

Personal safety (violence and aggression)

Site: Any	Date:		
<p>Main work activities: All work activities where there is a potential risk to personal safety associated with the threat of violence and aggression</p> <p><i>NB Where a more specific threat of violence or aggression is anticipated, such as where a previous incident has highlighted a potential future threat, then a more specific risk assessment <u>must</u> be completed prior to any future contact</i></p>			
<p>Maximum number of people exposed: Typically 1 occasionally more</p> <p>Category, (skilled, visitor, trainee etc.): Any</p> <p>Age range: All</p> <p>Frequency and duration of exposure: Daily – upwards</p>			
<p>Hazards/risks identified:</p> <p>The threat of violence or aggression in carrying out the duties of NPA personnel</p> <p><i>NB There are a number of other important considerations for personal safety that are addressed by other generic and specific risk assessments. This generic assessment only addresses the risks of violence and aggression at work from other people</i></p>			
<p>Current action taken to reduce the risk (if any):</p> <ol style="list-style-type: none"> All personnel that are likely to encounter violence or aggression while carrying out their duties are aware of these risks and are prepared to deal with them, as far as is reasonably practicable All Line Managers ensure that any colleagues at risk of experiencing violence and aggression at work receive suitable training Wherever a risk of violence and aggression is specifically anticipated additional risk assessments are conducted and contacts are preplanned with appropriate precautions Other generic precautions relevant to the risks of encountering violence and aggression are properly considered, in particular those for lone working situations <p>Risk assessment (taking account of existing controls): <u>Delete as appropriate</u> (see notes overleaf)</p> <ol style="list-style-type: none"> A serious risk remains requiring immediate action as detailed below A significant risk remains and will be further dealt with as detailed below This is considered a low/acceptable risk that is currently sufficiently well controlled 			
Agreed new/additional control measures:	When	Who	Done

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Where ever possible you should involve your team in the risk assessment and gain their commitment to control measures.

Specific Guidance – Dealing with violence and aggression at work

Experiencing violence and aggression at work is more likely in certain circumstances. Consider these in conducting your risk assessment

1. Geographical locations. Certain areas of towns or cities and remote locations, can carry a higher risk of violence. Carrying money or equipment are also key risks.
2. Nature of the job. Holding a position of power or authority over customers or clients can cause resentment and cause some people to be more emotional, unpredictable or aggressive.
3. Other people or situations encountered whilst working. This may include other members of the public, relatives and friends.

The most successful ways of managing and preventing violence to staff are listed below. The provision of training and information is the most important factor

1. Risk assessments. Conducting a suitable risk assessment for each at-risk situation is essential. The NPA must find out if there is a problem, decide what action to take, take action, and review the action to make sure it is working.

NB This is a generic risk assessment addressing the risks to personal safety in general for our staff. Further or different controls may be necessary for specific individuals and jobs. This assessment should be modified and personalised accordingly.

2. Training. Some sort of personal safety or violence prevention training and information should be provided for all persons at risk. Training can be provided in-house or by an external organisation, and can be formal or informal. The key training messages to be conveyed are:
 - **Do not go into a situation if you feel at risk.**
 - **Use conflict resolution or defusing techniques (a key skill to be included in any training).**
 - **Be aware of surroundings. Keep your wits about you at all times and be aware of the situation you are in. Be aware of your own actions and how others may perceive you.**
 - **If you feel threatened, make your excuses and leave. Make sure you can leave the premises quickly if you need to.**

Good communication and sharing of information between employees, and with external organisations and professional bodies where appropriate, is essential. This includes:

1. Liaison with police. Wherever necessary as indicated by a specific risk assessment.
2. Letting colleagues know where you are going, who you are meeting and when you will return. (See also Lone Working arrangements).
3. Suitable communications equipment typically includes the use of mobile phones and/or radios. Areas of poor communication should be taken into account. Personal alarms may be used.
4. In certain areas panic alarms and CCTV may also be used both to alert personnel to the need for assistance when necessary and to give staff confidence in the arrangements for support.
5. Sharing experiences and concerns. **Wherever an incident of violence or aggression at work has been experienced this must be reported.** It may also be necessary to highlight any future risks and the NPA has a system to identify such risks while complying with GDPR. The incident reporting system will generate a record for this system when necessary.
6. Management support. Violence and aggression towards staff is not tolerated by the NPA. Prevention measures have the full commitment and support of senior management.

If in doubt seek further advice from your Line Manager or OSHA