



# **VIOLENCE & AGGRESSION AT WORK POLICY**

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# **VIOLENCE AND AGRESSION AT WORK POLICY**

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# VIOLENCE AND AGRESSION AT WORK POLICY

## 1.0 Statement

Radcliffe Housing Society (RHS) recognises that all employees have a right to a safe place of work and to be treated with dignity and respect. They should not be subjected to any form of physical / verbal abuse or threat or any form of inappropriate behaviour such as harassment, discrimination, victimisation or bullying from fellow employees, people we support or members of the public.

## 2.0 Aims

It is acknowledged that individuals react in different ways to threatening or offensive behaviour. The aim of this policy is to ensure that RHS maintains a consistent approach when dealing with incidents within all our work settings.

2.1 We believe our residents and customers have a right to be heard, understood, and respected. We will not view behaviour as unacceptable just because someone is assertive or determined. We understand residents and customers may act out of character in times of distress or worry; this doesn't mean their behaviour should automatically be considered unacceptable.

## 3.0 Objectives

3.1 RHS provides housing, support and other services to tenants, leaseholders, and other stakeholders. RHS expects its employees to be given nothing less than courtesy and respect at all times. Equally, employees are expected to do likewise for all our tenants, leaseholders, and other stakeholders.

3.2 RHS will assess all violence and aggression issues, fully investigate all incidents and where appropriate, notify relevant authorities for further investigation and/or criminal proceedings as necessary.

3.3 The key objectives are to:

- Limit the number of incidents and injuries to employees resulting from violence and aggression
- Ensure all our legal obligations are fulfilled
- Increase awareness of issues relating to violence and aggression, ensuring that adequate control measures are implemented
- Give readily available information, guidance and support to employees involved in violent or aggressive incidents
- Ensure employees report and record incidents effectively
- Put in place preventative measures to avoid a re-occurrence of a previous incident.

## 4.0 Reporting Incidents

4.1 It is important that all staff report incidents as soon as they occur, or if they feel threatened or worried.

4.2 Staff must:

- Report all incidents promptly and fully
- Discuss incidents with managers
- Be familiar with the review process for Risk Assessments particularly where there is a need for change

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4.3 Where an alleged offence or risk occurs to our staff, contractors, or stakeholders, we will raise an Anti-Social Behaviour case. Our Anti-Social Behaviour Policy outlines our approach and enforcement measures we will take, to mitigate future risks.

4.4 Generally, an employee whose job requires them to deal with the public can be at risk from violence, eg those engaged in providing a service, giving assistance and support or representing authority.

## 5.0 Actions

5.1 Managers will identify which employees are at risk.

- Our staff who have face to face contact with the public are normally the most vulnerable.
- We will identify violent or potentially violent people in advance, so that any risk from them can be minimised.
- Utilise our internal systems to flag potential risks from residents to our staff

5.2 Formal action we may take includes, but is not limited to:

- Restricting the way and/or how often a resident or customer contacts us, for a specified period of time
- Colleagues, contractors, and those acting on our behalf visiting in pairs
- Restricting contact to be with a specific colleague for a specified period of time
- Declining to give any further consideration to an issue unless the resident or customer provides any additional evidence or information
- Only considering a certain number of issues in a specific period of time
- Referrals to other agencies.

5.3 In the most serious cases we may take legal action including, but not limited to:

- Applying for an injunction
- Taking action to end the tenancy
- Contacting the police.

5.4 Some of the behaviours covered by this Policy could constitute a criminal offence. This may include physical assault, harassment, and incidents of hate crime. We will support our colleagues who choose to make a formal complaint to the police

## 6.0 Mitigating Risk

6.1 We provide our lone workers with a lone working device which can be utilised at any time our staff feel threatened.

6.2 Employees must make sure they have filled out their outlook calendar with appointments so that other staff members know where they are.

6.3 A risk assessment will be completed, highlighting any identified risks and what controls are in place to manage those risks; allowing the opportunity for any required additional controls to be put into place.

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## 7.0 Customer Restrictions

- 7.1 To protect our staff, we reserve the right to place communication restrictions on our customers who display unacceptable behaviours. We won't set restrictions indefinitely. We'll regularly review any type of restriction put in place to manage a resident or customer's unacceptable behaviour. We'll write to the resident or customer advising how often we'll review the restriction. The review will always be conducted within a 12-month period.
- 7.2 If the resident or customer's behaviour has improved at the point of review, we may consider lifting the restriction. If it has not improved, we'll provide an explanation explaining why the restriction will remain in place for a further period pending the next agreed review date.
- 7.3 A resident has the right to appeal a customer restriction which we have taken under this Policy. These will be reviewed in line with our Complaints Policy.

## 8.0 Training & Policies

- 8.1 Each staff member has undertaken lone working training and this should be updated from time to time or when deemed necessary for new staff.
- 8.2 Our Lone Working Policy provides enhanced information on the best approach in mitigating risks when working alone.
- 8.3 All employees are responsible for:
- Continuously working with safety in mind and abiding by the relevant safety rules, procedures and the Law.
  - Reporting to your Line Manager all accidents, risks, incidents or 'near misses' whether or not they have led to person/s being injured or damage to property and to co-operate in the investigation of all such occurrences.
  - Maintaining a high regard for your own actions at work, in order to prevent accidents or injuries to others as a result of any action or inactivity on your part.
  - Ensuring RHS has up to date emergency contact details available should their Line Manager require it. This will be reviewed bi-annually.