



## **Violence at Work Policy**

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## Fair Deal Policy on Violence at Work

### 1. Introduction

As an employer Fair Deal is required to provide a safe place of work, identify hazards and take steps to minimise risks. Furthermore, as a provider of support services to adults with learning disabilities Fair Deal must identify the risks in relation to verbal and physical abuse that employees may encounter as they discharge their duties and take steps to minimise the risks identified. Clearly there is always an element of risk in working with people. The Health and Safety Executive (HSE) regards violence at work as any incident in which a person is abused, threatened or assaulted in circumstances related to their work. Employers are required to take reasonable steps to ensure the employees working environment is as safe as possible. Fair Deal has provided employees with support and training in relation to supporting the small number of people who may behave aggressively or assaultive towards services staff. Fair Deal takes staff safety seriously and has established policies and working practices which recognise the potential risk to staff from abusive and/or assaultive behaviour. Staff should refer to Fair Deal's policies on:

- Challenging Behaviour
- Lone Working
- Dignity at Work
- Risk Management

These policies relate to violence at work and/or staff safety and should be read in conjunction with this policy.

### 2. Violent behaviour between staff members (see also Dignity at Work policy)

- Fair Deal will encourage staff 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 should be thoroughly investigated and documented
- Reports relating to violence/aggression from a colleague should be made immediately and without delay to the duty or on-call manager or any member of the leadership team who will treat any such complaints with suitable consideration to the confidentiality of the individuals involved (see grievance procedure)
- A record is kept of any action taken or the need for further monitoring, in order that the level of risk is reduced

### 3. Violent behaviour from the people who use Fair Deal services (see Fair Deal Challenging Behaviour Policy, Fair Deal Lone Working Policy and Procedure and Fair Deal Risk Management Policy)

- Fair Deal recognises that members of staff may be at risk from violence or aggression as they discharge their responsibilities to people who use Fair Deal services. As part of person-centred planning processes any risks that people using Fair Deal's services may pose to staff members will be identified, along with measures to reduce or eliminate risk

- Training in understanding and managing challenging behaviour is given to all members of staff who work directly with people who use Fair Deal's services, by CALM Training Services Ltd
- Fair Deal also subscribe to Guardian 24, a personal security service, and staff working with people who are assessed as posing particular risks to the safety of staff members, have the added protection of Guardian 24
- Fair Deal's policy on lone working provides additional guidance to staff members who may be vulnerable due to working with people in isolation

#### **4. Support after an incident**

Responding effectively to staff needs after an incident is extremely important. Fair Deal recognises that different people react to traumatic incidents in different ways. Staff will have the opportunity to meet a senior member of staff as soon as is possible after an incident. The objective of this meeting is to respond to the immediate needs of staff, to help them to feel safe again, and to help them to understand that what they are experiencing is a normal reaction. (See Policy on Challenging Behaviour for further information).

#### **5. Reporting Procedures**

- Violent or aggressive behaviour from a colleague, manager or board member: staff may use Fair Deal's Grievance Procedure however the initial incident must be reported immediately to a manager
- Violent or aggressive behaviour from a person who uses Fair Deal's services: use the reporting procedures in Fair Deal's Challenging Behaviour Policy. Incidents must be reported immediately to a manager

**End of Policy**

## Document Information

<b>Document Ref:</b>	Violence at Work Policy
<b>Version:</b>	3
<b>Date of Version:</b>	29/01/2025
<b>Created By:</b>	Clare Houston
<b>Approved By:</b>	Ann Marie Docherty
<b>Confidentiality Level:</b>	Controlled: Uncontrolled if printed

## Amendment History

<b>Date</b>	<b>Version</b>	<b>Created By</b>	<b>Description of Change</b>
21/05/2019	2	Elaine Davidson	Added Front Cover and amended Footer
29/01/2025	3	Fiona Dunwoodie	Amendment to reporting guidelines to include any manager/duty/on-call