

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.

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.

Policy Principles

The Board, Chief Executive and Senior Leadership 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 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 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 assessment templates can be found in the Risk Assessments\Templates folder on the Document Hub. Teams are responsible for producing, reviewing and maintaining risk assessments in accordance with the Risk Assessment Policy and Procedure.

Risks of violence will be assessed by Managers talking to staff, ensuring risk assessment controls are understood and in place, quarterly review of the incident book and considering the work environment and job role. If staff believe a risk factor has not been covered by an 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 relevant staff and appropriate training will be given.

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 using the Incident Reporting Procedure.. It must provide details of when the incident occurred, who was involved, and any relevant circumstances that may have contributed to the incident.

Training and Development

All staff, including new staff, must complete awareness training on work-related violence, our policy and procedures, 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.

Any staff considered to work in a high risk front line environment, such as with individuals who may be prone to outbursts (both verbal and physical) or directly with members of the public, may be required to undertake training that teaches de-escalation techniques. Each role is considered on a case-by-case basis.

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, sexual assault 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, sexual 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 an 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, co-workers 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
- Sexual Harassment Policy and Procedure
- 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 the Operations Manager as part of the Policy Review Cycle.

March 2025

Policy document tracking

| Action | Date(s) |
|---------------------------------------------|----------------------|
| Draft to SLT: | 27 February 2025 |
| Date Approved : | 12 March 2025 |
| Approved Procedure uploaded and circulated: | 12 March 2025 |
| Interim Review | February 2026 & 2027 |
| Main Review Date: | February 2028 |
| SLT Lead for Review | Operations Manager |

If this policies or procedure is not reviewed in line with the review date indicated then this version remains valid until such time it is updated and reviewed.