

KENWYN PARISH COUNCIL

Violence at Work Policy

Kenwyn Parish Council is committed to protecting the health, safety and welfare of its employees. The Council recognises that the potential for violence at work is a health and safety issue and acknowledges the importance of identifying, evaluating and reducing the risk of violent incidents and occurrences. Violence whether mental or physical will not be tolerated by Kenwyn Parish Council. Violence will be treated seriously and will result in legal action when appropriate. The Council will fully support all victims of violence at work. This policy applies to everyone in the Council. The Council is responsible for implementation and providing the necessary resources.

Purpose

The purpose of this policy is to set out the Council's policy and procedures to prevent, manage and respond to work-related violence. The Council will not tolerate any instances of work-related violence, including verbal abuse, to staff, councillors or contractors. No member of staff, councillor or contractor will be blamed for an instance of work-related violence caused by a member of the public. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises, contractors and delivery personnel.

Definition of Work-Related Violence

The Health and Safety Executives definition of violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Verbal abuse and threats are the most common types of incident; physical attacks are comparatively rare.

Responsibilities

These relate to all members of staff and other personnel who work on Council premises, or have responsibilities relating to them.

The Council

The Council have responsibility to implement this policy and to make sure their staff are aware of it and understand it. The Council should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Ensure that a record of the details of any incident is kept in the office where

appropriate and give all employees involved in the incident full support during the whole process. The Council will 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 members of the public.
- 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.

Staff

All members of 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 the Council's policy and comply with it.
- Offer good customer service and be aware of customer needs.
- Do not act in a confrontational manner.
- Avoid risk.
- Endeavour to de-escalate situations when appropriate to do so.
- Recognise the potential for work-related violence and take action to resolve it early on.
- Don't accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including details about when it happened, who was involved, and any relevant circumstances that may have contributed to the incident. All incidents must be recorded in the incident book as they occur.
- Be supportive of colleagues who are victims of or have witnessed work related violence.
- Suggest additional measures to the Council which might help to prevent and manage work-related violence.

Members of staff have a responsibility to act in a way that does not incite or increase the likelihood of violence. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

Records

A record will be maintained of all incidents including verbal abuse and threats.

The record will contain the following information:

- an account of what happened;
- details of the victim(s), the assailant(s) and any witnesses;
- the outcome, including work time lost to both the individual(s) affected and the Council as a whole;
- details of the location and time of the incident.

All incidents will be classified using the following:

- fatal injury;
- major injury;
- minor injury or emotional shock requiring first-aid treatment, counselling, absence from work;
- feeling of being at risk or distressed.

Incident logs and classifications will be used to check for patterns and common causes, areas and times to ensure that resources can be targeted where they are needed most.

After a Violent Incident

If there is a violent incident the Council will respond quickly to avoid any long term distress.

All violent incidents must be reported to the Council to ensure that the incident can be investigated; safety measures can be reviewed and modified to improve future protection. All serious incidents must be reported to the police immediately.

After a violent incident has occurred:

- the premises will be secured;
- emergency services will be called if necessary;
- details of the incident will be recorded on the Violent Incident Report Form as soon as possible after the incident;
- the Chairman and Vice Chairman of the Council will be informed;

The Council will support employees who experience violence by recommending that they engage with appropriate outside agencies and by:

- granting time off work – amount of time to be discussed and agreed with the victim;
- identifying sources of legal help;
- all employees and councillors – may need guidance and training to help them react appropriately.
- Victim Support
- Practice Based Therapist/GP
- South West Councils

Violent Incident Report Form

Date and time of Report:

Date and time of Incident:

Person reporting and position:

Details of Incident

Details of person(s) involved: (include age, sex, position)

Activity/task at time of incident:

Type of incident: (physical injury, verbal abuse, sexual/racial abuse, threatening behaviour, damage to personal/other property)

Type of injury sustained:

Location of incident: (attach a sketch if possible)

First Aid and treatment received and who administered it:

Outcome: (assailant apprehended, police called, lost time, emotional shock or distress, legal action initiated, continued working, visited hospital, hospitalised)

Relevant events which preceded the incident and possible contributing factors:

Details of witnesses: (name and address, attach a signed statement if possible)

Other relevant information: (include possible preventative/remedial actions)

Details of the offender:

Sex: Male/Female

Race:

Age:

Height:

Weight:

Build:

Glasses Yes/No
(If possible describe the glasses)

Facial Hair:

Eyes:

Tattoos: Yes/No
(If possible describe the tattoo designs and locations)

Scars/Marks:

Hair:

Clothing:

Is the assailant known to the victim?

What was said:

Accent/distinguishing features of voice:

Vehicle description:

Colour:

Registration number:

Make:

Model:

External features:

Interior features:

Review

Date

**Reviewed By Amendments Minute
Number**