



**East Dunbartonshire Council**

**EAST DUNBARTONSHIRE COUNCIL**

**VIOLENCE IN THE WORKPLACE**

**Revised January 2004**

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## **INTRODUCTION**

## **1.0 INTRODUCTION**

- 1.1 In recent years evidence has shown an increase in both physical and non physical violent incidents at work. In order to deal effectively with this trend East Dunbartonshire Council will meet the requirements to both primary and subordinate health and safety legislation, consider methods and practices for continuous improvement in the health and safety of employees and support current Best Value initiatives for service delivery.
- 1.2 Contained within Appendix (F) of this policy document are names of various organisations who can supply information, training material and support in the area of violence at work. The list of organisations is by no means exhaustive as other companies may possess valuable information/services on this subject.

## **2.0 SCOPE AND AIM**

The scope of this policy is to cover employees of East Dunbartonshire Council and others, eg members of the public, who may be affected by their undertaking.

The aim of this policy is to provide guidance on proactive approaches which deal with this issue. This should include considering through the risk assessment process, the security of buildings and the training of employees to deal with the potential for violence.

## **3.0 PURPOSE**

This policy is to ensure, so far as is reasonably practicable, that East Dunbartonshire Council complies with the requirements of both primary and subordinate health and safety legislation while meeting its commitment to its employees, residents of East Dunbartonshire Council and the environment.

## **POLICY STATEMENT**

## 4.0 Policy Statement

4.1 East Dunbartonshire Council is, so far as is reasonably practicable, committed to taking all precautions necessary to secure the health, safety and welfare of all its employees and any other person affected by its undertakings. It is recognised that the nature of the services provided may place particular groups of employees at potential risk from violent behaviour from a number of sources.

4.2.2 The main aims of this policy are designed, so far as is reasonably practicable, to:

- \* prevent, where possible, employees being exposed to the risk(s) of violence;
- \* undertake appropriate risk assessments to identify and control the risk(s);
- \* provide support to employees who have been subjected to violence at work;
- \* ensure that all incidents are recorded and reported as required by the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995. (RIDDOR);
- \* provide appropriate training to raise awareness of the issue;
- \* ensure that **all** employees are aware of and fulfill their responsibilities for safety from the risk(s) associated with violence in the workplace;
- \* provide a secure working environment for employees and customers;
- \* advise customers that violence to any employee could result in a Police investigation and possible criminal proceedings.

**DEFINITIONS**  
**VIOLENCE AT WORK**

## 5.0 Definitions:

### 5.1 Violence at work

“Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work”

### 5.2 Physical and Non-Physical Abuse

Violent behaviour includes **physical** and **non-physical** abuse. Examples of which are set out below;

#### **Physical:**

- \* Assault causing death
- \* Assault causing serious injury
- \* Assault causing minor injuries
- \* Use of missiles
- \* Spitting
- \* Sexual assault

#### **Non-Physical:**

- \* Verbal abuse
- \* Racial or Sexual abuse
- \* Threats with or without weapon
- \* Threatening gestures
- \* Abusive phone calls
- \* Threatening use of dogs
- \* Harassment of all forms
- \* Swearing/Shouting
- \* Name calling
- \* Bullying
- \* Insults
- \* Innuendo
- \* Deliberate silence

### 5.3 Employees at Risk

Employees identified as being most at risk from the above work include employees working within the following areas;

- |                       |                                      |
|-----------------------|--------------------------------------|
| * Housing office(s)   | * Cash handling                      |
| * Social work         | * Housing repairs                    |
| * Teaching & School   | * Home visitors ie homecare, housing |
| * Money transaction   | * Security employees                 |
| * Park & grounds      | * Counter employees                  |
| * Planning inspectors |                                      |

The aforementioned is not exhaustive but the most common identified by the Health and Safety Executive.

### 5.4 Some forms of violent and aggressive behaviour eg physical assault or explicit threats are easily identified, others such as verbal abuse are more difficult to assess. It should be recognised that words or gestures which may be acceptable to some people, may be offensive or threatening to others. It is important that employees retain a sense of proportion in assessing conduct which may be perceived as causing harassment, alarm or distress as opposed to mere annoyance.



## 5.5 Violent Incident Reporting Procedures (RIDDOR)

5.5.1 A number of important changes have been made in the revised Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). For the purposes of the revised Regulations an accident has been redefined to include an act of non-consensual physical violence carried out on a person at work.

5.5.2 Only physical injuries which result from acts of violence suffered by people at work are included in the definition of an accident.

## 5.6 Non-consensual Physical Violence

5.6.1 The term excludes injuries arising from situations where the injured person “agreed” to the violent act taking place, for example, a fractured leg during a football match or a pupil suffering an injury during sports activities.

## 5.7 Arising out of or in Connection with Work

5.7.1 In the context of violence in the workplace, the following examples are based on those used by the Health & Safety Executive in the guidance.

- \* an employee is struck by a supervisor while giving feedback on work performance;
- \* a supervisor is struck by an employee while giving an instruction to carry out a work related task;
- \* a housing officer is struck by an irate customer during a visit to their flat;
- \* a new employee is injured while being forced to take part in an 'initiation ceremony' at work;

5.7.2 Injuries suffered by people in the following examples **would not** be regarded as arising out of or in connection with work and would therefore not have to be reported to the enforcing authority.

- \* an employee at work at a public enquiry desk is struck by a relative who comes to discuss a private matter;
- \* a driver of a minibus strikes another driver during an argument over a personal matter;
- \* a resident in a home for the elderly strikes another resident during a personal dispute.

**VIOLENT INCIDENT  
REPORTING PROCEDURES**

## **6.0 REPORTING PROCEDURES**

### **6.1 Reporting Acts of Violence and Aggression**

- 6.1.1 Strategic Directors should identify a senior manager to whom all forms relating to incidents of violence at work shall be forwarded. This officer will, in the first instance, be responsible for ensuring that each incident is properly investigated by an appropriate officer within their department as a matter of urgency and in a confidential manner. The investigation shall include gathering statements from witnesses, to determine the precise nature of the incident, examine the factors contributing to its occurrence and identify any measures required to minimise the likelihood of a recurrence, of this nature.
- 6.1.2 All incidents of violence shall be reported in line with the internal accident/incident reporting procedure with reporting to the enforcing authority (HSE) undertaken by the Health and Safety Section. This will be undertaken to meet the requirements of the Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995 (Appendix B)
- 6.1.3 All Directorate safety committees/groups will be provided with a quarterly statistical analysis of reported acts of violence and aggression to employees.
- 6.1.4 The reporting of such incidents does not imply a failure by the employee concerned, other employees or any other person responsible for the management of the workplace concerned

### **6.2 Post Incident Procedures**

- 6.2.1 Where a violent incident occurs, the first priority will be to ensure assistance and support is given to the employee. The employee should be encouraged to begin the post incident procedures as soon as is practicable after an incident. As much information as possible should be gathered immediately after the incident though care should be taken not to heighten any anxiety of the person subjected to the violent incident.
- 6.2.2 The following procedure should be followed:
  - 1. The incident should be reported to the immediate supervisor/line manager for the employee concerned.
  - 2. Dependent on the gravity of the incident, or where the employee requests the assistance of the Police contact should, in normal circumstances, be made by an appropriate line manager/supervisor in consultation with their senior officer. Where this is not possible, employees should make direct communication with the Police. In most cases of assault and injury, the involvement of the Police is a prerequisite of any later eligibility for Criminal Injuries Compensation.

3. As soon as possible following the incident (but only when appropriate eg when those involved have settled down or received treatment) the immediate supervisor/line manager on duty should interview the employee(s) involved and discuss the incident in detail and complete a VW/1 form (Appendix C). A copy of the VW/1 form should be forwarded to the Health and Safety Section as with other incidents involving personal injury.
4. Once the violent incident has been investigated it should be reported to the Human Resources Health and Safety Section in line with East Dunbartonshire Council's Accident Reporting Procedure (Appendix B).
5. If during the debriefing process the immediate supervisor/line manager or employee forms the view that the discussion could infer or lead to subsequent disciplinary investigation or action, the employee has the right to adjourn the meeting and consult a trade union representative or other adviser.
6. Where there is a suspicion that misconduct by an employee has occurred, the debriefing session should be suspended and the appropriate Principal Officer contacted. The whole value of debriefing depends on openness, frankness, a willingness to discuss how the incident occurred was handled, with a desire to learn by mistakes or experience.
7. Employees involved in the work environment where the incident occurred should be briefed on the nature of the incident and any implications used as a practice/learning issue for the future.

### **6.3 Additional Reporting Format**

- 6.3.1 Some Departments may analyse a wider range of incidents to be used as an aid to risk assessment and the development of strategies to help prevent future incidents.
- 6.3.2 The VW/2 form is a checklist (Appendix D) for use in conducting an investigation and subsequently reporting acts of violence and aggression. The VW/2 form is designed to offer aid to an investigation by gathering relevant information on the incident.
- 6.3.3 Regular reporting of threatening and/or violent incidents offers the most realistic description of categories of employees who may be exposed. The VW/2 is not a substitute for the VW/1 form and should only be used internally within departments.
- 6.3.4 Use of the VW/2 form is an optional addition to the internal accident / incident reporting procedures previously outlined in this policy.

## 6.4 Monitoring

6.4.1 Monitoring the frequency, nature and location of violent incidents should be undertaken in line with East Dunbartonshire Council's Accident Reporting Procedure Appendix (B) and discussed at Departmental safety groups. This allows trends to be identified so that procedures and practices can be changed to improve the environment for all concerned.

6.4.2 Each Department should review these reports on a regular basis, to establish individuals involved, type of establishment, assailants, types of incidents and frequency of violent acts.

6.4.3 Where appropriate Council may review continued service provision to members of the public or groups where risk to employees or Council property exists. This will occur on the instructions of a Senior Officer or Strategic Director.

6.4.4 Analysis of recorded incidents can be used to identify particularly vulnerable work activities, locations or times and may include problems or triggers which have allowed incidents to escalate.

6.4.5 The provision of information assists in controlling violence by identifying the following:

- \* Preventative strategies aimed at reducing the likelihood of incidents occurring
- \* Reactive strategies intended to bring any incidents to an end quickly and effectively
- \* Rehabilitative strategies designed to promote the physical and psychological recovery of employees whilst restoring the work situation to normality.

6.4.6 Recording incidents contributes to a monitoring function that can be used to assess the effectiveness of any protective measures introduced.

## **RISK ASSESSMENT**

## **7.0 Risk Assessment**

- 7.1 Regulation 3, of the Management of Health and Safety at Work Regulations 1999, requires employees to undertake an assessment of the risk(s) contained in all work activities and where appropriate **includes the risk of violence**.

The principles and process of risk assessment should be utilised to determine if hazards exist, who may be at risk and how to evaluate and control that risk.

The risk assessment process is detailed below and is further confirmed in Council and Directorate Health and Safety Policies.

Personnel trained in the application of the risk assessment process should assist departmental management in the identification of risk(s) and the control measures required.

## **7.2 Identifying the Problem**

- 7.2.1 The first step in the risk assessment process is to identify the hazard and the associated risk(s). Some services and jobs undertaken by Council Departments, give rise to the risk of violence to employees.
- 7.2.2 Departmental activities should be examined critically to determine the risk, nature and extent of violence. Work settings may create the potential for violence to occur, necessitating an assessment to determine whether risk(s) exist.
- 7.2.3 Where an assessment is undertaken information from people at all levels within the organisation will be required. This should involve discussion with employee representatives, such as safety and trade union representatives, what data should be collected and how best this can be done. This should assist in focusing attention on areas where the potential for violence is greatest, to ensure that resources are directed to where they are most needed.
- 7.2.4 Departments can obtain advice and support on the arrangements in place for risk assessments from the Human Resources Health & Safety Section.

## **7.3 Decide who might be harmed, and how**

- 7.3.1 Departments need to identify which employees or groups of employees, are at risk eg employees who have face-to-face contact with the public may be particularly vulnerable. Where appropriate, potentially violent people should be identified in advance so that the risks can be minimised. This can come from client/customer records or past experiences. This information must only be made available to relevant departments to ensure no breach of Human Rights.

## **7.4 Evaluate the risk**

7.4.1 Existing working arrangements require to be examined, ie are the precautions already in place adequate or do they require improvements. Factors to consider, include

- \* the level of training and information provided to employees
- \* the working environment
- \* the design of the job

Consideration should be given to how factors interact and influence the potential risk of violence.

## **7.5 Deciding What Action to Take**

7.5.1 Having determined that the risk exists, departmental management must decide what action must be taken to control, so far as is reasonably practicable, the risk(s).

## **7.6 Preventative Strategies**

7.6.1 Risk control measures for dealing with violence at work should be based on analysis of the problems and, where required alternative strategies must be considered. It will take time, careful planning and a combination of remedies to achieve the objectives.

7.6.2 Some suggestions to consider within a preventative strategy include: -

- \* Physical aspects of premises
- \* Employee training
- \* Work practices and patterns
- \* Pooling information on people known to have history of violence

## **7.7 Physical Aspects**

7.7.1 The general design and physical environment of buildings can often be improved to reduce the likelihood of outbreaks of violence. Some examples are: -

- \* easily identifiable and accessible reception areas which allow employees to receive visitors and thus reduce unauthorised visitors accessing working areas
- \* erecting security screens at cash handling points
- \* providing a counter between employees and customers
- \* providing wider counters and raised floors on employee side
- \* installing controlled entry systems
- \* limiting the number of entrances to premises
- \* locks on doors
- \* use of employee identity cards
- \* installing video cameras and/or panic alarm systems



## **7.8 Training of Employees**

7.8.1 Staff training plays an important role in the overall strategy and should be provided for everyone who may face the potential of violence at work. As a blanket-training package is unlikely to be successful, training should be geared towards groups of employees, the risks they face and their particular needs.

7.8.2 A training programme might include some of the following elements: -

- \* causes of violent and aggressive behaviour
- \* familiarisation with the Departmental policy and strategy
- \* communication/inter-personal skills
- \* techniques for preventing and avoiding violence, calming aggressive people
- \* assertiveness training
- \* advice on when physical restraint is appropriate, acceptable methods of restraint and legal considerations, or techniques for breaking away from aggressive persons.

Further advice on training is included within Section 11 of this policy.

## **7.9 Work Practices and Patterns**

7.9.1 Work practices or patterns should be examined to identify a need to alter the way activities are carried out to reduce risks, eg

- \* employees visiting people in their homes
- \* travelling to and in known trouble areas
- \* evening visits
- \* where the customer may be anxious, aggressive or act in a violent or threatening manner

7.9.2 Where activities or jobs cannot be altered or adapted, specific precautions may be appropriate to help reduce risks. Some examples are: -

- \* working in teams with trainees under supervision
- \* leaving a programme of visits with a responsible person
- \* reporting periodically to base or to a responsible person
- \* working in groups to complete specific tasks
- \* working in pairs in known areas where violent incidents occur
- \* conducting interviews with known/suspected violent customers/clients
- \* checking client/customer records before a visit/interview to determine the potential for violence
- \* panic buttons under desks/at reception with procedures for use and maintenance
- \* the provision of personal alarms
- \* the provision of mobile phones

- 7.9.3 Single solutions used in isolation eg panic buttons may not provide total protection against violence. Where appropriate a preventative STRATEGY incorporating several methods to develop a more effective long term solution should be introduced.

## **7.10 Implementing Measures within the Plan of Action**

Risk assessments should be implemented with all relevant employees being informed of the content and the risk control measures contained therein.

- 7.10.1 Having followed the previous advice, it should now be possible to begin putting into practice measures that have been discussed and agreed. Each department must develop their own strategy as appropriate for each work activity where violent incidents might occur.

- 7.10.2 Some measures will be inexpensive and require only minor changes to existing work practices and be put into effect within a short timescale. Other measures may take longer to put into effect, possibly due to the fact that careful planning is required, budget constraints etc. Management should develop a programme detailing the timescales of implementation of preventative measures ie short, medium and long term. This will assist in the monitoring process and give employees confidence that positive action is being taken.

- 7.10.3 Details of the system of work covered by the risk assessment must be brought to the attention of all appropriate employees and the details suitably recorded.

## **7.11 Review**

- 7.11.1 Risk assessments should be reviewed annually or where a change or incident has occurred rendering it invalid.

## **LONE WORKING**

## **8.0 Lone Working**

8.1 Employees who work on their own can be potentially exposed to the risk of violent or aggressive behaviour. East Dunbartonshire Council will make every effort to ensure that employees will not work on their own if the work involves a high level of risk of potential violence. The risk assessment process should identify work areas which may place a greater risk to employees if they work on their own. This however, does not detract from the Council's service provision arrangement which may necessitate lone working.

8.2 The risk assessment should identify other issues which would require to be addressed alongside that of violence, ie:

- \* Arrangements for first aid provision.
- \* Arrangements for communications in an emergency such as the employee having an accident or becoming unwell.
- \* Corroboration in the event of an employee being accused of some misdemeanour by a customer.
- \* Dangers of exposure to infectious diseases.
- \* Dangers such as high voltage overhead electric cables or underground services that could be contacted in the course of work.
- \* Arrangements for welfare provisions such as toilet, washing facilities and drinking water.
- \* Can all the aspects of the job in question being carried out be performed by one person alone or will there be times when they will need assistance? eg to perform manual handling of work equipment at the beginning or end of a job.
- \* Travelling facilities.

8.3 Guidance used to monitor employees activities and reduce risk include the following:

- \* Accurate records kept of employees intended workplans on a day to day basis
- \* Contact with employees during the day, especially at the end of the day to ascertain that they are on schedule or have completed the day safely. (This may be through site visits or telephone conversations depending on the nature of the work.)

- \* The maintenance of accurate records with historical data associated with particular customer/service users, addresses or areas eg violent tendencies, well known high crime areas, dangerous dogs, possibilities for infectious diseases etc. It is very important to share information with other departments whose employees could also be affected. Whilst this has to be carefully managed to ensure compliance with Data Protection and Human Rights legislation it is a legal requirement under health and safety law to provide information. There are now proprietary databases available to store, manage and control this type of information. *An example is Intec for Business Ltd., Carrington Park, Carrington, Manchester M31 4YR Tel: 0161 776 4031*
- \* Agreed protocols for dealing with customers with a history of violence/aggression. This may include ensuring two employees attend such customers or that the customer would only be interviewed on Council premises. In extreme cases it may be appropriate to visit certain customers/areas with a Police Officer in attendance.
- \* Extended tools of communication. This could be through the issue of mobile 'phones (not necessarily personal, there could be an office pool of 'phones), phone cards etc.
- \* Written procedures for dealing with emergencies should include contact names and numbers. Examples are given in 8.2 above.
- \* Issue of Personal Alarms may be appropriate in areas where such an alarm is likely to be effective.
- \* Appropriate personal safety training to raise employee awareness.

## **SECURITY**

## 9.0 Security

9.1 East Dunbartonshire Council will ensure, so far as is reasonably practicable, the prevention of violence within the work place and the benefits to be gained in providing a secure working environment for employees and customers.

9.1.1 The benefits of ensuring a safe working environment include improved productivity and a reduction in ill health.

9.1.2 Security audits should be undertaken of all properties to identify key areas of concern. The police crime prevention unit can offer support in looking at safety and security measures to enhance properties with the minimum of cost. This may be undertaken through Council Community Safety projects and raised as a standing item to maintain a high profile and awareness in employees.

9.1.3 The following information may be used as a practical guide to reduce the risk(s) of violence and improving security.

## 9.2 Security of Buildings

9.2.1 Security arrangements for each council property accommodating employees, are kept under constant review. The following is a guide

- \* External doors should be self-locking rather than requiring the use of keys to lock them at night.
- \* Ensure that safe access/egress to and from the building is maintained at all times.
- \* External lighting should be provided and adequate to allow employees to exit safely at night. Car Parks (where provided) should be well lit.
- \* Where possible, situations should be avoided where employees are working alone in an isolated office or building which is open to the public. In this instance Council should ensure that through a security audit adequate arrangements are made to **minimise** risks. Where employees work shifts or late into the evening, they should be encouraged to leave together.
- \* Where employees choose to work late on their own, ensure they are advised of possible risks and that adequate arrangements are in place.

### 9.3 Reception Area

9.3.1 The way in which customers and members of the public are received may well have a bearing on how they act. The following suggestions can create a more conducive environment.

- \* easy access
- \* good lighting
- \* easy access to toilets
- \* inviting atmosphere
- \* interest & informative display boards
- \* reading material for adults
- \* where appropriate, play space with children's toys
- \* remove/replace heavy 'missiles' eg glass ashtrays

9.3.2 Waiting time should be kept to a minimum. Having to wait a long time reduces the level of tolerance of anyone. Where there is a delay, the reason **must** be explained to the person waiting and **apologies** made.

9.3.3 If the person on reception is of the opinion that a situation is developing where violence may occur, it should be possible to contact a senior employee for assistance. Any alarm raised must be treated seriously.

9.3.4 Alternative control measures may be necessary at lone worker work stations, or where a senior employee is temporarily unavailable. It is incumbent on management to address local variations when adapting this guidance to the particular needs of their units.

9.3.5 The installation of **alarm systems** or readily available panic buttons should be considered where a significant risk of violence exists. If such a system is installed it must ensure that the alarm signal can be heard by those who could render assistance and all employees are trained to respond on hearing the alarm. A 'violence drill' should be organised as a part of the employee training programme. If **screens** are in position at reception areas then they should be shatter proof - ideally where screens are considered essential then **retractable screens** are the favoured options to ensure better communications with customers.

9.3.6 Management should ensure, so far as possible, there are no items which can be used as missiles/weapons to hand, eg heavy ashtrays, heavy pictures, etc. This may be difficult in some workplaces eg residential care homes - but management should take responsibility for raising employee awareness around such dangers. Where appropriate, access from the Reception to work areas or interview rooms should be **controlled access**.



## 9.4 Interview Rooms

- 9.4.1 To supplement the advice for reception areas the following points should also be considered for interview rooms.
- 9.4.2 Interview rooms should **not be totally isolated**. Where appropriate, potentially violent customers should be interviewed either in a room close to colleagues and/or in a room with a visibility panel. See also 4.2 above ‘**alarm systems**’. If trouble is anticipated then pre-arranged polite interruptions by other employee to check on employees is advisable.
- 9.4.3 Employees, when interviewing customers, should ensure they are seated between the customer and the door, to maintain a clear escape path if required.

## 9.5 Visits Away from the Workplace

- 9.5.1 Management should develop and implement a safe system of work (SSW) including information card checklist for employees to follow when they work away from their work base.

Relevant employees should receive information and instruction on safe systems of work (SSW) and the information card.

- 9.5.2 The following points are worth considering:

- \* Where there is an element of risk from an unknown customer employees should arrange an **initial meeting** in the **office** and ensure other people are present.
- \* Review current methods to establish whether outside visits are essential or desirable. If outside visits are essential and there is concern about employee’s safety, adequate measures must be made to ensure the safety of the employees, for example, two people could be sent to meetings.
- \* Developed SSW should include the following:
- \* Supervisors should be informed where employees are going and the expected time of return.
- \* Pre-arranged telephone times, especially when working alone or visiting locations considered to be high risk.
- \* If the employee is detained and anticipates arriving back significantly later, they should let their supervisor know.
- \* If an employee does not return to the office or fails to call in as arranged, the supervisor must ensure that contact is made with the last listed address to determine if the visit has been made or concluded. If not, they should work back from there in accordance with the visiting

list.

- \* If necessary, the Police should be contacted. Details of the employee's vehicle ie make, model, colour and registration number should be readily available to pass on to the police.
- \* Where an employee has to visit a customer with a known history of violence, isolated/vulnerable locations or deal with unpleasant aspects which could cause distress to customers, they should not go alone. Management should ensure that back-up help is available. If not feasible, alternative provisions should be made to ensure the employee's safety, eg requesting police accompaniment or the provision of a two-way radio or mobile phone so they can summon assistance.
- \* Consider times of the day that could create an increased risk of violence eg outwith licensing hours to minimise drink-related attacks.

## 9.6 Night Working

- 9.6.1 Employees who work at night, eg residential employees, road workers, should be advised to exercise extreme care and discretion before investigating disturbances. Where employees operate a security patrol service, appropriate working arrangements should be developed whereby they **MUST** call for assistance **BEFORE** attempting to apprehend or give chase.

Property must not be regarded as more important than employee.

## **CASH HANDLING**

## 10.0 CASH HANDLING

### 10.1 General

10.1.1 In the interests of security, individual's safety and the authority as a whole, adequate arrangements are required for the collection of cash, the subsequent transfers between employees and East Dunbartonshire banking facility.

10.1.2 In order to minimise the risk(s) a risk assessment should be undertaken which should consider the following:

- i. Is cash essential or can it be substituted by some other form of payment?
- ii. Where cash is essential does it need to be transported?
- iii. Where cash has to be transported, what methods of transportation will provide the greatest protection and least risk?

### 10.2 Cash Collection/Cash Reception/Cash Transfer

The following should be considered appropriate when employees are engaged in the above activities;

- \* A till should be used to handle cash transactions and produce receipts.
- \* Where no till is possible Council receipts should **always** be given when cash is received.
- \* At the end of each day, cash on hand must be reconciled to the total shown on the till roll or to duplicates of receipts issued with a record of these transactions maintained.

### 10.3 Cash Transfers

10.3.1 When cash is transferred between employees the employee receiving the cash should count and **agree** the amount being transferred. This should be done in the presence of the person handing over the cash. A **receipt** should always be obtained for such transfers. Cash does not have to be counted if it is handed over in a sealed bag or locked cash box, without access to cash box keys.

### 10.4 Holding Cash

- \* Cash should never be left unattended. It should always be locked in a secure container out of sight of unauthorised persons.
- \* Access to cash should be **strictly limited** to persons nominated by the Head of the Establishment.

- \* Cash should be held in the most secure location an establishment has to offer, eg a safe or strong room.
- \* The preparation for cash transit and banking should be made in conjunction with procedures developed and implemented by the Finance Department.

## 10.6 Cash in Transit

The transportation of cash by employees exposes the individuals to the risk(s) of violence. The risk can be reduced by using a vehicle but it is strongly **recommended**, that a security company should be employed.

Benefits in using specialist companies are as follows:

- \* Removal of risk of attack on employees.
- \* Certainty of delivery of cash, even if a successful attack is carried out.
- \* Saving of employee's time and transportation.
- \* Where staff involved in cash transit fall victim to robbery they should **not** attempt to prevent the crime being committed but hand over the cash and take a mental note of the assailant, eg build, colour, height etc.

## 10.7 Transit of Cash Using Employees Own Vehicle

Notwithstanding the above the following guidelines should be employed during the transit of cash by employees using their vehicle.

- \* Secrecy of cash movement is essential. Knowledge of cash movement must be restricted to the people required for the safe completion of the task.
- \* Attention must be given to security precautions within premises particularly at entrances and exits.
- \* The times of collection and transfer should be varied.
- \* The transfer routes should be varied where possible - a busy route is safer and should be used as a preference to a quicker route.
- \* If possible different vehicles should be used.
- \* The driver should remain in the vehicle at all times, with doors locked.
- \* Plan the route prior to departure.
- \* Where possible carry a mobile phone.
- \* Routes should be timed and in the event of non-arrival at the destination within an agreed timeframe, enquiries should be started to trace the vehicle.

- \* Escorts should be provided with the number determined by the amount of cash being transported.
- \* Where appropriate, a separate vehicle should be used for the escort(s) and should travel at a convenient distance behind the cash carrying vehicle, taking care not to become separated in the traffic.
- \* Consideration should be given to the use of radio-telephone or radio for contact between cash carrying vehicles and separate escort vehicle(s).
- \* Hired taxis and public transport should **not** be used for the transport of cash and valuables.
- \* It is advisable to bank frequently to limit the amounts carried.

## 10.8 Cash Transit on Foot

A risk assessment for this activity should be undertaken with control measures identified made known to employees involved.

10.8.1 Only in exceptional circumstances should cash be transported on foot, eg short distances from one side of the road to the other, where vehicular access is prohibited or across the pavement between premises and a vehicle.

If carriage on foot is essential the following advice should be adhered to:

- \* Stay alert at all times taking care of likely places of attack
- \* When cash is carried, vigilance at all times should be exercised.
- \* Frequent changes of times, routes, collection or delivery points may offer security.
- \* Consideration should be given to using two or more persons for the conveyance of the money.
- \* Special care is needed in the use of a night safe. Money should never be exposed to view until the night safe door has been opened.

## 10.9 Cash Offices

10.9.1 The security of cash/pay offices is of equal importance to that of a bank and, where possible, physical and alarm protection should be afforded to employees working in this area.

10.9.2 To facilitate the safe movement of cash routes should be planned within the building between the pay office and the entrance.

10.9.3 The cash/pay office should be sited in a part of the building which is inaccessible to the public and concealed from their view.

10.9.4 Offices where cash is handled, should be locked with no access to unauthorised personnel permitted.

10.9.5 Operations such as cash counting and pay packeting should, where possible, be completed as quickly as possible.

10.9.6 Cash awaiting transportation should be deposited in a locked safe or strong box.

10.9.7 All employees should be briefed, trained in security procedures including action to be taken in the event of attack.

10.9.8 Alarm systems should be tested regularly.

#### **10.10 Cashless System**

10.10.1 Where appropriate East Dunbartonshire Council should aim to operate cashless systems reducing the need for employees to transport/handle cash.

## TRAINING



## **11.0 Training**

11.1 Training is a general requirement of the Health and Safety at Work etc. Act 1974 and included within the Management of Health and Safety at Work Regulations 1999.

### **11.2 Content of Training Courses**

11.2.1 Personal safety, awareness training and customer care, link into the policy on Violence at Work. However, the following general guidance may be beneficial to Directorates.

11.2.2 Training should be targeted to the activities of the group through training needs analysis and should take into consideration the following:

- \* Findings of risk assessments conducted on work activities
- \* Identification of where the violence may come from - customers, clients in Council care, members of the public, fellow employees etc.
- \* Motivation for attacks - eg dissatisfaction with service, material gain, sexual, control, mental illness, addiction problems etc.
- \* Existing control measures already in place - eg controlled interview facilities, accompaniment by other employees, provision of mobile phones and/or panic alarms, written procedures etc.
- \* Grade of employees being trained - ie management level employees will often require different training programmes to the employees within the service.
- \* Type of work activity in which employees are involved - eg residential care, fraud investigation, teaching, environmental health, law enforcement and cashiers services

11.3 Training programmes or advice should be carefully tailored to meet the needs of employees and form part of individuals' personal development programme.

The following details issues which should be considered when reviewing a training package:

- \* Causes of violence and aggression.
- \* Signs and symptoms of impending violence/aggression and how to recognise them.
- \* Interpersonal and communication skills, customer care, including talk down techniques and other measures designed to avoid development of a violent situation.
- \* Assertiveness skills and their application.
- \* Council/Professional body/Enforcing authority policy, procedures and guidance.

- \* Action to be taken in a fully developed aggressive or violent situation - including the appropriateness, ethics, legal issues surrounding the use of restraint, break-away, self defence and diffusion techniques.
- \* Support, Counselling, Critical Incident Debriefing

#### **11.4 Who should provide training?**

- 11.4.1 General topics can under normal circumstances be delivered in-house by the Human Resources training and health and safety teams. This however, will depend on numbers requiring training and urgency of the requirement. Consideration should be given to cascade training out through departmental co-ordinators or out source from external training providers. Initially contact should be made with Human Resource Services.
- 11.4.2 Certain issues will require specialist advice and/or assistance, eg providing cashier employees with training in dealing with armed hold ups - or the use of restraining, breakaway or self defence techniques. Recommending the use of aforementioned must be arranged with the expert advice from such organisations as the Police or educational bodies that can competently provide information on the practical and legal issues that need to be considered. It should be remembered that these techniques are only of use if practised regularly.

#### **11.5 What training materials are available?**

- 11.5.1 There are a wide variety of commercially produced training packages available which include some or all of the following:
- \* Overheads - The better packages are modular which provide greater flexibility for different trainees.
  - \* Videos - There are now some good video packages available that reflect the wide variety of work undertaken for within Local Authorities. Some examples are given at Appendix F.
  - \* Workshop materials - including some role play scenarios. An example of a package prepared by Strathclyde Police is attached.
- 11.5.2 Alternatively, if resources permit, there is no reason why the general training information cannot be compiled in-house with external assistance for the more specialised topics. East Dunbartonshire Council currently works in partnership with the Police to provide training.

**SUPPORT**

## **12.0 Support**

### **12.1 Dealing with Incidents**

- 12.1.1 Employees should make every effort to avoid confrontation and where appropriate, defuse difficult situations. East Dunbartonshire Council does not condone employees retaliating to situations by means of physical force. However, in exceptional circumstances employees should use only the minimum force necessary to effect escape.
- 12.1.2 Depending on the gravity of the incident, Police assistance or notification may be required. Contact should, in normal circumstances, be made by an appropriate line manager/supervisor in consultation with their senior manager. In emergency situations, where this is not possible, individuals will require discretion regarding direct communication with the Police. Where appropriate, the Head of Service or senior manager should be advised as soon as possible after the incident.
- 12.1.3 Where an employee is required to attend a Police Station to give a statement, the line manager/supervisor and/or trade union representative should be in attendance.
- 12.1.4 Where an assaulted employee requires medical attention, arrangements must be made by the line manager/supervisor, for the employee to be seen by a qualified first-aider or taken to hospital as necessary. Arrangements should be made for the individual to be taken home if required.
- 12.1.5 Where an employee requires to go home or to hospital as a result of an act of aggression and violence, arrangements should be made to visit the employee with a senior departmental employee in attendance.
- 12.2 Management should ensure that relevant employees under their sphere of responsibility are aware of how to respond to a person who has been the victim of a violent incident whilst at work.

### **12.3 Initial Response**

- 12.3.1 The first priority is to comfort the employee and minimise distress as the primary need is to feel safe. The following guidelines will assist in ensuring the support required for the individual;
  - \* stay with the victim and take care not be intrusive, take the pace from the person;
  - \* be aware that people react to violence in their own individual way;
  - \* do **not** disturb the scene of the incident before the police arrive. This is vital in case evidence is inadvertently disturbed or removed.

## 12.4 **Summoning Assistance**

12.4.1 Following a violent incident, particularly a physical assault, the main concern must be for the well being of the individual and the need to provide any medical treatment. Where an ambulance and/or the police are summoned contact, if appropriate should be made to the person's next of kin.

12.4.2 The individual's supervisor should be informed of the incident as soon as possible after the event.

Once informed, the supervisor should;

- \* record all details of the incident
- \* ascertain names of witnesses
- \* arrange for initial help and support

12.4.3 In incidents of an extreme nature, eg physical assault where Police assistance is required, the following should be undertaken;

- \* the Director of the department should be advised as soon as possible after the incident
- \* the Human Resource Services Health & Safety Section should be informed
- \* Police attendance is required where a claim to the Criminal Injuries Compensation Board is possible

12.4.4 The employee should be encouraged to begin reporting procedures.

## 12.5 **Continued Support:**

12.5.1 The following support mechanisms should be considered as soon as possible;

- \* **A sensitive debriefing** - should be carried out by trained employees and be aimed at giving support as opposed to a meeting;
- \* **Specialist counselling** - eg internal or external welfare counselling, including assistance from Victim Support should be sought. Referrals for this service can be made through the Social Work Department (Criminal Justice Section) or the Police;
- \* **Time off work** - individuals may need differing amounts of time to recover;
- \* **Legal advice** - legal advice from the Council's Legal Department, the employee's Trade Union or Professional Association may be necessary.

- \* **Insurance** - physical injury cover is provided under the terms of the Employers Liability and Personal Accident policies. These can be explained in more detail by the Council's insurance officer.
- \* **Criminal Injuries Compensation** - applications and enquiries can be made to the Social Work Department (Criminal Justice Section) or the local Police office;
- \* **Other employees** - where required there may be a need for support, guidance and/or training to assist other employees to react appropriately;
- \* **Temporary transfer of employment** - this may be made in consultation with Human Resource Services and Head of Service.

12.5.2 These mechanisms should operate to ensure that support is offered in a fair and consistent manner throughout the authority.

## **ROLE OF POLICE**

### **13.0 Police Role**

The role of the Police in incidents of violence/aggression is crucial for policy development and implementation. The following information identifies the method by which East Dunbartonshire will liaise and consult with the police.

- 13.1 Policy or Guidance on Violence at Work should identify the role of the Police in dealing with incidents of violence. This role can take many forms and the following information outlines the opportunities for authorities to liaise with the local police force.

### **13.2 Reporting Process**

- 13.2.1 All employees who have been the victim of a violent incident may raise a complaint with the Police. This action does not, remove the need for the authority to follow internal procedures. Employees should be given support and backing from their department, including reporting the incident to the police by a senior employee.

- 13.2.2 In incidents of an extreme nature eg physical assault, where police assistance is required to defuse a situation, an employee should contact the Police immediately for assistance. A senior officer within the department should be advised as soon as possible in order that the appropriate reporting mechanism can be put in place.

- 13.2.3 Police should be contacted for incidents of a non physical nature. They will assess the situation and determine an appropriate course of action.

### **13.3 Support**

- 13.3.1 The Police provide support and assistance to organisation(s) wishing to assess a work location for security purposes as part of a risk assessment process.

This can be delivered through:

Crime Prevention Teams within local forces  
Community Involvement branches.

Support can be provided through Human Resource Services, along with Victim Support who will provide assistance to employees affected by violence.

### **13.4 Training**

- 13.4.1 As part of their continuing involvement the Police offer advice and undertake various training initiatives with local authorities, eg personal safety programmes. They are willing to develop their standard programmes to deal with specific groups of employees or situations including the production of training material and training videos as previously listed. It is important that caution is taken in providing training which involves restraint or self defence, the Police again can give advice and assistance in this area.



## **APPENDICES**

**EAST DUNBARTONSHIRE COUNCIL**  
**INCIDENT REPORTING FORM**  
**PART ONE**

<b>1</b>	<b>DIRECTORATE</b> .....  <b>DEPARTMENT</b> .....  <b>LOCATION</b> .....
<b>2 INCIDENT</b>	Date of Incident ..... Time of Incident .....
Site: .....  Address: ..... ..... Telephone: .....  Council Property      Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>3 INJURED PERSON</b>	Nature of Injury (state part and side of body affected) .....
Full Name: ..... Work Base: ..... Home Address: ..... Address: ..... ..... Post Code: .....  Employee Ref No .....  Occupation: ..... Telephone: ..... Age: ..... Sex M <input type="checkbox"/> F <input type="checkbox"/> STATUS: Council Employee <input type="checkbox"/> Work Experience <input type="checkbox"/> Disposal:      Resumed work <input type="checkbox"/> Sent home <input type="checkbox"/> Member of Public <input type="checkbox"/> Pupil <input type="checkbox"/> Advised to see own doctor <input type="checkbox"/> Sent to Hospital <input type="checkbox"/> Other <input type="checkbox"/> Consent for Trade Union Representative to view personal details      Yes/No* delete as appropriate	
<b>4 ABOUT YOU, THE PERSON COMPLETING THIS RECORD</b>	
Full Name: ..... Home Address: ..... ..... Occupation ..... <div style="text-align: right; margin-top: 10px;">Post Code .....</div>	

**EAST DUNBARTONSHIRE COUNCIL  
INCIDENT REPORTING FORM  
PART TWO**

<b>5 DESCRIPTION OF INCIDENT AND CAUSE</b>	<b>LOCATION</b>	.....
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> </div> <div style="width: 35%; border: 1px solid black; padding: 5px;"> <p><b>Witness:</b></p> </div> </div>		
<b>6 RIDDOR 1995</b>	Is incident Reportable under RIDDOR (tick as appropriate):	
<p>NO    <input type="checkbox"/> Reason?    Minor Injury <input type="checkbox"/> No Injury <input type="checkbox"/> Less than 4 days absence (state number of days) <input type="checkbox"/></p> <p>YES    <input type="checkbox"/> Reason?    Fatality <input type="checkbox"/> Major Injury <input type="checkbox"/> Hospitalisation (over 24 hours) <input type="checkbox"/> Over 3 days absence <input type="checkbox"/></p> <p style="margin-left: 40px;">Dangerous Occurrence <input type="checkbox"/> (Please specify ) .....</p> <p style="margin-left: 40px;">Reportable Disease <input type="checkbox"/> (Please specify) .....</p> <p>Date accident form F2508/F2508A completed .....</p> <p>By Human Resources Assistant</p>		
<b>7 DEPARTMENT MANAGER</b>	Name ..... Designation .....	
<p>Work Base: ..... Date Reported .....</p> <p>Address: ..... Telephone: .....</p> <p><b>ACTION TAKEN BY DEPARTMENT TO PREVENT RECURRENCE:</b></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Signature: ..... Date .....</p>		

## **INTRODUCTION**

This procedure revokes the previous guidance for reporting of accidents within East Dunbartonshire Council. It takes into account the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995, the Social Security Act 1975 and, the Data Protection Act 1998 and any amendments thereof.

It should be noted that the original accident book, BI 510 is now no longer in use and all used copies of this book should be returned to the Health and Safety Section at Broomhill.

## **DEFINITION**

An ACCIDENT/INCIDENT is an unplanned, unforeseen event which could lead to or could have led to injury/harm to persons, damage to plant or other loss.

## **SCOPE**

The scope of this procedure is to cover all employees of East Dunbartonshire Council whilst they are at work and others not in its employ who may be affected by its undertaking, eg contractors, public, and the environment.

## **OBJECTIVES**

To ensure individual employees of East Dunbartonshire Council involved in accident reporting are aware of the legislative requirement to report certain accidents/incidents whilst achieving and maintaining an acceptable standard of reporting.

## **ACCIDENT INVESTIGATION AND RECORDING**

It is a requirement of the Management of Health and Safety at Work Regulations 1999 to undertake accident investigations to determine the basic and underlying causes and put in place measures to prevent a recurrence. In line with the following should be undertaken:

### **a) Investigation**

As part of the procedure every Accident/Incident will be investigated by the injured person's supervisor who will submit an internal Council incident report form PER (HS1a) to the Department Manager. (Guidance and information on the completion of PER (HS1a) can be found in Appendix 1 and d) below).

Details of lost time through incidents should be sent to the Health and Safety Section using the form in Appendix 2(a) as soon as possible to satisfy the reporting time constraints set by RIDDOR.

Major accidents and those with the potential to be serious will be investigated by the Council's Health and Safety Adviser(s).

**b) Notification and recording**

Every employee who suffers personal injury at work must ensure that their supervisor is informed as soon as possible after the incident. The injured employee must also ensure that details of the accident are in the internal reporting PER (HS1a) form and forwarded to the Health and Safety Section. **Note: No copy of this form should be taken for retention purposes.**

On receipt of the completed PER (HS1a) an acknowledgement slip containing a unique number will be sent from the Health and Safety section to the injured person.

**c) Appointment of responsible persons**

Strategic Directors will act as or designate a responsible person eg Head Teacher, Area Housing Officer or Office Manager who will notify the Health and Safety Section and forward the completed internal accident reporting form PER (HS1a). Further details of reportable incidents, accidents and diseases are noted in Appendices 3, 4 and 5.

The following document should be available in every Council establishment: -

- Blank copies of the Council incident report form PER (HS1a)

In each case the Health and Safety Section will retain the only copy of PER (HS1a) forms for a period of three year after the date of the incident.

**d) Action required for all incidents, dangerous occurrences and diseases**

The Council is required under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 to notify the enforcing authority the Health and Safety Executive (HSE) of fatalities, major injuries, over 3 day absences from work, dangerous occurrences and diseases as described in Appendices 3, 4 and 5.

In cases the responsible person should notify the Health and Safety Section by telephone immediately. The PER (HS1a) should be completed and sent to the Health and Safety Section, Human Resources Department, Broomhill Depot, Kilsyth Road, Kirkintilloch within 3 days of incident occurring or on the 4<sup>th</sup> day of absence from work if the incident involves an over 3 day absence. **No copy of this form should be taken and retained.**

The Health and Safety Section – Admin Assistant will undertake notification on the form (F2508/F2508A) to the HSE and retain a copy within Health and Safety Section.

**e) Action required in the event of a fatality**

In the event of a fatality arising out of, or in connection with the work of the department the responsible person should:

- (i) Follow procedure in d) above.
- (ii) Advise Chief Executive
- (iii) Inform the Strategic Director/Head of Service

- (iv) Inform Health and Safety Adviser immediately
- (v) The Council's Health and Safety Adviser will notify the HSE as soon as possible after the event by the quickest method, eg telephone.

**f) Action required in the event of a dangerous occurrence.**

In the event of a dangerous occurrence the responsible person of the department should:

- (i) Follow procedure in d) above, and
- (ii) Inform the Head of Service
- (iii) Inform Health and Safety Adviser

**g) Action to be taken when an incident involves a contractor.**

In the event of a fatality or major injury to a contractor working in or on Council premises the responsible person should inform the contractor's employer immediately and the Council's Health and Safety Section. **It is the responsibility of the employing employer to report the accident/incident to the Health and Safety Executive.**

If the contractor is self employed it is the responsibility of the controller of the premises/head of establishment to contact the Health and Safety Section by the quickest method (eg telephone).

- h) Attached is a flow chart depicting the action(s) to be taken in the event of an accident/dangerous occurrence.

## Appendix 1

### INTERNAL ACCIDENT/INCIDENT REPORT FORM PER (HS1a)

#### Completing the Internal Incident Report Form

In order to comply with the legal obligations placed on East Dunbartonshire Council by the Health and Safety at Work etc Act 1974, it is essential that all sections of the form are completed.

#### Stages for completion

1. Clearly indicate the Employing Directorate, Department and Location eg Assistant Chief Executive, Human Resource Services, Omnia Building. (See sample PER (HS1a))

2. Incident

Indicate all the incident details and also who the incident was reported to.

3. Injured Person: - applicable if the form is being used to report accident involving persons.
  - a) Full name and postal address is required along with the job title, where appropriate, at the time of the incident eg teacher, joiner.
  - b) Name, address and telephone number of the work base is required eg school, housing office or depot.
  - c) The status of the injured person, tick the appropriate box or write in other category, indicate name/address of contractor company where appropriate.
  - d) Indicate which part of the body has been injured (if appropriate).
  - e) Indicate if injured person gives consent for Trade Union Representation to view personal details.

4. Person Completing Form

Full name, home address and occupation of person completing PER (HS1a) is required.

5. Description of incident and cause.

Indicate the exact location of incident eg room number, area within site etc.

Use this box to indicate how the incident occurred and what was the cause. Include details of machinery, equipment used and other relevant details and names of witnesses – continue on separate piece of paper and send with the form PER (HS1a), if necessary.

6. RIDDOR 1995

The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 require East Dunbartonshire Council to report certain categories of accidents, as indicated in Appendices 3, 4 and 5.

This will be undertaken by the Health and Safety Section.

7. Department Manager

The name, designation, work base address and telephone number for the Manager should be indicated along with the date the incident was reported to the Manager who should submit it to the nominated responsible person.

**There should be clear indication of the results of the Manager's investigation into the incident and the steps taken to prevent a recurrence. Copies of any departmental investigation report should be attached.**

8. The form must be dated and signed by the Department Manager/Supervisor and submitted to the Health and Safety Section, Broomhill Depot, Kilsyth Road, Kirkintilloch.



## **Appendix 2**

### **LOST TIME INCIDENTS**

In the event of an incident including an act of physical violence, resulting in an absence of more than 3 consecutive days (excluding the day of the incident but including week-ends and rest days) the responsible person should submit a report of the investigation of the incident to the Health and Safety Section.

**LOST TIME INCIDENT FORM**

Name of injured person \_\_\_\_\_

Department \_\_\_\_\_

Nature of injury  
(Part of body affected) \_\_\_\_\_

Date of incident \_\_\_\_\_

Date of Absence from work \_\_\_\_\_

Date Returned to work \_\_\_\_\_

Action taken to prevent  
recurrence of incident \_\_\_\_\_

Any other Details

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed

\_\_\_\_\_  
(Dept Manager)

## Appendix 3

### Notifiable Accidents

- i) an accident resulting in FATALITY either immediately or within one year.
  - ii) a specified MAJOR INJURY CONDITION.
    - Any factor other than fingers, thumbs or toes
    - Any amputation
    - Dislocation of the hip, shoulder, knee or spine
    - Loss of sight (whether temporary or permanent), a penetrating injury to the eye, a chemical or hot metal burn to the eye.
    - Any injury (including burns) resulting from electric shock, leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.
    - Any other injury
      - a) leading to hypothermia, heat induced illness or unconsciousness
      - b) requiring resuscitation or,
      - c) requiring admittance to hospital for more than 24 hours
    - Loss of consciousness caused by asphyxia, by exposure to a harmful substance or biological agent.
    - Either of the following conditions which result from exposure to any substance by inhalation, ingestion or absorption through the skin.
      - a) acute illness requiring medical treatment
      - b) loss of consciousness
    - Acute illness which requires medical treatment where there is a reason to believe that this resulted from exposure to a biological agent or toxins, or infected material.
  - iii) an accident which results in absences extending to more than 3 DAYS (excluding the day of the accident but including weekends or rest days).
- NB Fatalities or major injuries not arising out of the work of the department are not reportable eg a resident of a home for the elderly falling due to a medical condition.

## Appendix 4

## **Dangerous Occurrences (Examples)**

In certain cases incidents need to be reported to the Health and Safety Executive even if they do not cause injury. This should not be confused with the type of injury referred to as a “near miss”.

Dangerous Occurrences include

- a) the collapse or over-turning of lifts or hoists, access cradles and fork lift trucks.
- b) failure of pressure systems where the failure has the potential to cause the death of any person.
- c) Collapse of scaffolding more than 5 metres in height, or erected over water.
- d) Escape of anything from, or damage to, a pipeline, which has the potential to cause the death of any person.
- e) Any unintentional contact of plant or equipment with uninsulated overhead electric lines over 200 volts or discharge due to proximity to it.
- f) Electrical short circuit resulting in power loss for more than 24 hours.

A full list of dangerous occurrences can be found in schedule 2 of RIDDOR, and is reproduced on the cover of the pads of F2508 forms.

Further information can be obtained from the Health and Safety Adviser 0141 574 5600.

## **Appendix 5**

### **Reportable Diseases (Examples)**

Many illnesses are due to the physical demands of the work or chemical or biological agents necessarily present.

The following list is for guidance only and should not be taken as complete.

Reportable diseases include

- Certain poisonings;
- Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne;
- Lung diseases including; occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma;
- Infections such as leptospirosis, hepatitis, tuberculosis, anthrax, legionellosis and tetanus;
- Other conditions such as occupational cancer, certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

A full list of reportable diseases can be found in schedule 3 of RIDDOR, and is reproduced on the cover of the pads of F2508A forms.

Further information can be obtained from the Health and Safety Adviser 0141 574 5600.

## Reporting School Accidents – Additional Information

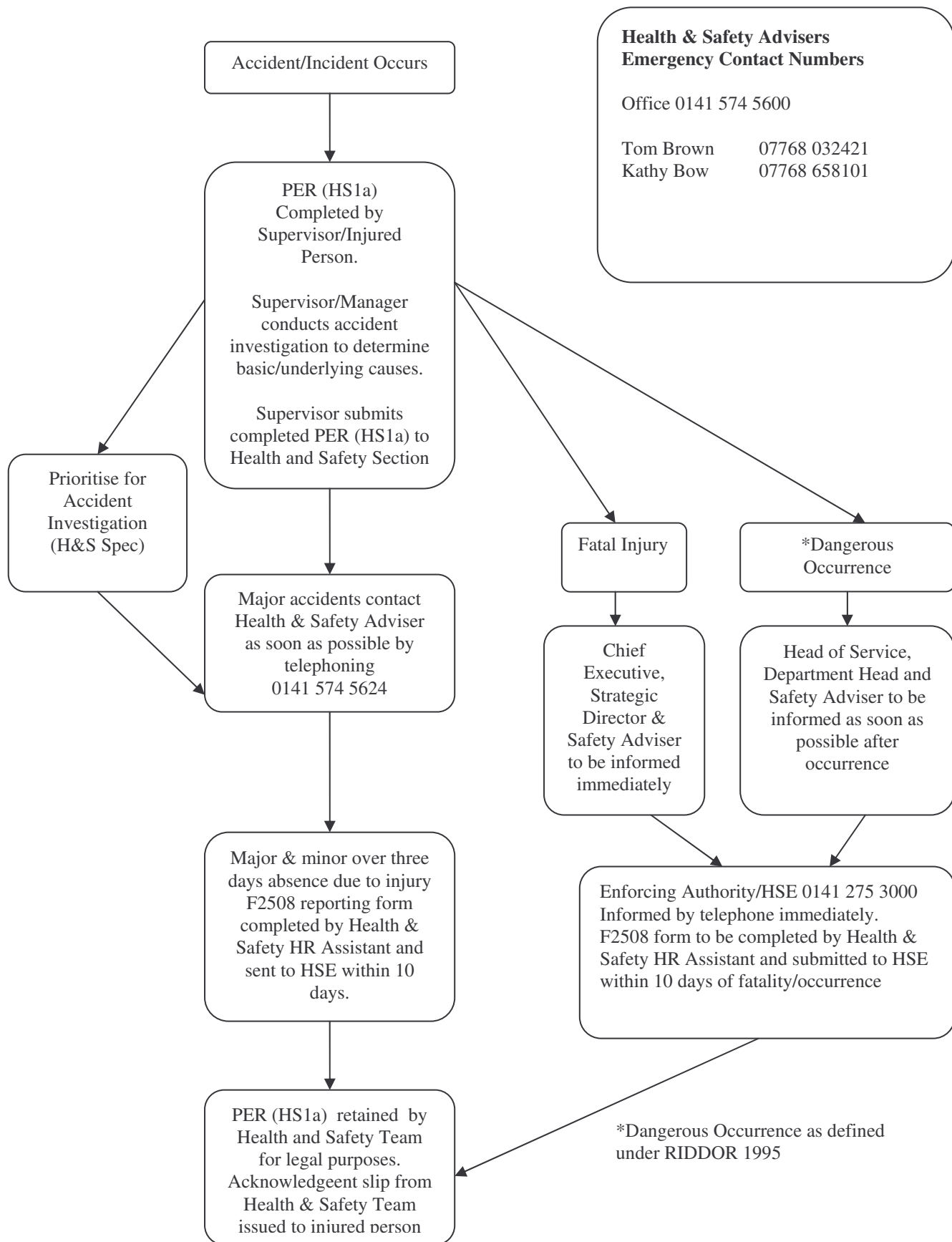
PERSON INVOLVED	ACCIDENT DETAILS	TYPE OF INJURY	REPORTABLE/ NOT REPORTABLE
Employee	Fell off stepladder while displaying work in classroom. Sustained broken arm	Major injury	Phone Council's Health and Safety Section. Complete Internal Incident Report Form (HS1). Send HS1 to Health and Safety Section within 3 days.
Employee	Banged head on door at work. Taken to hospital. Detained for 24 hours. Returned to work next day.	Major injury	Phone Council's Health and Safety Section. Complete Internal Incident Report Form (HS1). Send HS1 to Health and Safety Section within 3 days.
Employee	Bitten by pupil Off work 4 days	Over 3 day injury	Phone Council's Health & Safety Section on 4 <sup>th</sup> day of absence and complete and send HS1 to Health and Safety Section.
Employee	Kicked by pupil Sustained bruise returned to work after First Aid treatment.	Minor Injury	Complete HS1 form
Pupil	Tripped over loose slab in the playground. Sustained broken leg	Major injury	Phone Council's Health and Safety Section and send completed HS1 form.
Pupil	Ran into another pupil while playing at interval. Returned to class after First Aid.		Not reportable
Pupil	Pupil bumped into another pupil due to congestion in the corridor sustained bruising	Minor injury	Complete HS1 form
Pupil	Pupil tackled during supervised rugby match. Sustained broken leg. Off school for 10 weeks.	Major Injury	Phone Council's Health and Safety Section. Complete internal incident report form HS1 and send to Health and Safety Section within 3 days.
Pupil	Pupil tripped over another pupil in playground at playtime. Sustained cuts & bruises		Not reportable
Visitor	Elderly person visiting school for function. Missed footing on step. Taken to hospital. Sustained broken hip.		Not reportable providing no additional factors eg broken step.
Contractor	Hit hand with hammer carrying out repairs. Fractured finger sustained		Not reportable. Contractor responsible for incident reporting.
Visitor	Parent trips over broken carpet tile in corridor. Sustains bump and bruising. Required to stay off work for 2 weeks	Minor injury	Complete HS1 form

N.B PER (HS1a) to be forwarded to Health and Safety Section.

F2508 form will be completed (if required) by Health and Safety Section and a copy sent to Health and Safety Executive and establishment along with appropriate copy of HS1 form.

## Appendix 7

PERSON INVOLVED	ACCIDENT DETAILS	TYPE OF INJURY	REPORTABLE UNDER RIDDOR
Employee	Fell off step ladder while cleaning cupboard in care home. Sustained broken arm	Major injury	Phone enforcing authority. Send F2508 within 10 days
Employee	Hurt back while lifting resident out of bath. Off work for 5 days	Over 3-day	Send F2508 within 10 days to enforcing authority
Employee	Hurt back while digging garden at home (employee's home) Off work for 5 days.		Not reportable. Accident not at work
Employee	Banged head on door at work. Taken to hospital. Detained for 24 hours. Returned to work next.	Major injury	Phone enforcing authority. Send F2508 within 10 days.
Resident	Tripped over vacuum cleaner and broke leg	Major injury	Phone enforcing authority. Send F2508 within 10 days
Resident	Died in sleep		Not reportable if natural causes
Resident	Found on bedroom floor with broken leg		Not reportable providing no additional factors eg worn carpets
Employee	Driver twisted ankle while assisting resident out of vehicle. Unable to drive for 4 days but assists in home with light duties	Over 3 day injury	Send F2508 within 10 days to enforcing authority.
Part-Time employee	Normally works Monday – Wednesday. Injured back while lifting resident on Monday. Absent Tuesday and Wednesday. On return to work the following Monday reports that injury did not abate until Friday	Over 3 day injury	Sent F2850 within 10 days to enforcing authority.
Visitor	Tripped over frayed carpet. Broken arm	Major injury	Phone enforcing authority. Send F2508 within 10 days.
Employee	Bitten by a resident. Off work for 4 days	Over 3 day	Send F2508 to enforcing authority within 10 days.





<b>VIOLENCE INCIDENT REPORT FROM VW/1</b>
---

To be completed by employee(s) involved in incident (or by Supervisor where employee is unable to do so)

<b>Department</b>	<b>Section</b>	<b>Location of Incident/Address</b>
<b>Date of Incident</b>	<b>Time of Incident – am/pm</b>	

<b>Personal details and incident location</b>
---

**Employee – Details of Person(s) affected**

Name(s) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Assailant(s) name and address if known

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Witness(es) – Name and Address if known  
 (Use attached witness statement form as required)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## APPENDIX C

Nature of Injury (if applicable)	Did employee require hospital assistance		Did employee require time off work as a direct result of incident	
	YES	NO	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REPORTED TO WHOM: \_\_\_\_\_

DESIGNATION: \_\_\_\_\_

PER (HS1) COMPLETED AND ATTACHED YES ☐ NO ☐

### Description of Aggressive Behaviour Experiences

Verbal Aggression, Threats or Abuse	<input type="checkbox"/>	Physical Violence	<input type="checkbox"/>
Physical Posturing/Challenging	<input type="checkbox"/>	Use of Weapons	<input type="checkbox"/>
Throwing of Objects	<input type="checkbox"/>	Sexual Harassment	<input type="checkbox"/>
Damaging Property/Equipment	<input type="checkbox"/>	Racial Harassment	<input type="checkbox"/>
Disability – Based Harassment	<input type="checkbox"/>	Religious Harassment	<input type="checkbox"/>
Spitting or HIV Exposure	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

### Description of Incident

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(NB Please use an additional continuation sheet/sketch if required and attach)

Was Police and Outside Assistance Sought **YES** ☐ **NO** ☐

If **YES** please give details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**To be completed by Line Manager/Supervisor**

	<b>YES</b>	<b>NO</b>
Has a debriefing/support meeting taken place with employee involved	<input type="checkbox"/>	<input type="checkbox"/>
Have you met with (a) The Employee(s) affected?	<input type="checkbox"/>	<input type="checkbox"/>
(b) The Client/Other Parties involved?	<input type="checkbox"/>	<input type="checkbox"/>
Is assailant(s) known to have been involved in previous incidents? (if yes, please specify how many)	<input type="checkbox"/>	<input type="checkbox"/>

**Proposed Action** (Please tick)

No further action	<input type="checkbox"/>	Review Security Arrangements	<input type="checkbox"/>
Case/Incident Review	<input type="checkbox"/>	Review Risk Assessment	<input type="checkbox"/>
Employee Counselling	<input type="checkbox"/>	Review Procedures and Practice	<input type="checkbox"/>
Training and Awareness	<input type="checkbox"/>	Review of Physical Hazards	<input type="checkbox"/>
Review Staffing Level	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

**Details**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Person responsible for action \_\_\_\_\_

Proposed timescale \_\_\_\_\_

Signature of Senior Manager \_\_\_\_\_ Date \_\_\_\_\_

## APPENDIX C

Copies	FILE	FOLLOW-UP
Departmental Head Office	<input type="checkbox"/>	<input type="checkbox"/>
Head of Service	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Health and Safety Section	<input type="checkbox"/>	<input type="checkbox"/>

(Return copy within establishment/consult departmental procedure for further details)

## Violent Incident Form VW/2

The following describes a specific incident of violent or threatening behaviour directed toward an employee. Place an X in the appropriate box(es)

Department \_\_\_\_\_ Section \_\_\_\_\_

**Place of work:** \_\_\_\_\_

**Date of incident:** \_\_\_\_\_

**Time of incident:**    ☐ 09-12                      ☐ 12-15                      ☐ 15-18                      ☐ 18-21  
                                 ☐ 21-24                      ☐ 00-03                      ☐ 03-06                      ☐ 06-09

Who showed aggression or violence towards you?

☐ Customer                  ☐ Clients relative/companion

☐ Staff                        ☐ Other .....

In your estimation, was **the aggressor/assailant**

☐ Mentally ill    ☐ Senile demen/learning disabled

☐ Under the influence of alcohol/drugs    ☐ Don't Know

**The aggressor's sex?** ☐ Male ☐ Female

**The aggressor's age?** ☐ under 18 ☐ 19-30 ☐ 31-50  
☐ 51-65 ☐ over 65

**Place:**

☐ Stairway      ☐ Corridor      ☐ Clients Room      ☐ WC/Shower  
☐ Interview Room      ☐ Outdoors      ☐ Day Room      ☐ Other .....  
☐ Reception      ☐ Elevator      ☐ Dining Room .....

**Activity** that preceded the incident:

☐ Conversation
 ☐ Client transfer/lift/physical assistance  
☐ Client made demands
 ☐ Physical care  
☐ no activity
 ☐ Service delivery issue  
☐ Other .....

**Did you have a feeling in advance** that something was about to happen?

☐ Yes ☐ No, it came as a complete surprise.

**Were you working alone** when the incident occurred?

☐ Yes ☐ No

**Violent Incident:**

- ☐ Verbal threat/aggression    ☐ Spitting    ☐ Kicking  
☐ Scratching/pinching    ☐ Slapping/hitting    ☐ Unpleasant experience  
☐ Punching    ☐ Pushing    ☐ Restraining  
☐ Damage to personal property    ☐ Biting  
☐ Use of weapon - describe .....  
☐ Other - describe .....

**Action:**

- ☐ Handled the situation myself    ☐ Called for help and/or activated alarm  
☐ Other(s) came to assist    ☐ No action necessary  
☐ Police involved

**Result:**

- ☐ Physical injury - describe.....    ☐ No physical injury  
☐ Fear    ☐ Anger    ☐ Irritation    ☐ Anxiety  
☐ Humiliation    ☐ Guilt    ☐ Helplessness    ☐ Disappointment  
☐ No reaction    ☐ Other - describe.....

Have you: ☐ YES    ☐ NO    Filed a police report  
                   ☐ YES    ☐ NO    Written a work injury report

**Employee involved in incident.**

Sex    ☐ M    ☐ F

Age    ☐ 16-19    ☐ 20-29    ☐ 30-39    ☐ 40-49    ☐ 50-59    ☐ 60 or older

Name..... Today's date .....

Is assailant(s) known to have been involved in previous incidents?    YES ☐ NO ☐  
 (if yes, please specify how many)

## AGGRESSION AND VIOLENCE TO STAFF

## WITNESS STATEMENT

Supplement Incident Report Form VW/1	
Name of Witness	
Name of Employee involved in incident	

Date of Incident		Time of Incident	
Exact Location			

1	Nature of Incident
2	Write down what you observed (draw a sketch overleaf if necessary)
(Continue over leaf if necessary)	
Witness signature_____	
Address _____	
Date	Contact Tel. No.

## PERSONAL SAFETY ACTION PLANNING

<b>THINK AHEAD</b> <b>Consider the checks which apply to your job</b>		
<b>Out and about</b>		
Does anyone know where you are	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
If your travel plans change, do you tell your supervisor/colleagues	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Do you have information about the people you meet alone?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Have you made sure you can be contacted?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Do you know exactly where you are going and how to get there?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
If you are returning home after dark, have you considered possible risks (e.g. where you parked the car, the availability of public transport, etc.)	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Are you likely to be carrying cash or valuable items?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Are valuable, easily-stolen items too visible or accessible (e.g. laptop or portable computer, mobile phone, tools, briefcase or handbag)?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Do you carry a personal alarm?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
<b>At your place of work</b>		
Are you alone at work at all, especially if working late?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Are there areas where you feel uneasy (e.g., poorly lit entrances or corridors, car parks, etc.)?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Is your office/work area a potential trap (e.g. possible escape route blocked by a desk, filing cabinet, counter etc.)?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
If your work involves contact with the general public, do you know what to do if someone becomes aggressive?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
Do you report aggressive behaviour from clients or colleagues?	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
<b>Learn from this guide, develop and write in your own reminders:</b>		
	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
	<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>

**Consider whose help you might need to improve your personal safety?**

If you have areas of concern speak to your supervisor or manager?



**Suppliers of training, training packages and materials and advice**

The New ABC of Handling Aggression - Pepar Publications

The Lamplugh Trust - marketed through - *The Pink Cow Ltd., 113 Liscombe, Birch Hill, Berkshire RG12 7DE Tel: 01344 867007 Fax: 01344 860217*

Chase (BM) Ltd - *Tapton Park Innovation Centre, Brimington Rd., Chesterfield, Derbyshire S41 0TZ, Tel: 01246 232311 Fax: 01246 230055*

Leapwade International Training Ltd ("Managing Difficult Situations" Video) -  
.Cornell University - (TCI training package)

Maybo Ltd - Conflict and Violence at Work - Scottish Base - St Martins Abbey,  
Perth, PH2 6AD Tel: 0976 245713 e:mail paul@maybo.com

Strathclyde Police or other regional forces through the community involvement  
branch

# WORKING ALONE IN SAFETY

Controlling the risks of solitary work

Is it legal to work alone and is it safe? The Health and Safety Executive (HSE) is frequently asked these questions. There is no single answer; it will depend on the findings of risk assessment but often the answer will be yes. This leaflet will help anyone who employs or engages lone workers.

The leaflet gives general guidance on working alone. It offers advice on how to comply with duties towards lone workers under the Health and Safety at Work etc Act 1974 (HSW Act) and the Management of Health and Safety at Work (MHSW) Regulations 1999.

Employers have responsibilities for the health, safety and welfare at work of their employees and the health and safety of those affected by the work, eg visitors, such as contractors and self-employed people who employers may engage. These responsibilities cannot be transferred to people who work alone. It is the employer's duty to assess risks to lone workers and take steps to avoid or control risk where necessary. Employees have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

This leaflet may also help self-employed people who work alone themselves or engage lone workers.

## **Who are lone workers and what jobs do they do?**

Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations; some examples are given below.

### *People in fixed establishments where:*

- only one person works on the premises, eg in small workshops, petrol stations, kiosks, shops and also homeworkers;
- people work separately from others, eg in factories, warehouses, some research and training establishments, leisure centres or fairgrounds;
- people work outside normal hours, eg cleaners, security, special production, maintenance or repair staff etc.

### *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 etc;
- agricultural and forestry workers;
- service workers, eg 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.

## **Can people legally work alone? Assessing and controlling the risks**

Although there is no general legal prohibition on working alone, the broad duties of the HSW Act and MHSW Regulations still apply. These require identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

It is important to talk to employees and their safety representatives as they are a valuable source of information and advice. This will help to ensure that all relevant hazards have been identified and appropriate controls chosen; consultation with employees and their representatives on health and safety matters is a legal duty anyway.

Control measures may include instruction, training, supervision, protective equipment etc. Employers should take steps to check that control measures are used and review the risk assessment from time to time to ensure it is still adequate.

When risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back-up should be put in place. Where a lone worker is working at another employer's workplace, that employer should inform the lone worker's employer of any risks and the control measures that should be taken. This helps the lone worker's employer to assess the risks.

Risk assessment should help decide the right level of supervision. There are some high-risk activities where at least one other person may

need to be present. Examples include some high-risk confined space working where a supervisor may need to be present, as well as someone dedicated to the rescue role, and electrical work at or near exposed live conductors where at least two people are sometimes required.

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).

Sources of further information are listed at the end of the leaflet.

If you have five or more employees you must record the significant findings of your risk assessment.

Further detail is now given on issues to consider when assessing risks from lone working.

### **Safe working arrangements for lone workers**

Establishing safe working for lone workers is no different from organising the safety of other employees. Employers need to know the law and standards which apply to their work activities and then assess whether the requirements can be met by people working alone.

Lone workers face particular problems. Some of the issues which need special attention when planning safe working arrangements are as follows:

*Can the risks of the job be adequately controlled by one person?*

Lone workers should not be at more risk than other employees. This may require extra risk-control measures. Precautions should take account of normal work and foreseeable emergencies, eg fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and a way out for one person? Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person?
- Can all the plant, substances and goods involved in the work be safely handled by one person? Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Are young workers especially at risk if they work alone?

*Is the person medically fit and suitable to work alone?*

Check that lone workers have no medical conditions which make them unsuitable for working alone. Seek medical advice if necessary. Consider both routine work and foreseeable emergencies which may impose additional physical and mental burdens on the individual.

*What training is required to ensure competency in safety matters?*

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully. Employers should set the limits to what can and cannot be done while working alone. They should ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, eg when to stop work and seek advice from a supervisor and how to handle aggression.

*How will the person be supervised?*

Although lone workers cannot be subject to constant supervision, it is still an employer's duty to ensure their health and safety at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty. Supervision of health and safety



can often be carried out when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations may need to be accompanied at first. The level of supervision required is a management decision which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

Procedures will need to be put in place to monitor lone workers to see they remain safe. These may include:

- supervisors periodically visiting and observing people working alone;
- regular contact between the lone worker and supervision using either a telephone or radio;
- automatic warning devices which operate if specific signals are not received periodically from the lone worker, eg systems for security staff;
- other devices designed to raise the alarm in the event of an emergency and which are operated manually or automatically by the absence of activity;

- checks that a lone worker has returned to their base or home on completion of a task.

*What happens if a person becomes ill, has an accident, or there is an emergency?*

Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events. Emergency procedures should be established and employees trained in them. Information about emergency procedures and danger areas should be given to lone workers who visit your premises. Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. Occasionally risk assessment may indicate that lone workers need training in first aid.

### **Further information**

*Confined Spaces Regulations 1997* SI 1997/1713 The Stationery Office 1997  
ISBN 0 11 065643 6

*Safe work in confined spaces. Confined Spaces Regulations 1997. Approved Code of Practice* L101 HSE Books 1997 0 7176 1405 0

*Electricity at Work Regulations 1989* SI 1989/635 The Stationery Office 1989  
ISBN 0 11 096635 X

*Memorandum of guidance on the Electricity at Work Regulations 1989* HSR25 HSE Books 1989 ISBN 0 7176 1602 9

HSE leaflet *Violence at work* INDG69(rev)  
HSE Books 1997 (single copy free or priced packs of 10 ISBN 0 7176 1271 6)

*Management of health and safety at work.*  
*Management of Health and Safety at Work*  
*Regulations 1999. Approved Code of Practice*  
*and guidance L21 (Second edition) HSE*  
Books 1999 ISBN 07176 2488 9

HSE leaflet *5 steps to risk assessment*  
INDG163(rev1) HSE Books 1998 (single copy  
free or priced packs of 10 ISBN 0 7176 1565 0)

The future availability and accuracy of the  
references listed in this publication cannot be  
guaranteed.

Additional information and advice is available  
from your local HSE Office and Employment  
Medical Advisory Service, your trade  
association or employers' organisation, trade  
unions and some charities, eg The Suzy  
Lamplugh Trust (a national charity for  
personal safety) in London. Their phone  
numbers are in the telephone book.

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which you may find helpful in  
considering what you need to do.**

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**VIOLENCE AT WORK – PROCEDURE****1 INTRODUCTION**

In recent years evidence has shown an increase in both physical and non physical violent incidents at work. In order to deal effectively with this trend East Dunbartonshire Council will meet the requirements to both primary and subordinate health and safety legislation, consider methods and practices for continuous improvement in the health and safety of employees and support current Best Value initiatives for service delivery.

Contained within Appendix (F) of the Violence at Work policy document are names of various organisations who can supply information, training material and support in the area of violence at work. The list of organisations is by no means exhaustive as other companies may possess valuable information/services on this subject.

**2 AIM**

The aim of this procedure is to ensure, so far as is reasonably practicable, that East Dunbartonshire Council deals effectively with acts of physical/non physical violence on all employees.

**3 PURPOSE**

The purpose of this procedure is to ensure, so far as is reasonably practicable, that when acts of physical/non physical violence occur to employees management/supervisors know what action to take.

**4 LEGISLATION**

4.1 East Dunbartonshire Council has a general duty under Section 2 of the Health and Safety at Work etc Act 1974 to ensure, so far as is reasonably practicable, the health safety and welfare of all employees whilst at work.

4.2 Regulation 3 of the Management of Health and Safety at Work Regulations 1999 places a duty on employers to assess the risk(s) to employees from activities inherent in their undertaking.

4.3 Regulation 3 of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 places a duty on employers to report, where required, acts of physical/non physical violence to employees.

## **5 DEFINITIONS**

Violence

“Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work”

NB The above includes acts of non physical and non consensual violence.

## **6 PROCEDURE**

Where an employee suffers an act of physical/non physical violence to themselves they should carry out the following action.

6.1 Report the circumstances to their supervisor/manager using the form VW1.

6.2 Ensure that their supervisor/manager completes the PER (HS1) internal accident/incident reporting form.

6.3 The supervisor/manager carries out an immediate investigation into the circumstances surrounding the incident to determine control measures to prevent a recurrence. The VW2 form should be used and retained to assist in this process.

6.4 Forwards the completed PER(HS1) form to the Health and Safety Section as soon as possible, but in line with East Dunbartonshire Council’s Accident/Reporting procedure;

Health and Safety Section  
Human Resource Services  
Broomhill Industrial Estate  
Kilsyth Road  
KIRKINTILLOCH  
G66 1TF

Telephone No 0141 574 5624

6.5 Control measures determined by accident investigation implemented.

6.6 Risk Assessment should be reviewed and where required changed to reflect change in procedure or risk control measures.

6.7 Human Resources Adviser, Health and Safety, conducts where required, independent investigation to determine risk control measures effectiveness or validity.

6.8 Report to management on findings of investigation and recommendations to prevent recurrence.

6.9 Where appropriate or where specifically requested the Police should become involved in proceedings.

## **7        TRAINING**

Management/supervisor to determine and ensure that relevant employees receive training to allow them to undertake their duties in an effective manner.

## **8        SUPPORT**

Management/supervisors should seek appropriate support and advice from Human Resource Services, Police and other relevant bodies. This should be done in accordance with Violence at Work policy.

## **9        MONITORING**

This procedure and its use should be monitored on a proactive basis to ensure its validity and effectiveness.

## **10       REVIEW**

This procedure and associated risk assessments, in line with East Dunbartonshire Council policy, should be reviewed on an annual basis, where a change in process is required by risk assessment or where a failure has occurred which requires change.



**VIOLENCE TO STAFF****1 INTRODUCTION**

In recent years evidence has shown an increase in both physical and non physical violent incidents at work. In order to deal effectively with this trend East Dunbartonshire Council will meet the requirements to both primary and subordinate health and safety legislation, consider methods and practices for continuous improvement in the health and safety of employees and support current Best Value initiatives for service delivery.

Contained within Appendix (F) of the Violence at Work Policy document are names of various organisations who can supply information, training material and support in the area of violence at work. The list of organisations is by no means exhaustive as other companies may possess valuable information/services on this subject.

To ensure that comprehensive guidance on dealing with violence at work is obtained the summaries contained within this document should be read in conjunction with the relevant sections of the main Violence at Work document, East Dunbartonshire Council and Directorate Health and Safety Policies.

**2 SCOPE AND AIM**

The scope of this policy is to cover employees of East Dunbartonshire Council and others, eg members of the public, who may be affected by their undertaking.

The aim of this policy is to provide guidance on proactive approaches which deal with this issue. This should include considering through the risk assessment process, the security of buildings and the training of employees to deal with the potential for violence.

**3 PURPOSE**

The purpose of this policy is to ensure, so far as is reasonably practicable, that East Dunbartonshire Council complies with the requirements of both primary and subordinate health and safety legislation while meeting its commitment to employees, residents of East Dunbartonshire Council and the environment.

**4 POLICY**

East Dunbartonshire Council is, so far as is reasonably practicable, committed to taking all precautions necessary to secure the health, safety and welfare of all its employees and any other person affected by its undertakings. It is recognised that the nature of the services provided may place particular groups of employees at potential risk from violent behaviour from a number of sources.

The main aims of this policy are designed, so far as is reasonably practicable, to:

## APPENDIX I

- \* prevent, where possible, employees being exposed to the risk(s) of violence;
- \* undertake appropriate risk assessments to identify and control the risk(s);
- \* provide support to employees who have been subjected to violence at work;
- \* ensure that all incidents are recorded and reported as required by the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995. (RIDDOR);
- \* provide appropriate training to raise awareness of the issue;
- \* ensure that **all** employees are aware of and fulfill their responsibilities for safety from the risk(s) associated with violence in the workplace;
- \* provide a secure working environment for employees and customers;
- \* advise customers that violence to any employee could result in a Police investigation and possible criminal proceedings.

## 5 DEFINITIONS

### Violence at work

“Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work”

### Physical and Non-Physical Abuse

Violent behaviour includes **physical** and **non-physical** abuse. Examples of which are set out below;

#### Physical:

- \* Assault causing death
- \* Assault causing serious injury
- \* Assault causing minor injuries
- \* Use of missiles
- \* Spitting
- \* Sexual assault

#### Non-Physical:

- \* Verbal abuse
- \* Racial or Sexual abuse
- \* Threats with or without weapon
- \* Threatening gestures
- \* Abusive phone calls
- \* Threatening use of dogs
- \* Harassment of all forms
- \* Swearing/Shouting
- \* Name calling
- \* Bullying
- \* Insults
- \* Innuendo
- \* Deliberate silence

## Employees at Risk

Employees identified as being most at risk from the above work include employees working within the following areas;

- |                       |                                      |
|-----------------------|--------------------------------------|
| * Housing office(s)   | * Cash handling                      |
| * Social work         | * Housing repairs                    |
| * Teaching & School   | * Home visitors ie homecare, housing |
| * Money transaction   | * Security employees                 |
| * Park & grounds      | * Counter employees                  |
| * Planning inspectors |                                      |

The aforementioned is not exhaustive but the most common identified by the Health and Safety Executive.

Some forms of violent and aggressive behaviour eg physical assault or explicit threats are easily identified, others such as verbal abuse are more difficult to assess. It should be recognised that words or gestures which may be acceptable to some people, may be offensive or threatening to others. It is important that employees retain a sense of proportion in assessing conduct which may be perceived as causing harassment, alarm or distress as opposed to mere annoyance.

## Violent Incident Reporting Procedures (RIDDOR)

A number of important changes have been made in the revised Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). For the purposes of the revised Regulations an accident has been redefined to include an act of non-consensual physical violence carried out on a person at work.

Only physical injuries which result from acts of violence suffered by people at work are included in the definition of an accident.

## Non-consensual Physical Violence

The term excludes injuries arising from situations where the injured person “agreed” to the violent act taking place, for example, a fractured leg during a football match or a pupil suffering an injury during sports activities.

## Arising out of or in Connection with Work

In the context of violence in the workplace, the following examples are based on those used by the Health & Safety Executive in the guidance.

- \* an employee is struck by a supervisor while giving feedback on work performance;
- \* a supervisor is struck by an employee while giving an instruction to carry out a work related task;
- \* a housing officer is struck by an irate customer during a visit to their flat;
- \* a new employee is injured while being forced to take part in an 'initiation ceremony' at work;

Injuries suffered by people in the following examples **would not** be regarded as arising out of or in connection with work and would therefore not have to be reported to the enforcing authority.

- \* an employee at work at a public enquiry desk is struck by a relative who comes to discuss a private matter;
- \* a driver of a minibus strikes another driver during an argument over a personal matter;
- \* a resident in a home for the elderly strikes another resident during a personal dispute.

## 6 REPORTING PROCEDURES

In order to meet the requirements of health and safety legislation, East Dunbartonshire Council policy and its internal accident/incident reporting procedures all incidents of violence at work should be reported using the documentation contained in appendices B and C of the main East Dunbartonshire Council document.

It is important that all acts of violence are reported so that East Dunbartonshire Council can take measures to prevent, so far as is reasonably practicable, a recurrence of this nature.

## 7 RISK ASSESSMENT

The risk assessment process should be used to ensure that, in the absence of statistical evidence management identify the potential for a risk of violence to employees.

Once the risk assessment has been completed it should, in line with Health and Safety legislation and East Dunbartonshire Council policy, be documented and reviewed.

The risk control methods determined should be made known to relevant employees through briefings by supervisory management. Where an incident has occurred the risk assessment should be reviewed to ensure that so far as is reasonably practicable, risk control measures are changed.

It should be noted that accident/incident statistics of violence to employees is not a substitute for assessing the risk to employees. Accident/incident statistics are reactive while Risk Assessment is a proactive method and should be used to prevent or control foreseeable risk. Again it must be stressed that there is a legal requirement to conduct, suitable and sufficient assessments of the risk inherent in East Dunbartonshire Council's undertaking and is an integral part of East Dunbartonshire Council's health and safety policy.

**8 LONE WORKING**

Where lone working has been identified in the Risk Assessment as a hazard departments should develop safe systems of work to reduce or where possible, remove the risk to employees.

The guidance contained in East Dunbartonshire Council's Violence at Work policy should be used to ensure that all identified circumstances and control measures are utilised.

**9 SECURITY**

It is a requirement of the Health and Safety at Work etc Act 1974 for employers to provide, so far as is reasonably practicable, a place of work which is safe and without risk to health and safety.

In line with the above East Dunbartonshire Council will through the continued monitoring of buildings it owns and occupies assess the security of these premises in order to minimise risk(s).

Management/supervisors located at premises should review the operations being undertaken and the security arrangements to determine their effectiveness and validity. This can be carried out in conjunction with the risk assessment review.

To assist management in this the comprehensive guidance contained within the Violence at Work policy document should be used.

**10 CASH HANDLING**

The whole area of cash handling increases the risk(s) to employees carrying out this operation. To ensure, so far as is reasonably practicable, that risk(s) are reduced or, where possible, removed, management should undertake a risk assessment and implement suitable risk control measures which effectively deal with the risk(s) contained in cash handling.

Once risk assessments have been completed they should be implemented and supported by safe systems of work to which employees can operate.

The guidance contained within the East Dunbartonshire Council Violence at Work document should be consulted and, where appropriate, used.

**11 TRAINING**

Training is a general requirement of the Health and Safety at Work Act and should be regarded by management as fundamental in ensuring, so far as is reasonably practicable, the health, safety and welfare of employees.

In line with the legal requirement to train employees, East Dunbartonshire Council's health and safety policy clearly demonstrates its commitment to ensuring that employees receive the training required. The Health and Safety Policy and the guidance contained in the Violence at Work document should be used to ensure legislative compliance.

Management at all levels should utilize the full range of training available to ensure that employees under their sphere of responsibility are equipped with the skills necessary to reduce and, where possible, remove the risk(s) to which they may be exposed.

## **12 SUPPORT**

As indicated in the main Violence at Work document East Dunbartonshire Council is committed to ensuring, so far as is reasonably practicable, that all employees involved in violent incidents are given the support required to deal with the circumstances.

In line with this, employees having a requirement to deal with violent incidents should consult the main document to be able to offer the range of support mechanisms available.

## **13 ROLE OF POLICE**

It is crucial to understand that where violent incidents occur the Police may become involved at some stage. This may be at the request of the individual concerned, the seriousness of the matter or at the instigation of East Dunbartonshire Council's management.

It is therefore important that all employees familiarise themselves with the content of this section of the main Violence at Work document to ensure as full an understanding as possible. This will allow in matters of violence, being dealt with appropriately and effectively for the benefit of all concerned.

## **14 APPENDICES**

Contained within the document are a number of appendices which require to be read and understood to ensure that the proper procedures are followed. Where considered necessary training and briefing on the content should be undertaken.