

Policy Statement



Violence at work

We are committed to ensuring the health, safety and welfare of all employees. We will take all reasonable steps to minimise the risks that other people's behaviour may present to staff whilst undertaking the responsibilities of their post. Staff will be supported to maintain their own safety through guidance, risk assessments and safe workplace practices, ongoing training and awareness and support and supervision.

We will:

- Equip staff to take all reasonable precautions to prevent and/or control the risk of aggression or violence arising from other people's behaviour.
- Ensure that all workers are aware of safe working practices and the communication support needs of the service user(s) they are working with so as to minimise the risk of challenge arising from miscommunication.
- Ensure that staff are made aware of the possible dangers they can face when at work and the ways in which they can minimise any known risks.
- Undertake a risk assessment and take actions indicated by that assessment where there is a known risk of aggression or violence.
- Develop best practice in relation to staff maintaining their own safety and the safety of others.
- Ensure that all workers understand their responsibility to work to best practice standards to ensure that any risks are minimised.
- Train staff in safe working practices, including communicating with service users, the use of CALM techniques and the use of physical intervention where this is required.
- Provide opportunities for staff to update their skills and knowledge and attend regular refresher training.
- Review incidents involving aggression or violence with staff to ensure that lessons can be learned.

All staff who work to agreed standards of good practice can expect to be supported by the organisation following incidents of aggression or violence which result in injury. In these circumstances, absence related to injury as the result of violence at work will be paid absence and will not affect the person's sick pay.

The relevant staff guidance is: Lone Working – Section 37 in Sense Scotland Health and Safety for Managers (August 2005); Physical Intervention – planning and recording agreements (July 2003) and Challenging Behaviour (October 2003) (both in the Accountability Handbook).

Colette Scotson, HR Manager, is the designated person in relation to this policy.

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Available in other formats on request.

Sense Scotland, 43 Middlesex Street, Glasgow G41 1EE

Tel: +44 (0) 141 429 0294 Fax: +44 (0) 141 429 0295 Text: +44 (0) 141 418 7170

www.sensescotland.org.uk info@sensescotland.org.uk

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