

B11 Policy - Managing Work Related Violence & Aggression

Context

This is a corporate policy, which reflects Nottinghamshire County Council's commitment to provide a safe and healthy working environment. As a high level policy, it establishes an overarching framework for the management of violence and aggression. Where staff provide services in potentially higher risk areas/services it is expected that managers¹ will implement and maintain additional local control systems over and above those outlined in this document or in supporting corporate guidance.

Scope of this policy

Work-related violence is defined as any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his/her employment, whether at work or outside of work e.g. stalking.

This policy applies to centrally employed County Council employees and will be the policy recommended to schools.

This policy is not applicable to inter employee harassment or bullying. The County Council has separate policies and guidance in place to cover such situations contained in section E6 of the Personnel Handbook and the Harassment Procedure for School Staff.

This policy is supported by guidance contained within the [County Council's Safety Manual](#), Personnel Handbook and by local policies and arrangements where these are deemed necessary. This policy must be read in conjunction with the more detailed supporting guidance on Managing Work related Violence and Aggression. The following policy and guidance should also be considered where relevant:

- [Health and Safety Policy](#)
- Policy and guidance on Risk Assessment. [Section B2](#)
- Policy and guidance on the reporting of accidents. [Section A5](#)
- Policy and guidance on lone working. [Section B30](#)

Principles and Commitments

In delivering its services to the community the Council:

- Expects members of the public to treat employees with courtesy and respect.
- Considers exposure of employees to violence and aggression to be unacceptable.

¹ Any reference to 'manager' in this document incorporates Head-teachers.

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- Will take all reasonably practicable measures to prevent or reduce the risk of such exposure.
- Will provide appropriate support to employees who experience work related violence and aggression.

Key actions to meet the commitments set out in the policy

This policy supplements general responsibilities for health and safety set, out in the NCC Health and Safety Policy statement, with specific responsibilities for preventing violence at work.

The overall approach ensures that appropriate action is taken to identify and control risks; including the need to ensure that staff are trained in order to maintain competence. The need for effective recording and reporting and thorough investigation of any incidents to identify any changes required is another key aspect of the Council's approach.

Managers are required to systematically manage the risk of violence and aggression by ensuring that the actions listed below are taken and that appropriate records are kept to demonstrate that control measures are being implemented effectively. The [Guidance on Managing Work Related Violence and Aggression](#) gives more detailed information on each of the actions below.

Actions required:

- [Risk assessment](#) - A structured and proactive approach to the assessment of significant risks from actual or potential violence and aggression. The objective is to identify the potential risk of violence, inappropriate behaviour and aggression in the particular circumstances and consider this based on the likelihood and potential severity of injury and/or impact on employees.
- [The identification and implementation of suitable control measures](#) - These are the actions required to address and/or control the risks identified and are likely to include a range of different actions. These may range from security and layout of the working environment to the maintenance of effective care and individual education planning processes applied by competent staff. Lone working arrangements may also require consideration.
- [Ensure that there are effective systems for maintaining appropriate levels of competence and awareness, relative to the potential risks involved](#) - This may

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include the provision of intervention training such as that provided through MAPA (Management of Actual or Potential Aggression) training.

- [Maintenance of effective systems to enable the reporting and recording of actual and potential violence and aggression and ensure that they are acted on](#) - This will include responding promptly, providing appropriate support to those affected, monitoring trends and reviewing whether control measures are effective. Such systems will need to reflect local and service specific requirements. They will ensure that issues are dealt with at a local level and that any serious incidents are reported corporately.
- [Reporting](#) - Any violent incident that results in injury, requires debriefing, results in lost time, referral for medical treatment or impacts on an individual psychologically **must** be reported corporately through the on-line system.

All other incidents must be recorded formally in line with local arrangements.

- [Ensure investigation of incidents and appropriate action](#) if additional control measures are required, including review and amendment of local policy and risk assessments.
- [Ensure an immediate response](#) following an incident including emergency and first aid arrangements.
- Ensure that there are appropriate mechanisms in place to [advise and support people involved after an incident](#). This will vary depending on the incident and from person to person and may involve counselling, debriefing, reviewing working arrangements etc.
- Ensure that there are appropriate procedures to [deal with violent clients or service users after incidents have occurred](#) and that these are followed. In extreme cases this may involve the withdrawal of care or services, in line with agreed procedures.
- [Ensuring full cooperation where a police investigation is required](#) and providing support to individual members of staff.

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it.