

PROCEDURE FOR DEALING WITH POTENTIALLY VIOLENT OR AGGRESSIVE SITUATIONS

There are employees within RMBC who may be exposed to the risks of violence and aggression from time to time whilst at work. Threats of, or actual violence and intimidation towards staff are rare and can be from various sources: clients, service users, co-workers, ex-employees, or members of the public and may affect front line staff as well as those who do not come into contact with the general public.

Managers have a responsibility for determining the appropriate measures that need to be put in place to prevent and deal with such threats or acts of violence or harassment of their staff. This is usually through the risk assessment process. Employees also play an important role in identifying and reporting incidents to their line manager. Procedures should be put in place to protect employees when first identified or reported. The measures within this guidance are to deal with situations that escalate beyond the control measures in place that deal with general incidents of violence and aggression and where additional assistance is necessary.

This protocol is not intended to replace the Council's Dignity at Work Policy which is available for employees who feel that they are subject to harassment or bullying within the workplace.

Level 1 Response

If the standard procedures for dealing with violence or harassment within your team fail to control the situation, the following measures should be considered at the initial stage:

Manager's responsibilities

- The employee's line manager should establish the facts, record and report the incident as appropriate. At this stage informing the alleged aggressor of their unacceptable behaviour by letter / phone call / face-to-face meeting may be sufficient to resolve the problem.
- Review the team's lone working procedures;
- Review communication methods between the alleged aggressor and the employee, e.g. written communication only, verbal communication with another nominated member of staff if possible;
- If a face-to-face meeting is required managers are advised to use the No 1 Riverside CCTV rooms. Consider the interviewer being accompanied by a note taker to both record the discussion and act as a witness;
- Consider using Solo Protect and/or personal attack alarms;
- Assess working patterns, can these be changed?;
- Look at the employees access and egress to the building, can the pattern be changed?;
- Ensure the employee has access to counselling and support through the Employee Assistance Programme;
- The line manager should keep a log of all events relating the alleged intimidation;

Inform members of the team as appropriate.

Employee's responsibilities

- Report all incidents immediately to your Line Manager;
- Be vigilant at all times with regards to personal safety and to comply with management procedures, e.g. keeping in touch with office, checking in/out, etc.
- Consider contacting the Employee Assistance Programme for additional support ;
- Review your personal data available to others from social network sites and ensure your details are secure;
- Remove details from 192.com if necessary;
- Opt not to be included on the edited version of the electoral register.
- **If the above procedures do not alleviate the problem, move on to Level 2 response.**

Level 2 Response

The following procedures should be carried out by the employee's line manager if the actions taken in Level 1 have not resolved the problem.

- Inform the Director/Assistant Director of the situation;
- Seek advice from the Legal Team and assistance with a letter to go to the aggressor;
- Make all relevant Directorates aware of the potential problem;
- Set up a case conference (see below).

CASE CONFERENCE ATTENDEES

Legal	HR	Community Safety	Health & Safety
<ul style="list-style-type: none"> • Formal letter to aggressor • Possible injunction 	<ul style="list-style-type: none"> • HR Adviser • 1-1 support 	<ul style="list-style-type: none"> • Bespoke risk assessment • *Home risk assessment considering security upgrades • Arrange for Police marker on the property • *SoloProtect 	<ul style="list-style-type: none"> • Review safety procedures within the team • Review the team risk assessment

Other possible attendees

IT

- Remove or change e-mail address of employee
- Change internal phone & work mobile numbers
- Forward internal calls from old number to voice mail

If the above procedures do not stop the problem, move on to Level 3 Response.

*Any costs incurred will be met by the Directorate.

Level 3 Response

If the unacceptable behaviour, threats and contact towards the member of staff continues the Council will seek to:

- Inform the Director
- Set up a case conference

Legal	HR	Community Safety
<ul style="list-style-type: none"> • To be involved 	<ul style="list-style-type: none"> • To be involved 	<ul style="list-style-type: none"> • Arrange Police action through the Partnership Inspector

Information Sharing

It is important that logs of all incidents are kept. These could include physical confrontations, phone calls, e-mails, letters, etc. from and to the alleged perpetrator. The content of all correspondence should be carefully considered when being written and contain only facts and not opinions. This information could be shared with other directorates within the Council or with external agencies. The Council's Data Protection and Information Security Policies should be adhered to at all times.

Useful contact numbers

Human Resources	- 01706 92 5601
Community Safety	- 01706 92 4987
Health and Safety	- 01706 92 5615
Legal	- 01706 92 4751
Employee Assistance Programme	- 0800 243 458

Additional information

Managing Violence & Aggression – manager guidance

Personal Safety Tips

Aggression and Violence Policy

Dignity at Work Policy – Anti-Harassment and Bullying Policy

If you need any further information or advice on a health and safety matter, or require this document in an alternative format, the Safety Team can be contacted on 01706 92 5615 / 5060.