

Pioneering Care Partnership (PCP) Violence in the Workplace Policy



Aim

PCP is committed to providing a safe and healthy workplace for all. The Violence in the Workplace Policy aims to provide a safe working environment for staff and volunteers and ensure that people are alert to possible areas of potential violence.

Policy Statement and Principles

The Board, Chief Executive and Senior Management Team are committed to ensuring that PCP is a safe place to work and takes any breaches of this Policy very seriously. Violence is unacceptable and will PCP will apply a zero tolerance to any form of violence.

It is acknowledged that given the service provided and those we support, staff and volunteers may encounter violence. However, this acknowledgement is not resigned acceptance to any form of violence. PCP's Policy further acknowledges that co-worker violence can occur in any organisation, this is equally unacceptable and would be addressed through PCP's Disciplinary Procedure.

We aim to minimise the risk of violence through:

- Robust risk assessments;
- Implementing control measures;
- Listening to any concerns from staff or volunteers and taking remedial action;
- Rigorous reporting via PCP's Incident Reporting Forms;
- Classifying and reviewing incidents to learn lessons and improve practice;
- Comprehensive supporting procedures (see related procedures section); and
- Training and development.

Risk assessments

Risk assessments for work-related violence can be found in Risk Assessments in the health and safety folder on share point and Line Managers are responsible for undertaking relevant risk assessments in relation to their working environment and the project or service they deliver.

The risks will be assessed by talking to staff, reviewing the incident book and considering the work environment and job role. If staff believe a risk factor has not been covered by the assessment or have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

The risk assessments are reviewed every year, unless an increase in the number of incidents suggests the assessment should be reviewed more frequently.

Prevention and management measures

There are several measures in place following the risk assessment that staff should be aware of. These fall under the areas of work environment, working practices and training.

Reporting workplace violence concerns

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded in the incident book via your line manager. It must provide details of when the incident occurred, who was involved, and any relevant circumstances that may have contributed to the incident.

Ensure the relevant procedure is following in relation to RIDDOR Regulations 1995. Any incident which involves a member of the public must also be reported using the Incident Reporting Procedure.

Training and Development

All staff, including new staff, should receive awareness training on work-related violence, our policy and procedures, how to prevent work-related violence, reporting procedures and what to do following an incident. This may be through formal training or a briefing from managers, depending on the risk potential for the staff members.

Scope

This Policy applies to all staff who work for PCP whether full-time or part-time, employed through an agency and placement students. This Policy also applies to PCP volunteers, including PCP Trustees.

Exclusions

This Policy is non-contractual.

The Incident Reporting Procedure should be used to deal with specific incidents by members of the public and service users.

Definitions

Workplace Violence

The Health and Safety Executive (HSE) defines violence as “any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment”.

Physical Assault:

The intentional application of force to the person of another without lawful justification, resulting in physical injury or personal discomfort.

Non-Physical Assault:

The use of inappropriate words or behaviour causing distress and/or constituting harassment. This includes intimidating abuse, serious or persistent harassment, victimisation or bullying and/or threats with or without a weapon. PCP also considers throwing objects, even if they do not strike anyone, as threatening behaviour.

Responsibilities

Trustees are responsible for approving and reviewing this Policy as part of the review cycle.

Senior Managers are responsible for ensuring that the Policy is reviewed, disseminated and implemented.

Human Resources are responsible for ensuring that appropriate training to raise awareness of this Policy is available and that it is included in staff induction.

Line Managers

All managers are responsible for applying the Policy and procedures, including sharing the Policy with staff, ensuring understanding and compliance. Line Managers are also responsible for ensuring staff and volunteers attend training and report any incidents. Line Managers should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process. You should also respond and consider

seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.

- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public.
- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed. Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred. Encourage other staff members to support their colleagues, including those that might have witnessed the incident. If victims are particularly traumatised by the event, provide support where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.

Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Employees & Volunteers are responsible for upholding best practice standards, reading and operating within PCP policies and procedures, adhering to PCP core values and raising concerns with their line manager.

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy. There are a number of things that staff can do to help prevent work-related violence:

- Be aware of PCP's policy and comply with it,
- Recognise the potential for work-related violence and take action to resolve it early on. Staff should take positive action
- Don't accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident.
- Be supportive of colleagues who are victims or witnessed work-related violence.
- Suggest additional measures to managers which might help to prevent and manage work-related violence. Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence.

Related Policies and Procedures

PCP is also committed to the continued development and implementation of a range of measures and procedures to protect and support staff whilst engaging in organisational activities. This Policy should be read in conjunction with the following related policies, procedures or guidance:

- PCP Core Values Statement
- Health & Safety Policy
- Risk Assessment Procedures
- Lone Working Procedure
- Incident Reporting Procedure
- Dignity at Work Policy and Procedures
- Disciplinary Policy and Procedures
- Equality & Diversity Policy and Procedures
- Whistleblowing Policy & Procedures

Relevant Legislation

This Policy is in line with the following relevant legislation:

- Health & Safety at Work Act (1974)
- The Management of Health and Safety at Work Regulations 1999
- Human Rights Act 1998
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

Monitoring and Review

This Policy will be reviewed by Human Resources annually and a full formal review will also take place every 3 years by Senior Management Team as part of the Policy Review Cycle.

March 2022

Policy document tracking

Action	Date(s)
Draft to SMT:	23 rd February 2022
Draft to Board:	28 th March 2022
Ratified by Board:	28 th March 2022
Approved Policy circulated to SMT:	19 th April 2022
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SMT Lead for Review	Lindsay Sheridan