



Committee Approver	Operations Committee
Stakeholder Consultation	
Date Approved	23 February 2023
Classification	Policy (sitting as an appendix to H&S Policy)
Title	Violence at Work Policy
Revision Date	January 2023
Revised by	Director of Business Support Head of Housing Head of Assets Head of Care Health & Safety Advisor
Next Revision Date	January 2026
Related Documents	H&S Policy Lone Working Policy Dignity at Work Policy Disciplinary Policy Grievance Policy Code of Conduct
Location of Electronic Copy	F:/LIVE POLICIES

1. Policy Statement

Under the Health and Safety at Work etc. Act 1974, Viewpoint has a legal duty to ensure, so far as it is reasonably practicable, the health, safety and welfare at work of our staff members. Further to this, under the Management of Health and Safety at Work regulations, Viewpoint must consider the risks to employees, including the risk of reasonably foreseeable violence, decide how significant these risks are; decide what to do to prevent or control the risks; and develop a clear management plan to achieve this.

Viewpoint will not tolerate any form of harassment and violence against staff members, whether committed by co-workers, managers or others. It is important that management and staff are aware that violence in the context of Health & Safety management is not confined simply to physical attack. It also includes verbal abuse, ostracism, discrimination, and racial or sexual harassment.

2. Purpose

The purpose of this policy is to assist in establishing systems and working practices which recognise the potential risk to staff from acts of violence.

The approach can be divided into four areas, which identify situations where staff may be at risk, namely:

- 1 Incidents where violence arises within Viewpoint's internal work environment, i.e. interaction between staff members.
- 2 Incidents where violence arises to members of staff from visitors to Viewpoint offices, i.e. interaction between members of staff and tenants, or members of the public.
- 3 Violent or potentially violent situations, which staff may encounter when undertaking home visits to tenants.
- 4 Violent or potentially violent situations within our care homes involving resident to resident or resident to staff member.

The policy will ensure:

- Mechanisms are developed to eliminate or minimise acts of violence to Viewpoint staff members.
- An open forum for discussion and input from all Viewpoint staff is created in respect of their concerns and experiences in relation to violent or aggressive behaviour within the work environment.

General Comments

- Viewpoint staff can access assistance through Rowan. Rowan is a professional counselling service which offers employees confidentiality and impartiality while supporting them to talk about the difficulties they

are facing. This service can be accessed through EVH or directly by individual employees. The contact number for Rowan is 01738 562005. For more information on this service, contact EVH.

- Viewpoint will ensure systems and security procedures are reviewed regularly.
- There exists no statutory requirement to report violent incidents to the Police. The decision as to whether to report such incidents to the Police should be based on personal and professional judgment, naturally taking account of the wishes of the affected staff member. Under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR), Viewpoint may be required to report an incident if it results in a reportable injury. In situations where the affected party wishes the incident to remain private (e.g. in cases of sexual abuse), Viewpoint will report the incident as a “violent incident”, without going into detail. This ensures that all such incidents are logged into the national reporting system and statistics, without breaching the individual’s privacy rights.

1 Violent behaviour between members of staff

- Viewpoint will not tolerate violent behaviour between members of staff. Staff will be encouraged to discuss any problems or difficulties, which they experience in relation to violent or aggressive behaviour from colleagues.
- Any reports received from members of staff concerning violence/aggression from a colleague will be notified to our Human Resources Team who will ensure the report is thoroughly investigated in line with our policies and procedures.
- It is important that complainants are made aware that only by recording and investigating a complaint can Viewpoint reduce the risk of reoccurrence.

2 Violent behaviour from visitors/members of the public

- Viewpoint recognises that members of staff are at risk from violence/aggression from visitors to our Offices and our Care Homes. As part of the risk assessment process potential hazards will be identified and risk control measures to eliminate or reduce such risk will be implemented.
- Viewpoint will consider providing guidance and training, appropriate to the relevant Business Area, in order that risk reduction techniques are known to staff who may be at risk.
- A risk assessment will be undertaken for each relevant area (such as interview room and reception/waiting area) in order that physical risk reduction measures may be identified. This will include, but not be limited

to, ergonomic design considerations, provision of alarms/panic buttons, use of surveillance equipment.

- The way the workplace, in particular interview rooms, are laid out might help to prevent incidents of violence. Providing clear pathways and lines of sight for staff in order that they can leave quickly or raise help are examples of such measures. If any staff member considers that improvements can be made to certain areas of the office to reduce the risk of violent behaviour they should raise the matter with a member of management.
- All staff will be trained in the use of any security systems which Viewpoint have implemented, e.g. panic buttons, personal alarms etc. All staff will be given instructions on escape routes from interview/meeting rooms where applicable.
- Staff members should attempt to ensure that wherever possible a colleague is available to be summoned in the event of an emergency. If the office is likely to be staffed by a single person, consideration should be given to rearranging the interview/meeting for another time.
- If a visitor is known to be potentially violent, measures should be implemented to reduce the risk to staff. This can include having two staff members present.
- In the event of an incident, the senior member of staff (or most suitably trained) present will assume control of the situation. If required a first aider will render treatment and appropriate emergency services contacted.

3 Violent behaviour towards staff when conducting home visits, visiting sites or commuting for business

- Members of staff who are required in the course of their normal work to visit tenants at their homes or meet with contractors will, wherever possible, be offered suitable training or instruction on how to deal with potentially violent situations.
- Wherever possible interviews with persons who are not known to staff, or persons whom experience shows may be potentially violent, should be conducted at Viewpoint offices or the visit made in pairs.
- Wherever possible information should be obtained about the interviewee's background prior to any visit.
- If there is a known history of violent behaviour and the interview must take place at the home, the proposed visit should be discussed with a member of staff before making arrangements, including visiting in pairs.

- Where possible, visits should be made in pairs.
- Staff should include full details of appointments in their outlook calendar, including the name of person being visited/met; the full address of the visit/ meeting; and the time and duration of visit/meeting.
- Staff should use the PeopleSafe app on their mobile phone whenever they are conducting home visits, visiting sites or commuting for business, in accordance with risk assessments and procedures.
- If any visit raises cause for concern in terms of safety an incident report should be made by following Viewpoint's Accident, Incident and Near Miss Policy and Procedure. Only through such reports will management be able to adopt suitable measures for preventing other staff members being placed at risk.
- Viewpoint will undertake a risk assessment of the hazards associated with visits within their area and consider the implementation of practical measures wherever possible. Such measures may include personal alarms, mobile phones, two-way radios, etc.
- Viewpoint will take action as far as is practical to protect staff from violence – concentrating firstly on those aspects which offer the highest potential risk. These are likely to be best identified through normal risk assessment techniques, and by fully consulting the staff actually undertaking the activities.

4 Violent or potentially violent situations within our care homes involving resident to resident or resident to staff member

- It is recognised that the anger, confusion and fear that people with dementia experience can result in aggressive and sometimes violent behaviour. All incidents of violence or aggression involving resident to resident or resident to staff member are recorded within the individual resident's personal file on the Care Home's Person Centred System (PCS).
- The Care Home Manager or Deputy will complete an investigation into the incident. The investigation will assess whether any failings contributed to the incident, whether the correct procedures were followed and if so, whether any improvements could be made to existing procedures. The investigation will also consider whether the staff member has relevant and current training.

Post Incident Support

- Responding to staff needs after an incident is viewed as an extremely important aspect of any incident. Providing support for staff is part of the overall policy on preventing and controlling violence at work. Support

measures will help to minimise and control any impact on staff that they recover from the incident as soon as possible.

- Post incident support will be arranged as soon as possible after the incident has happened. The approach taken will depend upon the situation but in the initial stages will offer the staff member an opportunity to express their feelings and assure them what they are expecting is a normal reaction and that the need for support is not seen as a failure on their own part. It will also allow a response to their immediate needs.
- At appropriate times, the staff member will be informed of the incident reporting requirements; of the progress of the investigation, including what is likely to happen next; details of further support they can access, such as counselling; and where required legal advice and help in taking proceedings against the assailant.
- In certain cases long term support may be required, this should be established through follow up sessions with the individual involved.
- Learning from feedback of the experiences of staff is one of the most helpful ways of developing strategies designed to reduce risks.

3. Legislation/related policies

- Health & Safety at Work etc. Act 1974
- Management of Health & Safety at Work Regulations 1999, as amended
- Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013
- EVH “Personal Safety” document (appendix 9 of EVH manual)

4. Scope

The Policy applies to all employees of Viewpoint and individuals who are not direct employees but who undertake duties on any premises managed by Viewpoint.

5. Roles and Responsibilities

Board

The role of Viewpoint’s Board is to ensure that this policy, as well as any associated policies, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

Executive and Leadership Teams

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented and operated in respect of all premises under their control.

The Executive and Leadership Teams shall ensure that staff are informed of the requirements of this policy and, the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

Staff

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

6. Monitoring & Evaluation

To ensure this policy remains current and effective it will be reviewed every 3 years or where a need is identified by monitoring methods, for example through audits, inspections or risk assessment reviews.