The Prevention and Management of Violence in the Workplace

National Occupational Standards

January 2013
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PMWRV1
Make sure your actions contribute to a positive and safe working culture

Overview

What this standard is about
This standard is about identifying where the risks are in your job role and the triggers that may escalate behaviour towards violence. It is also about understanding relevant organisational procedures, being sure you know what to do to carry out your work in a calm and professional manner. You should be aware of all your responsibilities in the workplace, including working safely.

Who is the standard for?
This standard is for you if you work, regardless of your employment status, as you will need to make sure your actions contribute to a positive and safe working culture.
PMWRV1
Make sure your actions contribute to a positive and safe working culture

Performance criteria

**Identify the risk of violence in your working environment**

**You must be able to:**

- **P1** review your job role and responsibilities to identify any risks of violence to you or others
- **P2** identify which aspects of your organisation's policy on preventing work-related violence and risk assessment are relevant to you and your work
- **P3** review your organisation’s procedures to check they cover all potential situations you have to face at work and inform the responsible person about any identified gaps
- **P4** identify potential triggers of violence within:
  - **P4.1** your working environment
  - **P4.2** your job role
  - **P4.3** the actions of other people who work with you
  - **P4.4** the circumstances of the service-users with whom you normally expect to work
- **P5** find out the procedures to follow if an incidence of violence occurs
- **P6** record all the risks of violence you have identified, the controls in place for those risks, and report any issues to the responsible person
- **P7** seek clarification regarding procedures for recording violence if necessary

**Reduce the risk of violence in your working environment**

**You must be able to:**

- **P8** make sure you keep up-to-date with information about your working environment on:
  - **P8.1** possible causes of violent behaviour
  - **P8.2** what you could do to prevent violence happening
  - **P8.3** who else could help you
  - **P8.4** what to do should an incident occur
  - **P8.5** where to get post-incident support
- **P9** when preparing to start a work task consider whether you need:
  - **P9.1** to inform other people of your plans
  - **P9.2** other people to be present
  - **P9.3** special equipment to make you safer
  - **P9.4** to know how to leave if the situation gets out of hand
PMWRV1
Make sure your actions contribute to a positive and safe working culture

P10 perform your job role and responsibilities to organisational requirements, standards and expectations
P11 make sure the information and support you provide is appropriate for the circumstances
P12 respond to requests for your assistance in a prompt and courteous manner
P13 treat service-users and other people who work alongside you in a way that:
   P13.1 shows respect for their views and opinions
   P13.2 promotes goodwill
P14 make sure that commitments made to service-users and other people at work are achievable, honour commitments made and are within the agreed timescales
P15 respond promptly to complaints and follow-up complaints in accordance with organisational policy and procedures
P16 resolve difficulties in relationships in a prompt, fair and polite manner, and report outstanding difficulties to the relevant person
P17 monitor your own and other’s health and safety at work and report any concerns to the relevant person
Make sure your actions contribute to a positive and safe working culture

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work

K2 the contents of the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability

K3 your job role, responsibilities and limitations

K4 your capabilities and how and when you should report problems to other people

K5 how to recognise challenging and unacceptable behaviour and where you may be at risk of changes in behaviour which may trigger violence from service-users or other people who work with you

K6 the safe working practices for your own job role

K7 the importance of personal conduct in maintaining a healthy, safe and positive work environment

K8 adjusting the amount and type of communication appropriate to the needs of the service-users and other people who work with you

K9 the importance of developing positive working relationships with service-users and other people who work with you

K10 the importance of considering and listening to other people’s views and opinions

K11 the organisation’s requirements, standards and expectations of your performance

K12 the organisations requirements to provide training in conflict management and resolution techniques
PMWRV1
Make sure your actions contribute to a positive and safe working culture

Glossary

**Conflict**
Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by verbal abuse, threatening behaviour or physical violence.

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Employment**
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

**Equipment**
These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

**Generic risk assessment**
Generic risk assessment is:
• an examination of the work and workplace to identify what could cause harm to people (a hazard); and
• an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Policy**
• A statement which directs the present and future decisions of an organisation.
• It is intended to influence and determine decisions, actions, and other matters.
• Typically, a policy designates a required process or procedure within an organisation.
• They are often initiated because of some external requirement.

**Positive working environment/culture**
A working environment/culture which does not tolerate any violent behaviour
Procedures
A series of steps following in a regular definite order that implements a policy.

Relevant person
A person named in the organisation’s procedures as having responsibility for incidents of violence at work

Risk
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


Safe working practices
Established safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.

Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:
- temporary personal factors for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.
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Make sure your actions contribute to a positive and safe working culture

| **Worker** |
| A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers. |

| **Working environment** |
| The work area(s) where the workers carry out their duties |
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Make sure your actions contribute to a positive and safe working culture

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Overview

What this standard is about
This standard is about the skills and knowledge needed for identifying triggers of violence, assessing the level of risks and planning and recommending action to help reduce that risk. You will also need to review the assessment of risks for changes.

Who is the standard for?
This standard is for you if you need to assess the risk of violence to workers.
Identify, assess and review the risk of violence to workers

Performance criteria

Identify the risks of violence in the workplace

You must be able to:

P1 review the full range of job roles and responsibilities of workers within your area of work

P2 review and record the full range of working environments which workers will experience

P3 identify and record factors that may cause violence to occur in the workplace

P4 where you have any uncertainty, seek expert advice and guidance on potential triggers of violence and where it is most likely to occur

P5 identify in your research:

P5.1 which job roles are at most risk

P5.2 risks presented to new and lone workers

P5.3 risks relating to the working environment

P5.4 risks relating to ethnicity, gender, identity and disability

P5.5 risks presented through the use of social media

P5.6 the triggers of violence and aggression they may face

P6 record the results of your research in a way which meets legal requirements and good practice

P7 establish the workers' level of self-awareness and concern about their personal safety, well-being and health at work

P8 conduct a generic and/or dynamic risk assessment

Assess the level of risks and prepare an action plan

You must be able to:

P9 identify the triggers of violence which can be eliminated

P10 assess the level of risk for the triggers of violence which cannot be eliminated but can be reduced

P11 record the risks and the reasons in priority order starting with those where your workers face the most serious harm

P12 prepare a risk management plan which has considered and includes details of:

P12.1 the working environment

P12.2 service-users

P12.3 workers
Identify, assess and review the risk of violence to workers

**You must be able to:**

P12.4 training requirements

P12.5 recommendations for controls and safe working practices to reduce risks

**Review your assessment of risks**

P13 identify changes in the workplace which may affect the level of risk of violence to the workers

P14 identify any legal, environmental or professional changes which may affect current working practices

P15 consult with workers to identify any increased risks of violence

P16 amend your assessment to reflect new information

P17 ensure there is a robust communication system in place for the dissemination of up to date information

P18 create opportunities for all workers to provide feedback on the contents of the risk assessment

P19 make sure you are up-to-date with information relating to health and safety and the prevention of violence in the workplace

P20 accurately record:

P20.1 the details of the review

P20.2 any changes required to improve the safety of your workers

P20.3 measures to monitor their effectiveness

P20.4 the timescales for the implementation of the changes

P21 gain the acceptance of the people affected by the outcomes of the review through consultation

P22 monitor the effectiveness of the revised working practices and your assessment of risks
Identify, assess and review the risk of violence to workers

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 the duties of all workers including those at most risk and the possible implications of their work on their wellbeing, safety and health

K4 the range of working environments which the workers will experience

K5 how to classify triggers of violence in a way which is relevant to the workers and their working environment

K6 the impact of social media on workers

K7 how to carry out research into the concerns of workers about violence at work without causing any unnecessary disruption or fear

K8 sources of expert advice and guidance on the prevention and managing work-related violence

K9 the difference between a generic and dynamic risk assessment

K10 the resources and training required to carry out a risk assessment

K11 the implications of change and the effect on your workers

K12 the importance of consulting with workers about the risk of violence at work

K13 the importance of keeping yourself up-to-date with information relating to workplace violence

K14 the importance of keeping clear and accurate records

K15 effective methods of communication

K16 who to notify of any required changes in working practices

K17 your scope for making changes in the work people do and the environment in which they work

K18 appropriate measures which can be put in place to eliminate triggers of violence and reduce risk to workers
Dynamic risk assessment
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

Employment
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

Generic risk assessment
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• an examination of the work and workplace to identify what could cause harm to people (a hazard); and
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Policy
• A statement which directs the present and future decisions of an organisation.
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Procedures
A series of steps following in a regular definite order that implements a policy.

Risk
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
• the likelihood of that harm occurring;
• the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
• the population which might be affected by the hazard, i.e. the number
Identify, assess and review the risk of violence to workers

of people who might be exposed.

Safe working practices
Established safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.

Service users
Examples are: patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

Social media
This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines, Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:

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- persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
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Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.
**Worker**
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

**Working environment**
The work area(s) where the workers carry out their duties

### External Links

- **Acas**

- **Equality and Human Rights Commission**

- **The Health and Safety Executive**

- **The Chartered Institute of Personnel and Development**
  [http://www.cipd.co.uk/](http://www.cipd.co.uk/)

- **Chartered Management Institute**

- **Trade Union Congress**
PMWRV2
Identify, assess and review the risk of violence to workers

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Overview

What this standard is about
This standard is about undertaking a dynamic risk assessment and defusing a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect and understanding for people, their property and rights. It is about responding to a situation, trying to calm it down and, when necessary or appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes and making necessary changes as a result of the review.

Who is the standard for?
This standard is for you if you find yourself in a situation at work where you need to protect yourself and others from the risk of violence.
PMWRV3
Protect yourself and others from the risk of violence at work

Performance criteria

Conduct a dynamic risk assessment

You must be able to:

P1 step back from the situation and assess the level of threat presented by:
P1.1 the person(s) (including yourself) involved,
P1.2 objects which could be used as a weapon, and
P1.3 the physical or virtual environment in which the incident takes place

P2 consider the options available and respond with the safest and most effective action,

P3 continue to monitor the situation and be prepared to re-assess the threat and consider alternative options if the level of threat changes

Help to defuse a potentially violent situation

You must be able to:

P4 maintain a calm, reassuring and professional attitude towards those presenting unacceptable and/or challenging behaviour

P5 maintain a safe distance and avoid contact if possible

P6 be aware of exits

P7 communicate with those presenting unacceptable and/or challenging behaviour in a way that:
P7.1 shows respect for them, their property and their rights
P7.2 is free from discrimination and oppressive behaviour

P8 keep the situation under review and act to reduce the risks to the safety of all those affected by the incident

P9 take action to calm the situation which will:
P9.1 attempt to ensure the situation does not deteriorate or worsen
P9.2 follow your organisation’s policy and procedures and your legal responsibilities, including the rules of the social media site in which the incident occurred
P9.3 minimise the risk of injury to you and other people

P10 where you are unable to calm the situation down, request assistance promptly as required by organisational procedures

P11 end contact with those presenting challenging and/or unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed
PMWRV3
Protect yourself and others from the risk of violence at work

You must be able to:

P12 explain clearly to the people involved as appropriate:
  P12.1 what you will do
  P12.2 what they should do and
  P12.3 the likely consequences if the present situation continues

Review your own and others involvement in the incident

P13 review the sequence of events leading up to the incident
P14 discuss with relevant people whether organisational procedures helped or hindered the incident
P15 complete records in accordance with organisational requirements about:
  P15.1 yours and others actions at the time of the incident
  P15.2 the circumstances and severity of the incident
  P15.3 the measures taken to protect yourself and other people
  P15.4 action taken to try to calm the situation down
P16 assess the organisation’s and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents
P17 make recommendations to the relevant people for reducing the risk of further similar incidents
P18 identify areas where you and others would benefit from training
P19 contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
P20 make use of available support and advice to help prevent any incident-related health problems, where appropriate
Protect yourself and others from the risk of violence at work

Knowledge and understanding

You need to know and understand:

K1 your own and others legal duties for ensuring well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
K2 your own and others job role, responsibilities and limitations
K3 your own and others capabilities and limitations in terms of protecting yourselves in potentially violent situations
K4 the process of dynamic risk assessment of a potentially violent situation
K5 when it is appropriate and possible to maintain a safe distance, and avoid physical contact
K6 the importance of showing respect for people, their property and rights and how to do so
K7 how to avoid behaviours or language that are discriminatory or oppressive
K8 how to interpret body language and the importance of acknowledging other people’s personal space
K9 the importance of remaining alert to triggers of violent behaviour
K10 the importance of planning how you and others will leave a situation including identifying where the nearest exit routes are if at risk of physical violence, or logging off if at risk of violence in a virtual environment
K11 the main signs that a situation could escalate to violent behaviour and how to recognise these
K12 when to leave the scene of the incident, seek help and safe techniques for leaving the situation
K13 the types of action and behaviour you can take to calm situations
K14 your organisation’s procedures for dealing with violent behaviour
K15 the importance of having the opportunity to talk to someone about the incident afterwards
K16 the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
K17 methods of effective communication
Protect yourself and others from the risk of violence at work

Glossary

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Generic risk assessment**
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Risk**
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
- the likelihood of that harm occurring;
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- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


**Social media**
This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines,
Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

**Triggers of violence**
Factors that might cause violence to occur. They can be categorised in four different types:

- **temporary personal factors** for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- **persistent personal factors** such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- **temporary environmental factors** such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- **persistent environmental factors** such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

**Work-related violence**
The Health and Safety Executive’s definition of work-related violence is: ‘*any incident in which a person is abused, threatened or assaulted in circumstances relating to their work*’.

**Virtual environment**
A computer generated setting (social media sites) in which the user of the technology perceive themselves to be and within which interaction take place.
## PMWRV3

Protect yourself and others from the risk of violence at work

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PMWRV3 Protect yourself and others from the risk of violence at work

7
Overview

What this standard is about
This standard is about the skills and knowledge required for developing effective policies and procedures which specify the minimum acceptable standards for safe working practice, as well as reviewing its effectiveness.

Who is the standard for?
This standard is for you if you are responsible for developing policies and procedures for reducing the risk of violence at work, reviewing their effectiveness and recommending effective changes.
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

**Performance criteria**

**Develop a policy and procedures for managing work-related violence**

*You must be able to:*

- **P1** make sure your policy relates to existing documentation, including risk assessments, all risks to workers, and guidelines and policies on social media use
- **P2** in consultation with workers develop a set of criteria which clearly define unacceptable and/or challenging behaviour
- **P3** consult with all relevant people during the development of the policy about the risk of violence associated with each job role and working environment
- **P4** write a clear statement about the employer’s duties and responsibilities for managing and communicating the risk of violence at work
- **P5** make clear reference within the policy to:
  - P5.1 the organisation’s values
  - P5.2 the rights and responsibilities of service-users and workers
  - P5.3 the organisation’s proposals to reduce risk
  - P5.4 the organisation’s response to incidents, including the use of physical intervention
  - P5.5 the organisation’s policy on challenging and/or unacceptable behaviour
  - P5.6 the support measures available to workers who have been involved in an incident
- **P6** develop procedures for job roles which:
  - P6.1 aim to maximise workers’ safety
  - P6.2 detail training requirements
  - P6.3 give clear guidelines to help implement the procedures
- **P7** agree measures for:
  - P7.1 checking the effectiveness of the procedures
  - P7.2 how often the procedures will be reviewed
  - P7.3 what information will be kept to inform the review
  - P7.4 how changes in policies and procedures will be communicated to staff
PMWRV4
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

P8 check the policy and procedures before their publication to make sure that they are consistent with each other and organisational requirements.

**Review the effectiveness of the “work-related violence” policy and procedures**

*You must be able to:*

P9 review any changes in job roles and the working environment which may impact on your policy and procedures

P10 review the policy for preventing and managing work-related violence with those who maintain information on potential and actual violent incidents at work and make necessary changes

P11 through consultation confirm that the criteria regarding challenging and/or unacceptable behaviour are still appropriate

P12 review the procedures and confirm through consultation whether these remain appropriate for their intended purpose

P13 regularly check and record if the procedures are being followed

P14 check that the procedures can be understood by everyone for whom they have been written and clarify where necessary.

P15 alert all workers to any revisions to the policy and procedures and the reasons for the revisions
PMWRV4
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
K3 the risks associated with each job role and working environment include virtual environments
K4 the job roles and responsibilities of all the workers for whom you are responsible
K5 how to decide and define acceptable and unacceptable standards of behaviour from service users and workers taking into account various other factors such as whether the individual has a learning disability
K6 which documents will be useful to inform the development of the policy
K7 with whom you should discuss the policy during its development
K8 the organisation’s position on the use of physical intervention and the legal, moral and physical implications of physical intervention
K9 those responsible for the organisation’s security and workers’ duties and responsibilities in terms of health, safety and the welfare of themselves, other people and service-users
K10 the minimum training requirements for each job role for preventing and managing work-related violence
K11 what information is needed to determine the effectiveness of the review
K12 the external sources of information and advice which can be used to develop policy and procedures
K13 who is responsible for maintaining the relevant information needed by you to carry out a full review of the effectiveness of the procedures
K14 the importance of checking whether the procedures are adequate and remain appropriate for the work being carried out
PMWRV4
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

K15  appropriate channels of communication
K16  how to check workers' understanding of the procedures and guidelines prepared for the workers for preventing and managing work-related violence
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

Glossary

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Employer**
A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

**Employment**
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

**Generic risk assessment**
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).
On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Physical Intervention**
These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement).
Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Positive working environment/culture**
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

A working environment/culture which does not tolerate any violent behaviour

Procedures
A series of steps following in a regular definite order that implements a policy.

Risk
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:

- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


Service users
Examples are: patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

Social media
This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines, Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Virtual environment
A computer generated setting (social media sites) in which the user of the technology perceive themselves to be and within which interaction take place.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

basis, in training, work experience and volunteers.

Working environment
The work area(s) where the workers carry out their duties
Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

Developed by
Skills CFA

Version number
2.0

Date approved
January 2013

Indicative review date
January 2016

Validity
Current

Status
Original

Originating organisation
Skills CFA

Original URN
PMWRV4

Relevant occupations
135 Personnel, training and industrial relations manager; 3562 Personnel and industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals

Suite
The Prevention and Management of Violence in the Workplace (2013)

Key words
Prevention; Management; Violence; Worker; Risk; Policies; Procedures
Overview

What this standard is about
This standard is about the skills and knowledge required to make sure the measures and guidelines are in place for reducing violence at work, ensuring managers and workers follow procedures and are properly equipped to do so. It also covers reviewing the implementation of procedures for preventing violence at work.

Who is the standard for?
This standard is for you if you are responsible for the effective implementation of policies and procedures which deal with reducing violence at work.
Implement policy and procedures to reduce the risk of violence at work

Performance criteria

**You must be able to:**

Enable workers to maximise their safety and that of other people

P1 identify the key people to whom potential and actual incidents of violence should be reported

P2 make sure procedures are in place for service-users, visitors and workers to record complaints

P3 make sure that all appropriate precautionary measures are in place to help reduce the risk of violence to workers

P4 communicate to all workers:
  P4.1 the purpose of the policy, procedures and guidelines
  P4.2 the importance of maintaining their own safety, the safety of colleagues and that of service-users
  P4.3 the people to whom they should report a risk of violence

P5 provide appropriate equipment for those workers at risk of violence to summon assistance quickly

P6 make sure all workers receive, where appropriate, training to enable them to minimise the risks of violence, including:
  P6.1 assessing the level of risk
  P6.2 managing threatening situations
  P6.3 when to refer the situation to a relevant person
  P6.4 the use of physical intervention and breakaway techniques
  P6.5 evacuation procedures in the event of a serious incident
  P6.6 incident reporting procedures
  P6.7 when to utilise the emergency services

P7 make sure all workers receive opportunities to practice procedures before they face difficult situations

P8 make sure appropriate support is readily available to any individuals affected by violence at work

Review the implementation of procedures to prevent violence at work

**You must be able to:**

P9 regularly review with all workers the effect of the procedures on their work and how they may be improved

P10 discuss with relevant people whether the risk of violence at work is being adequately managed
PMWRV5
Implement policy and procedures to reduce the risk of violence at work

P11 confirm the competence and awareness of the organisation’s policy and procedures, required of those with specific responsibilities for security

P12 assess the number of incidents of unacceptable and/or challenging behaviour by analysing records

P13 identify patterns in violent incidents including:
    P13.1 the type of job role
    P13.2 the individuals involved
    P13.3 locations
    P13.4 activities being undertaken
    P13.5 triggers of violence
    P13.6 the precautionary measures used
    P13.7 the outcomes

P14 monitor the outcomes of training and assess whether further training is required

P15 record the outcomes of the whole review and any amendments to the procedures which are necessary

P16 through consultation gain the acceptance of people affected by the changes to the procedures

P17 communicate changes to the procedures and the reasons for change to all workers
Implement policy and procedures to reduce the risk of violence at work

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 the job roles and responsibilities of all the workers for whom you are responsible

K4 the rights of individuals and how these rights may be affected in violent situations if physical intervention is necessary

K5 the importance of consulting and communicating with workers at regular intervals on this subject

K6 the importance of identifying people who will have the responsibility for recording potential and actual incidents of violence at work

K7 the need for a comments, compliments and complaints procedure for service-users, visitors and workers

K8 which precautionary measures and communication equipment can be utilised by workers who are at immediate risk of violence

K9 the training requirements of workers and how to make sure that workers receive adequate opportunities to practice the procedures

K10 appropriate levels of support and advice for those affected by violence at work

K11 how to carry out a detailed review of procedures including the competence requirements of those with a specific responsibility for security and an assessment of their level of awareness of the organisation’s policy and procedures

K12 the responsibilities of workers at most risk and the impact of the procedures on carrying out their duties effectively

K13 the importance of checking that procedures still apply and are effective

K14 the usefulness and implications of carrying out an analysis of patterns or trends
Implement policy and procedures to reduce the risk of violence at work

K15 when it is appropriate to alter the procedures in line with workers’ requirements, and the legal or professional implications of the alterations made to the procedures

K16 who should be informed of amendments to the procedures

K17 effective methods of communication to ensure full compliance with the amendments
Glossary

**Employment**
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

**Equipment**
These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

**Physical Intervention**
These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement). Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Precautionary measures**
These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.,

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Relevant person**
A person named in the organisation’s procedures as having responsibility for incidents of violence at work

**Risk**
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
- the likelihood of that harm occurring;
Implement policy and procedures to reduce the risk of violence at work

- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:
- temporary personal factors such as service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
**PMWRV5**

Implement policy and procedures to reduce the risk of violence at work

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<td>PMWRV5</td>
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<td>The Prevention and Management of Violence in the Workplace (2013)</td>
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<tr>
<td>Key words</td>
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Overview

What this standard is about
This standard is about the skills and knowledge required to plan to improve the working environment by reviewing the current level of understanding of violence at work. It is also about producing plans to promote a safe and positive culture in the workplace, and providing opportunities for discussion and communication about violence at work.

Who is the standard for?
This standard is for you if you are responsible for promoting a safe and positive working environment and culture where workers feel safe from violence.
Develop plans to promote a safe and positive culture in the workplace

**P1** gather and record feedback and recommendations from workers and relevant people on their concerns and their experience of violence at work

**P2** identify the current level of understanding and response to the organisation’s policy and procedures on preventing and managing violence at work

**P3** check workers’ understanding of the safety equipment and precautionary measures available in the organisation

**P4** using all available sources of information identify where improvements and changes may be necessary

**P5** produce a plan based on your findings which includes recommendations about the resources which are necessary to help reduce incidents of violence and improve the working environment

**P6** review the risk assessment and record your findings

**P7** obtain the necessary approval to implement your plan

Implement plans to promote a safe and positive culture in the workplace

**P8** communicate regularly with workers about the importance of being alert to the presence of risks of violence at work

**P9** make sure that information and support on preventing and managing violence at work is readily available for all workers

**P10** provide opportunities for workers to review the risk assessments for their work

**P11** make sure resources are available to help reduce incidents of violence and improve the culture in the workplace

**P12** set up and monitor appropriate mechanisms for the discussion of workplace violence

**P13** develop and encourage the use by all workers and relevant people of a comments, compliments and complaints procedure

**P14** make sure the organisation’s policy on violence at work is communicated to people other than those who work there

**P15** review the implementation of your plans on a regular basis
Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
K3 the job roles and responsibilities of all the workers for whom you are responsible
K4 the importance of keeping people regularly informed and involving them in discussions about violence at work
K5 available sources of information on violence at work and the appropriate support and advice
K6 the importance of communications and of reminding everyone to remain alert to the presence of triggers of violence in the workplace and in virtual environments
K7 the impact of the working environment and the effect of any changes made on workers and service-users
K8 the importance of providing opportunities for workers to discuss work-related violence and any aspects of their working environment which could be improved
Glossary

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Employment**
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

**Generic risk assessment**
Generic risk assessment is:

- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Policy**

- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Positive working environment/culture**
A working environment/culture which does not tolerate any violent behaviour.

**Precautionary measures**
These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.,

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Risk**
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
• the likelihood of that harm occurring;
• the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
• the population which might be affected by the hazard, i.e. the number of people who might be exposed.


Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:

• temporary personal factors for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
• persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
• temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
• persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Virtual environment
A computer generated setting (social media sites) in which the user of the technology perceive themselves to be and within which interaction take place.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

Working environment
The work area(s) where the workers carry out their duties
### Developed by
Skills CFA

### Version number
2.0

### Date approved
January 2013

### Indicative review date
January 2016

### Validity
Current

### Status
Original

### Originating organisation
Skills CFA

### Original URN
PMWRV6

### Relevant occupations
1135 Personnel, training and industrial relations manager; 3562 Personnel and industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals

### Suite
The Prevention and Management of Violence in the Workplace (2013)

### Key words
Prevention; Management; Violence; Workplace; Culture; Workplace
Overview

What this standard is about
This standard is about taking immediate and appropriate action, when an incidence of violence occurs, to reduce risk to yourself and other individuals. It is also about recording events and reviewing your actions and those of other people in order to help prevent further similar incidents.

Who is the standard for?
This standard is for you if you work in an occupation which may require you to respond to a violent incident.
Resolve and evaluate work-related incidents

Performance criteria

Resolve a violent situation

You must be able to:

P1 identify the individuals involved in the incident
P2 identify, prioritise and carry out actions in order to contain the incident and if possible deescalate the situation
P3 maintain at all times:
  P3.1 a positive and supportive attitude towards other people
  P3.2 the safety to yourself and other people throughout the incident
P4 assess whether further assistance is necessary and where appropriate hand over control of the incident accordingly to the relevant person
P5 if necessary, use a level of physical intervention or reasonable force which is justifiable and proportionate to control the incident whilst minimising injury to you and other people
P6 assess whether individuals require first aid or medical treatment and organise it promptly
P7 reassure individuals where they have become stressed and anxious
P8 be alert to the possibility of danger still being present at the scene of the incident and make sure the scene of the incident is left safe and secure
P9 report the details of the incident fully and accurately including witness statements where appropriate

Follow procedures for reporting violent incidents

You must be able to:

P10 assess your own behaviour in the incident and make sure that you acted within relevant legislation and standards in accordance with organisational procedures
P11 discuss the events of the incident with relevant people and establish what can be done to prevent recurrences
P12 complete records about the:
  P12.1 circumstances and triggers of the incident
  P12.2 action taken by other people
  P12.3 your actions
  P12.4 which precautionary measures were in use
P13 if appropriate, make use of available support and advice to help reduce
Resolve and evaluate work-related incidents

incident-related health problems
P14 when reporting and accounting for use of force state:
  P14.1 service users’ behaviour;
  P14.2 other factors (such as subject users’ mental state, age, gender, physical stature, staff resources, bystanders, potential weapons);
  P14.3 staff responses including physical interventions and level of force used
  P14.4 any injuries sustained
  P14.5 first aid and medical support provided
  P14.6 details of any admissions to hospital
  P14.7 support given to those involved and follow up action required
Resolve and evaluate work-related incidents

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
K2 the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability
K3 your job role, responsibilities and limitations
K4 organisational procedures relevant to dealing with incidents and strategies for handling violent situations
K5 the recommended approach for most situations
K6 the correct safety procedures to follow during violent incidents
K7 the rights of service users and the legal consequences of your actions including from the use of physical intervention and reasonable force
K8 that the use of physical restraint is the last resort and you must be trained before using it in appropriate situations and to the appropriate level
K9 first aid practices and when to summon assistance for first aid
K10 who to go to for support
K11 the reporting and recording procedures for violent incidents
K12 the relevant standards for your work
K13 risk assessments which are appropriate to your work
K14 risk factors involved with utilising physical interventions
K15 legal and professional implications of physical interventions
K16 ways of reducing risk of harm during physical interventions
K17 responsibilities immediately following physical interventions
Glossary

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Generic risk assessment**
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Physical Intervention**
These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement).

Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Precautionary measures**
These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Risk**
A risk is the likelihood of potential harm from that hazard being realised.
The extent of the risk depends on:
- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
Resolve and evaluate work-related incidents

- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


Service users
Examples are: patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:
- temporary personal factors for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.
Resolving and evaluating work-related incidents

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Overview

What this standard is about
This standard is about your role in providing the appropriate support to those affected by a violent incident at work, including those who have had to use physical intervention to reduce violence. The support should be consistent with statutory regulations and policies and procedures laid down by your organisation. It is about ensuring support is available immediately, as well as in the short and long term.

Who is the standard for?
This standard is for you if anyone working for you or in your area of responsibility is involved in a violent incident while carrying out their work.
PMWRV8
Support individuals involved in violent incidents at work

Performance criteria

**Provide immediate support**

You must be able to:

P1 maintain a calm, reassuring, sensitive and non-judgmental attitude with those involved in the incident

P2 assess the needs of those affected by the incident including whether they feel safe, reassured and comfortable to discuss the incident and disclose the events that took place

P3 check that all those affected have received appropriate assistance following the incident

P4 seek advice from an appropriate person about the well-being, safety, health and continued support for those affected by the incident

P5 agree and implement short term arrangements which may involve:

P5.1 the type of support to enable recovery and return to normal duties

P5.2 time away from work

P5.3 returning to work

P5.4 a change from normal duties

P6 establish with those affected the levels of confidentiality and reasons why information may have to be shared

P7 provide information about their rights and procedures in relation to their situation

P8 record discussions and agree actions accurately to aid and assist further investigations in accordance with relevant legal requirements

P9 make sure that the arrangements for support are put in place immediately

**Make sure continuing support is available**

You must be able to:

P10 follow up with those affected by the incident to make sure the agreed support arrangements are in place

P11 provide information about further support options and any relevant organisational procedures

P12 agree options for future working arrangements with those involved and inform the necessary people

P13 make sure options for future working arrangements are implemented and
PMWRV8 Support individuals involved in violent incidents at work

- Communicate with those requiring support at the agreed times
- Make sure the agreed referrals have been arranged
- Involve the individuals, when appropriate, in reviewing the incident and contributing to organisational initiatives to reduce future incidents and promote safer working
- Review the incident and associated support with all relevant people and record the findings in accordance with organisational procedures to aid recommendations and action plans resulting from the investigation
- Record discussions and the agreed actions accurately
Support individuals involved in violent incidents at work

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 how to maintain a calm, reassuring and professional attitude whilst with people under stress

K4 the impact of violence on individuals and other people close to them and the immediate, short, medium and long term impact of on-going court procedures

K5 the consequences of workers using physical intervention techniques

K6 how to recognise and respond appropriately to an individual’s distress

K7 how to interpret body language for signs of distress and problems and the importance of making sure the individuals concerned feel safe to discuss the events of the incident

K8 the organisation’s policy and procedures for preventing work-related violence and the criteria laid down by the organisation as to what constitutes unacceptable and/or challenging behaviour

K9 how to discuss the incident in a sensitive and non-judgmental manner and the importance of reassurance about confidentiality and when the need may arise to share the information

K10 the range of support options available to workers after an incident in the immediate, short and long term

K11 how and when to make effective referrals

K12 the importance of discussing suitable working arrangements after an incident

K13 the importance of keeping accurate records of all discussions
Glossary

Conflict
Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by verbal abuse, threatening behaviour or physical violence.

Employer
A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

Employment
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

Policy
• A statement which directs the present and future decisions of an organisation.
• It is intended to influence and determine decisions, actions, and other matters.
• Typically, a policy designates a required process or procedure within an organisation.
• They are often initiated because of some external requirement.

Procedures
A series of steps following in a regular definite order that implements a policy.

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
PMWRV8
Support individuals involved in violent incidents at work

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PMWRV8 Support individuals involved in violent incidents at work
Overview

What this standard is about
This standard is about responding promptly to complaints of violence and aggression regardless of the size of the incident, and recording events accurately in accordance with organisational requirements. It is also about assessing the causes of the incidents, evaluating and recommending any action in order to prevent further incidents.

Who is the standard for?
This standard is for you if you conduct investigations of incidents of violence at work and produce recommendations for change.
Investigate and evaluate incidents of violence at work

**Performance criteria**

**You must be able to:**

**Investigate incidents of violence at work**

- **P1** ensure the well-being and safety of the workers involved in the incident before seeking information
- **P2** ensure that the interviewee has the opportunity to have representation or support during the course of the interview
- **P3** assure those workers involved in the incident that the investigation will be conducted in a confidential and professional manner
- **P4** gather a precise account of the incident to include details of:
  - **P4.1** the assailant
  - **P4.2** their words and action
  - **P4.3** any witnesses to the incident
  - **P4.4** any relevant additional circumstances for consideration
- **P5** evaluate the triggers of violence and circumstances surrounding the people involved in the incident
- **P6** establish from the workers whether they were able to respond to the incident by following organisational procedures
- **P7** make sure that you report the events of the incident accurately
- **P8** inform all relevant people of the incident and follow-up action in accordance with organisational procedures
- **P9** make sure those involved in the incident are informed of the outcome of the investigation

**Recommend measures to reduce incidents of violence**

- **P10** identify trends by reviewing records of previous incidents
- **P11** establish whether workers responded to the incident in accordance with organisational policy and procedures
- **P12** if necessary, support workers where their responses/actions were inappropriate
- **P13** review the triggers which led to the violent incidents to establish whether they:
  - **P13.1** occur frequently
  - **P13.2** are avoidable by appropriate means
- **P14** investigate the number of incidents in relation to the training received by
PMWRV9
Investigate and evaluate incidents of violence at work

the relevant workers

P15 evaluate:
   P15.1 the effectiveness of training received by workers
   P15.2 their understanding of procedures appropriate to their job role

P16 consult with relevant people and produce a clear plan of action which details:
   P16.1 the recommendations to be implemented
   P16.2 where the risk assessment should be updated

P17 make recommendations to the relevant person to reduce the risk of further similar incidents which are safe and cost-effective

P18 develop good practice by sharing relevant, non-confidential information with other people which could aid in the control of violent situations

P19 make sure your recommendations improve procedures and, therefore, the well-being, health and safety of the workers

P20 monitor and review to make sure that knowledge gained from the incident has been applied
Investigate and evaluate incidents of violence at work

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 the job roles and responsibilities of all the workers for whom you are responsible including those who are at most risk and those with a specific responsibility for security

K4 the legal implications of an incident of violence at work

K5 the organisational procedures or social media site procedures concerning incident reporting and any documentation you are required to complete

K6 how to conduct a structured investigative interview in an impartial manner which maintains the dignity of the interviewee

K7 the importance of assuring workers involved in the incident that the investigation will be conducted in a confidential and professional manner

K8 the correct method of incident reporting and the possibility of an incident getting out of control if adequate measures are not put in place in advance

K9 effective methods of communication in sensitive situations

K10 clear and concise methods of recording information

K11 information essential to carrying out a successful evaluation

K12 organisational procedures relating to your role in reducing the occurrence of violence in the workplace

K13 the rights and responsibilities of employers and workers

K14 how to draw up an achievable plan of action and the importance of consultation before drawing conclusions
Investigate and evaluate incidents of violence at work

**Glossary**

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Employer**
A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

**Employment**
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

**Evaluation**
The process of determining whether an item or activity meets specified criteria. It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence.

**Generic risk assessment**
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Manager**
An individual charged with the responsibility for managing staff, resources and processes.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.
Investigate and evaluate incidents of violence at work

Procedures
A series of steps following in a regular definite order that implements a policy.

Relevant person
A person named in the organisation’s procedures as having responsibility for incidents of violence at work

Risk
A risk is the likelihood of potential harm from that hazard being realised.
The extent of the risk depends on:
  • the likelihood of that harm occurring;
  • the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
  • the population which might be affected by the hazard, i.e. the number of people who might be exposed.

Triggers of violence
Factors that might cause violence to occur. They can be categorised in four different types:
  • temporary personal factors for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
  • persistent personal factors such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
  • temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
  • persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
**Developed by**  Skills CFA

**Version number**  2.0

**Date approved**  January 2013

**Indicative review date**  January 2016

**Validity**  Current

**Status**  Original

**Originating organisation**  Skills CFA

**Original URN**  PMWRV9

**Relevant occupations**  1135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals

**Suite**  The Prevention and Management of Violence in the Workplace (2013)

**Key words**  Prevention; Management; Resolve; Evaluate; Incidents; Investigate
Overview

What this standard is about
This standard is about the skills and knowledge required for ensuring that the necessary information is communicated to the relevant people in a professional manner whilst maintaining appropriate confidentiality.

Who is the standard for?
This standard is for you if you are responsible for ensuring that both internal and external communications are handled effectively after an incident of violence at work.
PMWRV10
Make sure communication is effective following an incident of violence at work

Performance criteria

Brief relevant people following an incident of violence at work
You must be able to:

P1 identify and record the relevant facts relating to the incident and make sure that communications about the incident are shared in a professional and secure manner with all relevant people

P2 make sure all managers and relevant people are aware of:
  P2.1 what happened
  P2.2 who was involved
  P2.3 what will happen as a result of the incident
  P2.4 how to respond in a succinct and professional manner if questioned about the incident

P3 make sure all workers are reminded of the procedures to follow if they are questioned about the incident by people who do not work for the organisation

P4 reassure all workers about:
  P4.1 their safety
  P4.2 the action which will be taken as a result of the incident
  P4.3 the importance of reporting information about incidents of violence at work
  P4.4 the opportunities that exist for those with concerns about the incident to discuss them with a relevant person

Make positive use of external communications following an incident of violence at work
You must be able to:

P5 follow organisational policy and procedures when handling queries from external sources about the incident

P6 make sure all written communications are:
  P6.1 factual
  P6.2 clear
  P6.3 appropriate to the situation and organisational procedures

P7 make sure the emphasis is on the proactive measures taken by the organisation for reducing work-related violence
PMWRV10
Make sure communication is effective following an incident of violence at work

P8 maintain confidentiality and confirm that an investigation will be carried out
P9 make sure the personal details of those involved are kept out of all communications
P10 check the effectiveness of the communication strategy by reviewing the portrayal of the incident
PMWRV10
Make sure communication is effective following an incident of violence at work

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 the organisation’s policy and procedures relating to the prevention of violence at work and those specific aspects relating to communications both internal and external following an incident of violence

K4 the channels of communication within your organisation and the most appropriate means of communication which will reach all workers quickly

K5 how to deal with people external to the organisation in terms of what should and should not be disclosed

K6 how to handle queries from external sources and who the spokesperson is for such situations

K7 what messages should be conveyed and emphasised in external communications

K8 which facts are key, to whom they should be communicated and how to do so in a professional manner

K9 the importance of making sure that managers and relevant people know what has happened and the importance of telling the workers quickly

K10 the importance of reassuring all workers and knowing what to say in such situations including in response to their questions

K11 to whom workers should take their concerns

K12 the importance of following up the strategy to check it met with expectations and requirements
PMWRV10
Make sure communication is effective following an incident of violence at work

Glossary

Employment
Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

Management information system
A system designed to help managers plan and direct business and organisational operations. It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

Physical Intervention
These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement). Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

Policy
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

Precautionary measures
These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.,

Procedures
A series of steps following in a regular definite order that implements a policy.

Relevant person
A person named in the organisation’s procedures as having responsibility for incidents of violence at work
PMWRV10
Make sure communication is effective following an incident of violence at work

**Work-related violence**
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

**Worker**
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
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Overview

What this standard is about
This standard is about producing a qualitative system of information to aid in the prevention and management of work-related violence and the monitoring of incidents involving workers. It is also about using the system for producing reports and making it available for reviews.

Who is the standard for?
This standard is for you if you are responsible for developing and maintaining a management information system for data on incidents of violence at work.
Develop and maintain an effective management information system for incidents of violence at work

**Performance criteria**

**You must be able to:**

**Develop a management information system for recording incidents of violence**

P1 establish the objectives, scope and requirements of the information system to be able to request the necessary information from appropriate people

P2 develop the management information system to meet organisational requirements

P3 involve managers and workers to encourage reporting in the future

P4 confirm that all the information available to you is up-to-date and complies with the requirements set out in the organisation’s policy and procedures

P5 carry out regular updates of the system ensuring that information maintained in the system corresponds with all other relevant material

P6 make sure information held is in accordance with relevant statutory regulations concerning data records

P7 set-up relevant access control for all information systems make the information available when required and in the agreed format to authorised people only

P8 make sure that your records are accessible to all those who are authorised to use them

**Maintain the system to monitor performance**

P9 analyse the information in accordance with requirements

P10 produce the required reports from the information available

P11 confirm the information held is accurate and secure

P12 consult with relevant people about how to improve the well-being, health and safety of workers using the information held

P13 update the information held with any new information

P14 make the information available for reviews of the policy and procedures with relevant people

P15 communicate the reports produced securely and the decisions on action to all relevant people
Develop and maintain an effective management information system for incidents of violence at work

Knowledge and understanding

You need to know and understand:

K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work

K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection

K3 the purpose of the information system and the type of data required

K4 how to develop an appropriate system which enables quick and efficient information retrieval in a secure manner

K5 who to contact in order to make sure the information system contains all relevant information

K6 appropriate data for collection and the choices for methods of analysis

K7 how to produce concise and clear information from information systems

K8 how to set realistic performance objectives to meet organisational and professional standards

K9 who is authorised to receive data and when

K10 the importance of involving workers to encourage reporting in the future
PMWRV11

Develop and maintain an effective management information system for incidents of violence at work

Glossary

**Management information system**
A system designed to help managers plan and direct business and organisational operations.
It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

**Manager**
An individual charged with the responsibility for managing staff, resources and processes.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Work-related violence**
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

**Worker**
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
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PMWRV12
Manage aggressive communication within an organisation

Overview

What is this standard about?
This standard is about assessing and managing the risk of aggressive communication within your organisation.

Who is the standard for?
This standard is for you if you are responsible for assessing and managing the risk of aggressive communication within your organisation.
You must be able to:

P1  make sure that the organisation’s policies include the management of aggressive communication both on-line and face to face

P2  make sure that risk assessments carried out identify risks to staff related to aggressive communication

P3  make sure that control measures have been implemented to manage the risks identified and are being used

P4  make sure that procedures have been implemented to cover the risks to staff related to aggressive communication

P5  make sure that procedures are developed in consultation with key staff

P6  make sure that systems are in place to review and revise procedures regularly and following incidents

P7  make sure that equipment used to manage the risks of aggressive communication is suitable and maintained

P8  make sure that systems are in place to record incidents of aggressive communication

P9  make sure that records of incidents of aggressive communication are regularly reviewed to identify trends

P10 make sure that systems are in place to support workers who have experienced incidents of aggressive communication

P11 make sure that communications and customer management equipment is designed to minimise risks of aggressive communication

P12 promote a positive and supportive culture within the workplace

P13 make sure that all staff receive training to enable them to minimise the risks of aggressive communication
PMWRV12
Manage aggressive communication within an organisation

**Knowledge and understanding**

You need to know and understand:

K1 what aggressive communication is
K2 the causes of aggressive communication
K3 the risks associated with aggressive communication to the individual and
   the organisation
K4 how to carry out a risk assessment
K5 how to control risks
K6 what a policy/procedures should include
K7 how to develop effective procedures
K8 all forms of communication used by the organisation
K9 acceptable communication methods and styles
K10 why it is important to log aggressive calls and communication
K11 what information should/should not be given out by workers and included
   on, for example, websites and social media sites
K12 the types of communications equipment used by the organisation
K13 uses of communications equipment to minimise the risks of aggressive
   communication
K14 the potential uses of specialist equipment to minimise risks of aggressive
   communication
K15 how to provide advice and support about aggressive communication
K16 how to record incidents effectively
K17 why it is important to review records of incidents
K18 the possible effects of aggressive communication on the individual
K19 the importance of consulting with relevant staff when developing and
   reviewing policies and procedures
K20 how to promote a positive and supportive culture within the workplace
K21 how to make sure that workers receive effective training
K22 the legal rights of individuals and organisations in relation to aggressive
   communication
Aggressive communication
Is a style of communication in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others.

Dynamic risk assessment
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

Equipment
These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

Generic risk assessment
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

Policy
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

Procedures
A series of steps following in a regular definite order that implements a policy.

Risk
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number
Manage aggressive communication within an organisation

of people who might be exposed.

Work-related violence
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

Worker
A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

External Links
Health & Safety Executive www.hse.gov.uk
Victim Support www.victimsupport.org
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PMWRV13
Make sure your own actions minimise the risk of aggressive communication

Overview

What is this standard about?
This standard is about the skills and knowledge needed to minimise the risk of aggression through your own actions when communicating with customers/clients and colleagues.

Who is the standard for?
This standard is for all who work with colleagues or with customers as you will need to make sure your own actions minimise the risk of aggression.
PMWRV13
Make sure your own actions minimise the risk of aggressive communication

**Performance criteria**

*You must be able to:*

P1 identify the communication methods used by your organisation
P2 identify the possible risks of aggressive communication
P3 work within the procedures for dealing with aggressive communication set down by your organisation and within the social media site
P4 minimise the risks of aggressive communication when communicating remotely, on line and face to face
P5 record incidents of aggressive communication effectively and in a confidential and secure manner
P6 use advice and support to help you to manage incidents of aggressive communication
P7 recognise common triggers and anticipate difficult behaviour
P8 maintain your professionalism when dealing with aggressive incidents
P9 cooperate in debriefing and/or learning procedures following incidents
P10 manage aggressive communication in an appropriately challenging, non-aggressive way
Make sure your own actions minimise the risk of aggressive communication

**Knowledge and understanding**

You need to know and understand:

| K1 | the definition of aggressive communication |
| K2 | the possible risks of aggressive communication |
| K3 | the procedures for dealing with aggressive communicating set down by your organisation |
| K4 | how to minimise the risks of aggressive communication when communicating |
| K5 | how to record incidents of aggressive communication effectively and in a confidential and secure manner |
| K6 | why it is important to record incidents |
| K7 | the advice and support available to you |
| K8 | how to communicate effectively using different style and methods of communication |
| K9 | how to recognise common triggers and anticipate difficult behaviour |
| K10 | how to maintain your professionalism when dealing with aggressive communication |
| K11 | how to access training to develop your practice |
| K12 | how to de-escalate angry calls and discussions |
| K13 | when to terminate aggressive interactions effectively |
| K14 | why it is important to take part in post-incident procedures and learn from them |
| K15 | your legal rights in relation to aggressive communication |
| K16 | how to use assertiveness and conflict management techniques to manage difficult and aggressive communication |
PMWRV13
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Glossary

**Aggressive communication**
Is a style of communication in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others.

**Conflict Management**
The practice of identifying and handling conflict in a sensible, fair, and efficient manner. Conflict management requires such skills as effective communicating, problem solving, and negotiating with a focus on interests.

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Risk**
A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:

- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


**Social media**
This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines, Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

**Triggers of violence**
Factors that might cause violence to occur. They can be categorised in four different types:

- **temporary personal factors** for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- **persistent personal factors** such as deteriorating mental health, having a difficulty or disability, which prevents normal communication,
movement or behaviour, or

- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- persistent environmental factors such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

**Work-related violence**
The Health and Safety Executive’s definition of work-related violence is: ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

**Work-related**
That is, arising out of and in the course of the employment of a worker.
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Overview

What is this standard about?
This standard relates to all aspects of managing lone workers. It is about identifying, assessing and reviewing the risk of violence and aggression occurring to lone workers.

Who is the standard for?
This standard is for you if you are a lone worker or responsible for managing remote workers.
Performance criteria

You must be able to:

P1 identify the hazards of working alone
P2 assess the special risks for the lone worker
P3 identify extra demands on the lone worker's physical or mental stamina
P4 identify any illness suffered by the worker which might increase the risks of the job
P5 make sure that the risk assessment includes risks to lone workers
P6 make sure that control measures are put in place to minimise the risks identified
P7 make sure that the control measures are being used
P8 make sure that arrangements are in place for the systematic monitoring by qualified supervisors/managers of the hazards of lone working
P9 ensure that communications and, where appropriate, visits, are adequate
P10 make sure that regular contact/supervision is planned with the lone worker
P11 make sure that lone workers are regularly consulted about any safety concerns they may have
P12 make sure that lone workers are provided with sufficient training and to enable them to identify hazards and take appropriate action to avoid them
P13 make sure that update training is provided on a regular basis and whenever things change
P14 make sure that the organisation’s policies and procedures include lone working
P15 make sure that suitable first aid provision is made for lone workers
P16 make sure insurances cover lone/remote workers
P17 make sure that there is a procedure for lone workers to report incidents, including accidents and near misses.
P18 encourage lone workers to seek help and advice if any concerns arise
P19 make sure that mechanisms are put in place to support workers following incidents
P20 make sure that records of incidents are regularly reviewed to identify trends and that procedures are reviewed to take into account the lessons
PMWRV14
Manage lone worker

learned

P21 make sure that equipment used to minimise risks is regularly checked and maintained

P22 make sure that the risk assessment, policies and procedures are regularly reviewed
PMWRV14
Manage lone worker

Knowledge and understanding

You need to know and understand:

K1 legal responsibilities of the organisation for lone workers
K2 legal responsibilities of the lone worker
K3 specific law on lone working relating to your industry
K4 the hazards of working alone (including plant, substances and goods, risk of violence, young workers, building and premises, work area and customers).
K5 special risks for the lone worker
K6 the extra demands on the lone worker’s physical or mental stamina
K7 how to carry out a risk assessment
K8 how to review risk assessments
K9 how to control risks for lone workers
K10 how to develop effective procedures for the management of lone working
K11 the types of equipment which can be used to minimise risks to lone workers
K12 the instruction/training needed by lone workers
K13 why it is important to maintain regular contact/supervision with lone workers
K14 why it is important to review policies, procedures and working practices regularly
Lone workers
Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations, for example:

People in fixed establishments where:
- People working alone in a premises, for example, in small workshops, petrol stations, kiosks, shops and also homeworkers
- People who work from home
- People work separately from others, for example, in factories, warehouses, some research and training establishments, leisure centres or fairgrounds
- People work outside normal hours, for example, cleaners, security, special production, maintenance or repair staff

Mobile workers working away from their fixed base:
- On construction, plant installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery
- Agricultural and forestry workers
- Service workers, for example, rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises

It should be recognised that staff can be lone working even in a larger environment (not in sight or hearing distance of other workers), for example, receptionists, and that some staff become temporary lone workers.

Hazards for lone workers
Special hazards which lone workers can encounter are, for example:
- accidents or emergencies arising out of the work, including inadequate provision of first aid
- sudden illnesses
- inadequate provision of rest, hygiene and welfare facilities
- violence from members of the public and/or intruders

Risk assessment for lone working
The key to maximising safety wherever lone work is under consideration is the performance of a satisfactory risk assessment which should address two main features:
- whether the work can be done safely by a single person
- what arrangements/controls are required to ensure the lone worker is at no more risk than employees working together
The risk assessment should be reviewed regularly to make sure that it is still adequate.

www.bsia.co.uk

Control measures for lone working
These can include, for example:
- Instruction
- Training
- Supervision
- Protective equipment.
- Other devices to raise alarm
- Video cameras/alarms
- Security locks
- Automatic warning devices
- Checks that the lone worker has returned to their base or home as expected.

Legal duties of employers
Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work etc. Act 1974 still apply. These require identifying of hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

Employers need to be aware of any specific law on lone working applying in their industry (examples include supervision in diving operations, vehicles carrying explosives, fumigation work)

http://www.hse.gov.uk

Procedures/Policies for lone working
The organisation’s procedures/policies for lone working could include:
- Details of who the lone workers are. Recognising that staff can be lone working even in a larger environment, for example, receptionists and that some staff become temporary lone workers.
- Safety procedures for:
  - How details of venues, travelling and times are recorded at base - knowing where their staff are/should be at all times
  - When staff are expected back and how to account for all at the end of a shift
  - Procedures for handover by supervisors (clear details of who is where)
  - How frequently should the worker report in and notify changes in plans (late trains, traffic, delays)
  - What to do if someone is not where they should be/does not return when expected
Manage lone worker

- Providing back-up
- Emergency numbers
- Providing suitable personal protective equipment
- Suitable manual handling
- Communication methods- including technology to aid communication
- Testing communications equipment
- Checking equipment, tools and electrical items
- Responding to "worst-case" emergencies
- Illness, accident and emergency
- Minimising the risk of violence from the public, e.g. elimination of handling cash, constant changes of route when transporting valuables, adequate building security for out of hours working. Consideration should be given to the fact that women and young people working alone may be particularly at risk.
- Provision of adequate rest, hygiene, refreshment, welfare and first aid facilities
- Instructions relating to equipment carried – staff often carry valuable equipment, risks and valuables
- Car parks – safety recommendations
- Hotels – safe practices
- Driving
- Safe means of travel to and from the location, especially out of normal hours
- Evaluation and regular review of procedures
- Communication of procedures to workers
- Legal responsibilities of employer and employee

External Links

- Health & Safety Executive [www.hse.gov.uk](http://www.hse.gov.uk)
- The Suzy Lamplugh Trust [www.suzylamplugh.org](http://www.suzylamplugh.org)
- Victim Support [www.victimsupport.org](http://www.victimsupport.org)
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