after their own health and safety at work.

6. **EMPLOYEE RESPONSIBILITIES**

Employees are required to take reasonable care for themselves and colleagues at work. Employees should:-

- Familiarise themselves with the Authority's procedures, guidelines and instructions concerning violence in the workplace.

- Participate in training provided by the Authority.
- Report all incidents of violence, both serious and minor, whether actual, threatened or perceived. Actual incidents of violence are to be recorded in the Accident Book and reported to the Section Leader concerned.
- Contribute, when asked, toward reviews of any incident in which they have been personally involved.

7. **INSPECTION AND SIMILAR DUTIES**

These include inspection or other duties where an officer may have to confront an issue which may develop into a potentially violent situation, or in which an officer, his/her equipment or other property may be at risk. Before embarking on any such activity full consideration should be given to the potential dangers, the risk, means of defence and of escape. An itinerary, including times where possible, should be prepared and left at the work base. Risk reduction measures include:

- working in pairs;
- provision and use of radio communications;
- ensuring that a means of escape is always available.

Radio communication, where provided, should be established before approaching a potentially violent situation and again on leaving it. In cases where the visit or activity is prolonged, intermediate contact is appropriate.

Details of the arrangements and any special instructions for staff are to be included in the Authority's Health and Safety Documents.

8. **DISSEMINATION OF INFORMATION**

It is important that factual information regarding potentially violent individuals with whom employees are likely to have dealings is not withheld either within or between Sections. However, in passing such information care should be taken to ensure that it is accurate.

9. **REPORTING AND RECORDING PROCEDURES**

9.1 **Serious Violence**

Following an incident of serious violence the victim's Section Leader must be informed immediately. Where the victim is too distressed to report the incident, or where a serious injury has been sustained, a colleague should make the report on his or her behalf.

- In the absence of the Section Leader the incident should be reported to the next in line of authority.
- The well-being of the victim and other persons involved is of paramount importance and medical attention must be provided with the urgency demanded by the situation
- Supportive and sympathetic reaction to the victim should be given by management and colleagues.

9.2 **Minor Violence**

Following an incident of minor violence, including incidents which fall short of physical violence, the matter should be reported to the victim's Section Leader as soon as is reasonably practicable.

9.3 **Records**

9.3.1 **Incident File**

The Section Leader concerned is to initiate an "Incident File" containing copies of all documents relating to each case of violence at work. Individual Incident Files may be called for in the event of any claim or litigation.

9.3.2 **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (Riddor) 1995**

Although an act of violence is not normally considered to be an accident at work, it is covered by Riddor. In consequence, all incidents of violence involving either physical injury or emotional stress to employees are to be reported using the Accident Book (BI510) and the Accident Report Form ACC1. The completed ACC1 should be sent to the Personnel Section which will report notifiable injuries to the Health and Safety Executive. Should the assailant be injured then an ACC2 Accident Report Form should be completed and returned in a similar manner. A copy of the Accident Report Form should be placed on the Incident File retained by the Section Leader.

9.3.3 **Violent Incident Report Form**

The Section Leader concerned should ensure that the victim of a violent incident, whether serious or minor, completes a Violent Incident Report Form. (Appendix 1).

If the Employee is unable to complete the form due to distress or injury the Section Leader should ensure that it is completed on his or her behalf.

The Section Leader should complete Part 2 of the form. He or she should place a copy of the form on the Incident File and should forward the original to the Personnel Section.

9.3.4 Monitoring Reports of Violent Incidents

The Violent Incident Report Forms submitted to the Personnel Section will be analysed on a quarterly basis, with incidents being classified by type, location, persons involved, possible causes. A summary of the quarterly analysis will be passed to the Health and Safety Committee which will look for trends and where appropriate make recommendations to management to reduce risk, improve training, etc.

The copy of the Violent Incident Report Form held by the victim's Section Leader should be discussed locally by the manager and his or her staff e.g. at periodic meetings to discuss safety and reducing risk. Discussion of the report forms should highlight problem areas, indicate where working practices may need to be changed and provide feedback on the effectiveness of measures previously introduced to minimise risk.

Action taken here will feed into the ongoing process of systematic risk assessment, control and review which the Authority must undertake in relation to all its work activity under the Management of Health and Safety at Work Regulations 1992.

9.3.5 Physical Assault Report Form

When a serious violent incident occurs the first priority must be to secure the welfare of the employee involved.

It is also important to ensure that the incident is properly documented, failing which it is unlikely that any subsequent prosecution will succeed. A note should be made as soon as possible of the date, time, place and nature of the incident. The names and addresses of any witness statements should be left to the Police or a Solicitor.

In cases of assault resulting in physical injury the employee or a colleague should report the incident immediately to the victim's Section Leader.

The Section Leader will ensure that the Police are informed that a serious assault has taken place.

The Section Leader will also report the incident to the Director via the Personnel Section, following this verbal report up with a Physical Assault Report Form (Appendix 2).

The Physical Assault Form should be completed and forwarded to the Personnel Section with any witness statements within 24 hours of the incident, to ensure that the facts are recorded immediately and accurately. A copy of the Physical Assault Report Form should be retained on the Incident File by the Section Leader.

Subsequently the Authority's Violent Incident Report Form should be completed.

9.4 **Police Involvement**

It is not always easy to decide whether or not to call the police. However, police advice is useful to managers and others in deciding whether or not an act of violence constitutes a criminal offence.

The role of management certainly extends to calling the police whenever a criminal offence has been committed on Authority premises and this should be done without delay if the offender is to be apprehended.

Individual employees, particularly those acting alone, who are subjected to violence in the course of their duties are encouraged to call the police. This is not necessarily done in the interest of retribution but with the objective of preventing recurrence and protecting other potential victims. A consistent reporting policy may serve as a deterrent.

Where a victim is seriously incapacitated and unable to call the police personally, this should be done on his/her behalf by colleagues or the Section Leader concerned using the quickest available means - usually the telephone.

The maxim to follow is that should there be any doubt about a particular incident then call the police. However:-

The views of the victim should be taken into consideration.

Managers whose staff have a responsibility for dealing with potentially violent people should establish a local relationship with the police in order that incidents may be resolved speedily and with minimum disruption. The police have powers to prevent or stop a breach of the peace and arrest anyone who is committing one. Once the breach of the peace has ceased, their powers to remain on premises can only be validated by the occupant's invitation.

10. DEALING WITH VIOLENCE

The Authority draws the attention of employees to the following guidelines:-

All employees are expected to take reasonable care for the Health and Safety of other people with whom they come into contact and to take reasonable steps to safeguard Authority property and premises. However, your prime responsibility is to protect your own safety. You should ensure that you take all steps necessary to minimise the risk of injury at all times.

By careful management it is often possible to defuse a potentially violent situation and bring an encounter to a satisfactory conclusion.

Whenever a situation gets out of hand there should be no hesitation in calling the police.

10.1 Preventive Measures to reduce or remove the risk of violence include:-

Intelligence - If possible, assemble all available information about the person you are going to deal with. This may provide knowledge about how other people have handled the individual on earlier occasions and likely reactions to certain situations. Gather information from the Section's violence record files or from colleagues. If the person is known to use violence do not attend without police presence.

Awareness - Tension indicators will normally precede violence. Be aware of the causes of anger which may result in a violent reaction. Examples of angry behaviour include impatience, glaring, shouting, swearing, pointing, clenched fists or other aggressive posturing.

Keep Calm - If you recognised any of the symptoms which might precede violence, try to defuse the situation by a softening of attitude towards empathy. Reason politely without being patronising, in a calm manner and try to handle the situation rationally. Try to see the other point of view and offer a solution to the problem. Do not use offensive language, or threaten or use physical force even if you are being obstructed in the course of your duties. Do not touch a person who is arguing with you; in law this can amount to assault.

Back Off - Defence of Authority property in the face of a menacing situation is not expected. If you feel that violence is imminent, do not consider it a sign of weakness to back off from the situation. It is often the most sensible course of action to take and will not be regarded as shirking your duty.

Retreat - Always position yourself between the client and an escape route or defensive cover, e.g. a door, gate, counter etc. and use them if the need arises. Do not allow yourself to become concerned.

Get Help - If you are unable to withdraw, call for assistance either verbally or by some other agreed warning system, e.g. some bodily movement recognisable as an alarm signal by colleagues who may be within view of you.

If Attacked - Use your judgement to determine if you can sustain the assault or defend yourself. If the assailant is forthcoming, pretend that you are more severely hurt than you are by screaming, crying or sobbing which may elicit a sympathetic or remorseful reaction. Protect yourself so far as possible the parts of your body most vulnerable to attack and pain.

Do not forget that if you decide to defend yourself, you may only use reasonable force to do so and that, ultimately, a court may need to decide what was reasonable under the circumstances.

Afterwards - If you have been injured, seek medical attention as soon as possible, obtain a medical report of your injuries, report the incident to your supervisor and where appropriate the police. Record the incident in accordance with the Authority's procedures.

Some DOs and DON'Ts designed to assist are given in Appendix 3.

11 **SUPPORT FOR EMPLOYEES WHO ARE VICTIMS OF VIOLENCE**

11.1 **Support for the Individual**

In the aftermath of an incident, the harmful effects of individual cases of violence at work may be reduced by an effective support network.

Whenever a violent incident occurs regardless of its severity, the Section Leader should, where possible, discuss with the employee concerned his or her immediate needs and should make any necessary arrangements. Depending upon the circumstances these may include:

- arranging further medical attention;
- securing police involvement;
- suggesting compassionate leave;
- providing access to counselling;
- discussing a short-term change of duties.

People react differently to violent situations. The Section Leader must therefore be sensitive to the specific needs of the individual employee concerned.

The Authority will provide Section Leaders with basic training in counselling techniques to enable them to talk through an incident with the victim and to respond sensitively to his or her feelings. The Section Leader should, however, not hesitate to refer the employee's case to the Personnel Section which will arrange for professional counselling if this is felt to be more appropriate.

If the circumstances warrant it, the Section Leader should ensure that the individual receives advice about the feasibility of taking legal action and/or seeking compensation for injury or damage to property.

When an employee experiences a violent incident at work the support of colleagues is vital. This may take the form of practical assistance - e.g. providing a lift home or to the Doctor's. Above all the importance of offering a victim emotional support and reassurance should not be underestimated.

The Section Leader concerned must take all steps necessary to promote a prompt return to normality and to reduce the risk of recurrence.

11.2 **Cover for Injuries and Personal Loss**

The Authority's Personal Accident (Assault) Policy provides compensation for permanent injury or death arising out of a deliberate assault. It will pay out a capital sum of five times annual earnings subject to a minimum payment specified in the National Scheme of Conditions of Service on the death or permanent total disablement of an employee. The sum is payable to the employee, or his or her dependants, providing that death or disablement occurs in

the course of employment.

If permanent partial disablement occurs a proportion of the capital sum is payable according to the degree of disablement as specified in the scheme.

The Authority will indemnify an employee in respect of loss (destruction) or damage of clothing and personal effects arising out of an assault.

Victims of assault may be able to make a claim for an award from the Criminal Injuries Compensation Board.

If employment is terminated as a result of an injury the victim of an assault at work may be eligible for an allowance under the Local Government Pension Scheme "L" Regulations.

Employees will be advised of the current procedures and the support available to them.

11.3 **Personal Support**

An employee who requires ongoing medical treatment as a result of an assault at work will be allowed time off with pay to attend hospital or doctor's appointments.

In serious cases the Personnel Section will locate a trained counsellor if required.

An employee who has been assaulted will be permitted paid time off to attend counselling sessions if the Medical Officer recommends it.

Where appropriate, sympathetic consideration will be given by the Director of Waste Disposal to the granting of paid special leave to an employee in distress after an incident of violence at work.

If an employee becomes permanently unfit for his or her existing post as a result of an incident of violence at work, he or she will be considered for re-deployment to an alternative post where possible.

11.4 **Legal Support**

After taking account of the wishes of the victim, the decision whether to bring criminal proceedings against an assailant will usually be a matter for the Police and Crown Prosecution Service.

The Authority's Solicitor will, however, provide advice and assistance to staff who have been the victims of assault should they request it through the Director. This will not extend to representing an employee in Court, but the Authority will consider sympathetically requests by staff for assistance with any legal costs they might incur.

The Authority will allow reasonable paid leave for contact with the Trade Unions,
legal consultations and Court appearances.

Witnesses employed by the Authority will be given paid leave of absence to give evidence in Court.

12 **SEXUAL AND RACIAL HARASSMENT**

12.1 **Policy**

The Authority deplores all forms of sexual or racial harassment and seeks to ensure that the working environment is sympathetic to all employees.

The following procedure informs employees of the type of behaviour that is unacceptable and provides employees who are the victims of sexual or racial harassment with a means of redress.

Implementation of the policy is the duty of the Director of Waste Disposal as well as Section Leaders and Supervisors.

All employees are expected to comply.

12.2 **Procedure**

Sexual harassment at work is unlawful, and both the Authority and the harasser may be held liable for such unlawful actions, and be required to pay damages. Sexual harassment can reduce the effectiveness of the Authority by undermining the confidence of employees, creating a threatening environment and increasing sickness absence and labour turnover. Employees have the right to work in an environment free from sexual intimidation.

Intentional racial or sexual harassment is also a criminal offence punishable by imprisonment or a fine.

12.3 **Examples of Harassment**

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Sexual harassment is unwanted behaviour of a sexual nature by one employee towards another.

Examples of harassment include:

- a) insensitive jokes and pranks
- b) lewd comments about appearance
- c) unnecessary body contact
- d) displays of sexually offensive material, e.g. pin-ups
- e) requests for sexual favours
- f) speculation about a person's private life and sexual activities
- g) threatened or actual sexual violence
- h) threat of dismissal, loss of promotion, etc. for refusal of sexual favours

Racial harassment can also take many forms, from relatively minor abuse to actual physical violence. Examples of harassment include:

- a) insensitive jokes related to race
- b) pranks
- c) deliberate exclusion from conversations
- d) abusive, threatening or insulting words and behaviour
- e) displaying abusive writing and pictures

The examples above are not exhaustive. Items (g) and (h) are obvious examples of gross misconduct depending on the circumstances of the case in question.

12.4 **The Environment**

- The Authority prohibits the display of sexually offensive material, e.g. pin-ups and posters, and will if necessary ensure that workplaces are inspected and offending material removed.
- All new employees will be informed of the Authority's policy towards sexual and racial harassment at induction training, when it will be stressed that all complaints of sexual and racial harassment will be treated very seriously.
- The Authority expects all managers and supervisors to ensure that this policy and procedure is adhered to at all times.
- The Authority recognises the sensitive nature of complaints of sexual and racial harassment. Employees who wish to discuss such complaints, in confidence, may contact the Personnel Officer.

12.5 **Informal Remedy**

Employees who are victims of minor sexual or racial harassment are advised to make it clear to their harasser that the behaviour is unacceptable and must stop. In circumstances where it is too difficult or embarrassing for the employee to do this, the initial approach may be made by a colleague. If an employee is unable to do this verbally then a written request (explaining the distress which the behaviour is causing) handed to the harasser may be effective. The Personnel Officer can assist employees in taking such action. If the behaviour does not change the matter should be discussed informally with the Section Leader or Supervisor; or with the Personnel Officer if the victim prefers. The victims of harassment should make written notes of incidents, regarding times, dates, nature of incident, witnesses (if any) and the name of the harasser.

12.6 **Formal Procedure**

Where informal methods fail, or serious harassment occurs, employees are advised to bring a formal complaint, and should seek assistance as above, in doing

so. The complaint should be made in writing, and where possible, state:

- the name of the harasser;
- the nature of the harassment;
- dates and times when harassment occurred;
- names of witnesses to any incidents of harassment;
- any action already taken by the complainant to stop the harassment.

The complaint should be sent, in confidence, to the Section Leader. Where the alleged harasser is the complainant's Section Leader, the complaint should be sent

to the Director of Waste Disposal. Immediately a complaint of harassment has been received, action will be taken to separate the harasser from the complainant; this may involve temporary transfer of the harasser to another Section, or suspension with pay until the complaint has been resolved.

The senior manager handling the complaint will carry out a thorough investigation

as quickly as possible, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence.

Managers must recognise that employees making complaints of harassment may be angry, upset or frightened. It is not the manager's place to make judgements about the validity of the complainant's feelings but to investigate and consider the facts.

Supervisors and managers may render themselves liable to disciplinary action by refusing to take action on being made aware that harassment is taking place.

Copies of statements made by witnesses will be made available to the harasser and the complainant. Witnesses will be encouraged to appear at the complaint hearing if requested by either party.

In cases of harassment the complainant may, if he or she wishes, be supported throughout the procedure and hearing by the colleague of his or her choice or by his or her Union representative.

The employee accused of harassment will also have the right to be accompanied at the hearing. Where the manager concludes that harassment has taken place, he or she will ensure that the harasser has every opportunity to defend or explain his or her actions, in accordance with the Authority's disciplinary procedure.

If a disciplinary hearing is required the employee should be informed in writing giving details of the hearing and the allegations to be heard.

If the disciplinary hearing reveals that the complaint is valid, whether it is a repetitive pattern of unacceptable conduct or a single incident, disciplinary action designed to stop the harassment and prevent its recurrence will be taken in

accordance with the Authority's disciplinary procedure.

The severity of the penalty imposed upon an employee guilty of harassment will be consistent with those detailed in the disciplinary procedure (e.g. gross sexual harassment will normally result in summary dismissal). Where a lesser penalty is appropriate (e.g. written warning) this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the manager may order a transfer of the harasser to a different work area subject to practical limitations, or arrange for the amendment of working practices to minimise contact between the two employees. If the victim so wishes, his or her own transfer will be arranged, subject to practical limitations. The result of the hearing will be confirmed in writing to both employees.

If the complainant is not satisfied about the way his or her complaint has been handled, he or she may ask for it to be reconsidered by the Director. Requests for reconsideration of the complaint should be made within ten working days of the first hearing. The decision of this second hearing will be sent, in writing, to both parties and will be final. An employee who receives a warning or who is dismissed for sexual or racial harassment may appeal against the penalty in accordance with the Authority's appeals procedure.

An employee who brings a complaint of sexual or racial harassment will not suffer victimisation for having brought the complaint. Retaliating against an employee for complaining about harassment is a disciplinary offence. However, if the complaint is untrue and has been brought in bad faith (e.g. spite) disciplinary action will be taken.

Ref:

MERSEYSIDE WASTE DISPOSAL AUTHORITY
VIOLENT INCIDENT REPORT FORM

Part 1 **Victim**

- If you believe you have been the victim of violence at work you should complete this form as fully as possible, using continuation sheets if necessary.

It will help the Authority to understand the problems you face in your work and highlight ways to reduce risk in the future.
- This form should be completed whenever an incident occurs which you feel is covered by the Authority's definition of violence at work. This includes physical assault and abuse, sexual assault and abuse, any form of harassment, verbal and written threats, damage to or theft of personal property etc.
- If you are unable to complete Part 1 of the form a colleague should do so on your behalf.
- If you have sustained a physical injury as a result of the violent incident you should also complete the Accident Book at your workplace and the Authority's Accident Report Form (ACC1).
- When you have completed Part 1 of the Violent Incident Report Form you should pass it immediately to your Section Leader.

Part 2 **Section Leader**

- You should complete Part 2 of this form as fully as possible, before forwarding the original form to the Personnel Section.

- You should retain a copy of the form and feed any relevant information from it into periodic discussions with your staff on safety and the prevention and reduction of risk.

- If a physical injury has been sustained you should complete a Physical Assault Report Form and ensure that the Accident Book and an Accident Report Form (ACC1) have been completed.

Ref. No.:

MERSEYSIDE WASTE DISPOSAL AUTHORITY

VIOLENT INCIDENT REPORT FORM

PART 1: VICTIM TO COMPLETE, or colleague in cases of severe injury or distress.

DATE OF INCIDENT: DAY OF WEEK: TIME:

1 EMPLOYEE DETAILS

Name Workplace

Position

Section Age Gender

What work was being done when the incident started?.....

.....

2 DETAILS OF ASSAILANT(S), IF KNOWN

Name

Address

..... Post Code

Age(s) Approximately

Description

.....

Relationship between employee and assailant, if any

.....

3 **WITNESS(ES), IF ANY**

Name (s)

Address(es)

.....

4 **INCIDENT REPORTED VERBALLY TO**

(This should be your Section Leader, in his or her absence, the next person in authority).

5 **DETAILS OF INCIDENT**

Please tick appropriate box and describe type of incident.

a) **TYPE OF INCIDENT** any injury suffered, treatment received, time off work, damage to property, etc.

SERIOUS VIOLENCE []

- physical injury needing first aid or medical treatment
- emotional distress needing counselling or clinical treatment
- off work for more than three days

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.....

MINOR VIOLENCE []

- any form of violence or threat of violence less than serious

.....

.....

b) **LOCATION OF INCIDENT** (attach sketch if appropriate)

.....

.....

c) **OTHER DETAILS** - please describe incident, including events leading up to it, details of assailant(s); if weapon was involved, colleagues present, police involvement, etc.

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.....

6 **PREVENTATIVE MEASURES** - in your view, what action, if any, could be taken to prevent an incident of this type occurring in the future?

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.....
.....

Signed

Dated

MERSEYSIDE WASTE DISPOSAL AUTHORITY

VIOLENT INCIDENT REPORT FORM

PART 2: SECTION LEADER TO COMPLETE

7 **WAS THE VICTIM ENGAGED IN AUTHORISED ACTIVITY? YES [] NO []**

8 **OUTCOME OF INCIDENT** - (Including Police involvement; what happened after the incident e.g. extent of distress or injury, whether you have discussed the incident with the victim, arrangements made or proposed to assist the victim, e.g. medical attention, time off work, counselling, legal/financial support, etc.).

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PHYSICAL INJURY - If a physical injury was sustained by the victim have a Physical Assault Form, the workplace Accident Book and an Accident Report Form been completed? YES [] NO []

9 **OTHER INFORMATION**, to be completed as appropriate.

a) **POSSIBLE CONTRIBUTORY FACTORS**

.....
.....

b) HAS THE ASSAILANT BEEN INVOLVED IN A SIMILAR INCIDENT PREVIOUSLY? YES [] NO []

c) GIVE DATE AND DETAILS OF (b) IF KNOWN

.....
.....

d) ANY OTHER RELEVANT INFORMATION

.....

10 PREVENTATIVE MEASURES

a) HAD ANY MEASURES BEEN TAKEN TO TRY TO PREVENT AN INCIDENT OF THIS TYPE OCCURRING? If so, what? How did they fall short? How could they be improved?

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.....
.....

b) IN YOUR VIEW WHAT OTHER ACTION, IF ANY, COULD BE TAKEN TO PREVENT AN INCIDENT OF THIS TYPE OCCURRING IN THE FUTURE?

.....
.....
.....
.....

c) HAS IT BEEN TAKEN?

.....
.....
.....

Signature

Date

Position

MERSEYSIDE WASTE DISPOSAL AUTHORITY

PHYSICAL ASSAULT REPORT FORM

FOR USE WHERE AN ASSAULT RESULTS IN PHYSICAL INJURY

Section Leader to Complete

This form should be completed by the Section Leader of any employee who sustains a physical injury as the result of a physical assault at work.

The form should be completed as soon as possible after the incident, a copy should be retained and the original should be forwarded to the Personnel Section with any witness statements within 24 hours of the incident, to ensure that the facts are recorded immediately and accurately.

This form does not replace the normal reporting procedure - i.e. the Authority's Violent Incident Report Form, Accident Report Book and Accident Report Form (ACC1) should still be completed to enable the Authority to comply with its statutory risk management and reporting obligations.

MERSEYSIDE WASTE DISPOSAL AUTHORITY

PHYSICAL ASSAULT REPORT FORM

SECTION LEADER TO COMPLETE

DATE OF INCIDENT:

TIME:

1 EMPLOYEE DETAILS

Name Workplace

Position

Section

2 DETAILS OF ASSAILANT(S), IF KNOWN

Name(s)

Address(es)

.....

.....

Age(s) Approximately

Description

.....

Relationship between employee and assailant, if any
.....

3 WITNESS(ES), IF ANY

Name(s)

Address(es)

.....

4 DETAILS OF INCIDENT

a) Nature of Incident

.....

.....

b) Injury Suffered

.....

.....

c) Other Damage

.....

d) Location of Incident

.....

e) Work being done when incident started

.....

f) Other details

.....

.....

.....

5 LIST ANY DOCUMENTS ATTACHED (E.G. WITNESS STATEMENTS)

.....
.....
.....
.....

Signature Date

HANDLING POTENTIALLY VIOLENT SITUATIONS

SOME DOs AND DON'Ts

DOs

DO if possible, discuss the potentially violent situation and plan a course of action with your Section Leader and/or colleague(s).

DO ensure that sufficient and appropriate support and/or back-up has been organised.

DO if possible, prepare the person involved in advance if you are to be the bearer of unwelcome news.

DO explain to the person what you are about to do.

DO remove, in advance, any potential weapons such as knives, bottles, tools, plant pots or ashtrays, which may be nearby. (If not carried out in advance, this precaution is better omitted as it may increase the person's potential to become violent).

DO take off your necktie, necklace and other jewellery which could cause injury if violence occurs.

DO consider sitting down. This is less aggressive.

DO try to maintain a relaxed posture.

DO stay aware of your feelings and reactions to those of the other person. You are more able to adjust your own responses to reduce the risk of violence.

DO listen to what the person says and communicate that you have understood.

DO try to recognise the person's thoughts and feelings and communicate that recognition.

DO, if possible, remove yourself and the person from the group if the group attitude is exacerbating the situation. It is harder to back down in front of peers.

DO try to be aware of any drugs, alcohol or solvents which the person may have taken or been taking.

DO consider the possible implications of your sex or ethnic origin in relation to each situation.

DO consider any previous relationships between members of staff and the person in question.

DO try to remain reasonable - only attempt to put limits on the person's behaviour if you think it will be effective.

DO remove yourself immediately you feel that the person is about to attack you.

DO call the Police as soon as possible if threatened with violence or attack.

DO lock doors and windows in buildings and vehicles to prevent an aggressor gaining access to you.

DON'Ts

DON'T touch a potentially violent person when trying to eject them or to prevent damage to property.

DON'T move suddenly - sudden movement may alarm the person.

DON'T be physically overbearing.

DON'T point at the person.

DON'T put either yourself or the person involved in a corner. Make sure that you each have exits and that either of you can back down without losing face.

DON'T get into a verbal battle or feel or act as if you always have to win a point.

Miss C. Tarpey

PER0582

VIOLENCE AT WORK

POLICY & PROCEDURES

VIOLENCE AT WORK

POLICY AND PROCEDURES - CONTENTS

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- 1.1 Training

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- 2.1 Violence at Work
- 2.2 Serious Violence
- 2.3 Minor Violence

- 3.0 **SELF DEFENCE**

- 4.0 **VIOLENT BEHAVIOUR BETWEEN EMPLOYEES**

- 5.0 **MANAGEMENT RESPONSIBILITIES**

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- 7.0 **INSPECTION AND SIMILAR DUTIES**

- 8.0 **DISSEMINATION OF INFORMATION**

- 9.0 **REPORTING AND RECORDING PROCEDURES**
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12.0 SEXUAL AND RACIAL HARASSMENT

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APPENDICES

Appendix 1

Violent Incident Report Form

Appendix 2

Physical Assault Report Form

Appendix 3

Handling potentially violent situations. Some DOs and DON'TS.