

No Violence at Work Policy

Last updated: 21st March 2016

***Note:** Our policies and procedures are updated regularly. If you need to refer to or quote a document of this type in a report or meeting, please visit the intranet to view the latest version.*

1. Purpose of the No Violence at Work Policy

- 1.1 This Policy sets out the City Council's approach to preventing, managing and responding to any form of work-related violence.

2. Quick Review of the No Violence at Work Policy

- 2.1 The Policy is designed to:

- Set out who is covered by the Policy.
- Set out the City Council's commitments to a **zero tolerance** to any form of violence at work.
- Detail where further advice and guidance can be accessed.

3. Scope of the Dealing with No Violence at Work Policy

- 3.1 This Policy applies to:

- All employees; whether permanent, temporary, full-time, or part-time, engaged on City Council business
- Actions of employees (of any other agencies) working on behalf of the City Council.

4. The Policy on 'No Violence at Work'

- 4.1 The City Council is committed to creating a safe working environment, one that looks to reduce the risk of violence to its employees arising out of their work. It will take all reasonably practicable measures to prevent or reduce the risk of such exposure.
- 4.2 All employees have the right to be treated with consideration, dignity and respect. The City Council not only supports this right but will take all practical measures to prevent any harm (in any form) to its employees.
- 4.3 Violence at work, including verbal abuse, will not be tolerated. The City Council will support any employee who in the performance of Council duties is the victim of violence of any form.
- 4.4 The City Council is committed to reducing the risk of work-related violence to the lowest practicable level. **It has a zero tolerance.** This commitment is reinforced by:
- Recognising the harm and distress which can arise from a violent incident and providing appropriate support and procedures as are necessary to lessen the negative effects of the incident and prevent a recurrence.
 - Reserving the right to involve the Police (or other agencies) following a violent incident, if appropriate.
 - Supporting the prosecution and/or taking of legal action against any perpetrators of violence and aggression against a City Council employee.

- The City Council will provide support to those employees who are affected by an act of abuse or violence in connection with work.
- The City Council will consider the withdrawal of services where a risk to the safety of staff remains.

5. Implementation

5.1 Managers and employees are responsible for:

- Ensuring that, where required, a 'no violence at work' risk assessment is undertaken and all staff are aware of the risk assessment and control measures.
- Ensuring that all members of staff are aware of the correct reporting procedure.
- Advising and encouraging staff to report all work-related violence.
- Ensuring that violent incidents reports are completed via the e-form that is available on the intranet in accordance with the **Accident / Incident Reporting Procedures**.
- **Notify** the Health and Safety Executive if the incident meets the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- Undertake an appropriate level of investigation in accordance with the **Accident/Incident Reporting and Investigation Guidance GN12**.
- Ensure training needs are identified and appropriate training provided and refreshed.
- Informing the Police of any serious concerns, or events, or incidents.

5.2 Employees must help the City Council in stopping any form of violence in the workplace and should:

- Report violent incidents to their line manager at the earliest opportunity.
- Be fully aware of the City Council's policy and comply with it.
- Recognise the potential for work-related violence.
- Take positive action, (i.e. contact a manager if they think a situation is escalating or contact the Police).
- Be supportive of colleagues who are the victim of, or have witnessed, work-related violence.
- Suggest and participate in the development of controls which may help in the prevention and management of work-related violence.
- Behave in a manner that does not incite or increase the likelihood of violence.

5.3 Occupational Health Service will provide appropriate support to employees following a violent incident (e.g. counselling) if required.

5.4 **The Health and Safety Unit** will provide guidance to managers and employees on the development of relevant risk assessments and safer systems of work. This extends to providing advice and guidance to managers and staff following a violent incident and will monitor all reported incidents of violence and aggression.

- 5.5 The service will be responsible for reporting on the nature and prevalence of violent incidents, recommended actions and the work required to mitigate risk.

6. Further Advice, Guidance and Information

- 6.1 For further advice, guidance and information on work-related violence please refer to guidance on:

- Dealing with violence at work.
- Action to be taken in the event of a violent Incident.
- Abusive phone calls.

7. Review

- 7.1 This Policy and the organisational arrangements for its implementation will be monitored, reviewed and when necessary suggest improvements by **the Health and Safety Unit**.