

Dawlish Town Council

Policy on Violence and Violent Incidents

1. Statement of Policy

Employers are required by the Health and Safety at Work etc. Act to do what is reasonably practicable to ensure the health and safety of employees and others who may be affected by Council activities. This includes taking steps to reduce the risk to staff, and in certain cases the public, from violent incidents. There is also a requirement, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, to report injuries to employees that result from acts of non-consensual physical violence.

The Council will endeavour to reduce the threat of violence and will aim to provide a secure environment for employees. Contractors and members of the public are also entitled to expect to be reasonably safe from violent attack when visiting Council premises. The objectives of this policy will be achieved in a variety of ways including physical means (e.g. controlled entry, secure areas) and providing information and training for those at particular risk. The importance of supporting staff who are victims of violence or aggression is also recognised.

Recording of violent incidents is an important step towards understanding the nature and extent of the problem and reports will be reviewed in order to see if more can be done to lower the risk.

Disciplinary measures are outside the scope of this policy, but are dealt with elsewhere.

2. Organisation and arrangements

2.1 Town Clerk

- will, consider the risk of violence in all general risk assessments;
- where control measures are identified that are reasonably practicable then line managers will endeavour to implement the measures. Physical control measures e.g. protective screens, limiting access, etc. will be used in preference to other means of control e.g. training;
- where an assessment has identified training as necessary for staff at risk of violence then the Town Clerk will make arrangements for staff to attend;
- will encourage staff to use the appropriate report forms for violent/aggressive incidents and for potentially hazardous visits (see appendix 2).

2.2 Health Safety and Welfare Officer

- will work with staff and others who may be involved to ensure that all general risk assessments take account of the risk of violence to people in workplaces used by the Council;
- will liaise with staff and others to advise and assist with the selection and implementation of appropriate control measures to reduce the risk of violence;
- will ensure that publicity is given to the existence of this policy and the forms for recording and reporting violent incidents and potentially hazardous visits;
- will collect and review forms for reporting and recording violent incidents. Where immediate action is appropriate will advise the relevant manager. Will ensure that reported incidents are brought to the attention of the Health Safety and Welfare Forum;
- where a violent incident is reportable to the Health and Safety Executive, will make the report;
- will receive completed "Potentially Hazardous Visit" report forms (see appendix 2) from officers of the Council and distribute copies of them to managers who have expressed an interest in sharing this type of information.

2.3 All staff

- will report violent incidents in which they are personally involved. See appendix 2 for a sample report form;
- where they have knowledge of violent incidents in which contractors or members of the public are involved, will report these incidents on the appropriate form;
- where they suspect that a visit to premises may involve risk of violence, will report the concern on a “Potentially Hazardous Visit” report form (see appendix 2). These forms should be sent to the Health Safety and Welfare Officer.

2.4 Contractors

- may, if they so wish, may report violent incidents in which they are involved when engaged in work for the Council.

2.5 Health Safety and Welfare Forum

- will periodically review violent incident reports and consider where further action to reduce risk may be possible and appropriate.

January 2003

Appendix 1

Definition of Violence

For the purposes of this policy a definition of violence is needed :-

“any incident in which any employee, contractor, elected member or member of the public is abused, threatened or assaulted by any person on premises used as a workplace by the Council”.

Appendix 2

Reporting forms

- report form for violent / aggressive incidents (2 pages)
- report form for potentially hazardous visits

DAWLISH TOWN COUNCIL

REPORT FORM FOR VIOLENT / AGGRESSIVE INCIDENTS

Complete ALL SECTIONS and pass form WITHOUT DELAY to the Health Safety and Welfare Officer. This form may be filled in by anyone who has been involved in or witnessed a violent or aggressive incident.

Date of Incident Time of incident

Where did incident occur (building, place, etc.)

Exact location of incident

Person or persons suffering violence/aggression (use back of form if necessary)

Surname Forenames

Title (Mr., Mrs., Ms) Home telephone number

Address

.....

.....

Date of birth Male / Female

Status (Staff, Councillor, public, contractor, etc)

Directorate (for staff) Department (for staff)

Identity of aggressor(s), if known, or description if not known

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Describe fully the violent or aggressive incident. Say what lead up to the incident and just what happened.

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Was a weapon used, if so what?

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Nature of injuries suffered (if any)

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What action was taken after the incident (e.g. police called, complaint made, etc.)

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Continued

..... Continued

Name and address of witness

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Were there any factors which contributed towards this incident?

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Is aggressor known to have been involved in previous incidents? (give details)

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Had any measures been taken to prevent an incident of this type occurring? Is so why did they fail?

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What more could be done to prevent a similar incident from occurring?

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Any other relevant information

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Name of person completing report

Signature Date

Note :- The incidents for which this form should be used include those involving physical violence, aggressive behaviour, verbal abuse, sexual or racial abuse, intentional damage to property.

Potentially Hazardous Visit Report

Name of officer identifying problem :-

Directorate :-

Department :-

Address of premises giving cause for concern:-

Name of occupier or person giving cause for concern :-

Reason for concern :-

Date of visit or date concern noted :-

Date copied to Council's Health & Safety Officer :-

Note : Use this form to record details of any concern which may indicate that Council Officers should take extra care in dealing with particular people or visiting particular premises.