

RMBC Policy  
**VIOLENCE & AGGRESSION POLICY**

It is Rochdale Metropolitan Borough Council's policy to provide a safe and healthy working environment for its employees. The Council is committed to working with its employees to maintain a work environment, which is free from aggression, violence, threats of violence, harassment, intimidation, and other disruptive behaviour.

Aggression, violence, threats, harassment, intimidation, and other disruptive behaviour in the workplace will not be tolerated. All reports of incidents will be taken seriously and will be dealt with appropriately.

The Council will:

- not tolerate reported verbal or physical harassment of its employees, assaults upon employees or their property by clients or other members of the public either during or outside working hours, which is as a result of their employment by the Council;
- take all means and measures through risk assessment to prevent the exposure of its employees to acts of aggression or violence e.g. control measures based on intervention hierarchy i.e. substitution, segregation, protection;
- encourage employees to report all incidents of work-related aggression or violence;
- record and investigate all reported incidents of aggression or violence at work and take remedial action that may be necessary;
- pay particular attention to lone workers;
- provide access to training for employees who may have to deal with aggression or violence at work;
- provide legal advice, support and representation to workers experiencing aggression or violence;
- ensure that managers provide support, and where necessary, refer employees for professional counselling and advice for workers who have experienced incidents of aggression or violence at work;
- ensure employees do not suffer any financial or material detriment as a result of any violent / aggressive incident;
- ensure that Services prepare their own internal procedures, in line with the guidance for 'Managing Violence and Aggression' to deal with the risks associated with work related aggression or violence; and
- ensure that Service specific procedures are monitored and reviewed when there is a significant incident or change in working patterns.