



Safe System of Work for Dealing with Violence at Work.

The Health and Safety Executive defines violence to staff at work as:

'any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment.'

It is acknowledged that in work you may meet people (either within the workplace or outside) who are potentially aggressive or violent. Most incidents usually involve threatening behaviour, harassment, bullying or verbal abuse. Damage to property/personal belongings is also possible. However; some incidents may involve actual physical assault.

Precautions taken by Management include:

- Violence at Work – Employees Guidelines are available and provided to all employees;
- Managers will assess and minimise risk of violence at work and its effect on employees;
- Provide induction and update training;
- Investigate any allegations incidents of violence and aggression; and
- Provide support should employees be involved in a situation of violence or aggression;

Precautions to be taken by Employees:

- ALWAYS be aware of the individual care plans for clients;
- ALWAYS attend training provided;
- ALWAYS follow the training that you have been provided with;
- ALWAYS stay calm and keep tension under control;
- RESPECT other people's homes/personal space;
- ALWAYS be aware of your own personal safety E.g. not wearing a scarf; keep long hair tied back, do not get a lift with anyone you feel uncomfortable with etc;
- ALWAYS park in well-lit areas, and if possible near to CCTV;
- NEVER go to a premises alone that you are unfamiliar with or where it has been raised as a concern;
- ALWAYS keep your back to your route of escape;
- NEVER remain alone with a person who is known to be aggressive or violent; and
- ALWAYS report issues of aggression and violence to your Line Manager.

Remember never place yourself in a position you feel uncomfortable with. If at any time you fear for your safety retreat to a place of safety and raise the alarm.