

Buckinghamshire Community Wellbeing (BCW) Hub Document Identity

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Violence and Aggression Policy

Scope and Purpose

This policy is applicable to all trustees, staff, volunteers, students, service users and providers and visitors accessing the BCW Hub.

The purpose of this document is to set out the Buckinghamshire Community Wellbeing (BCW) Hub policy for managing violence, aggression and unacceptable behaviour within any service delivered by BCW Hub. It applies to all interactions with our organisation, whether at any BCW Hub premises, over the phone, through emails, texts, or live chats.

Any incident in which a person is abused, threatened or assaulted at BCW Hub is unacceptable and not tolerated. Anyone associated with BCW Hub has the right to be treated with respect, care and dignity. By using this guidance, staff will be helped to act appropriately and in a safe manner, so ensuring effective responses in difficult situations. It is sometimes possible to recognise when someone is demonstrating high emotion. This may be a warning sign that they have the potential to become violent or aggressive, or act in an unacceptable way. If this is recognised during a contact or intervention, if service user to step away from the group, end a phone call or bring the intervention to a close early.

Guidance for Managing Verbal Aggression

This includes discriminatory or disparaging remarks, a raised voice, threatening comments, or name-calling.

When dealing with verbal aggression, action should be guided by the following principles which aim to deescalate the incident:

- Acknowledge the high emotion of the person
- Listen to the person, try to understand their feelings
- Ask them politely not to raise their voice/swear/call you names, be explicit and reflect to them what they are doing to demonstrate aggression
- Be careful not to mistake colloquialism for aggression

- It may be appropriate to bring the conversation to a close
- If you need to bring the conversation to a close, let the person know you are going to do this, give them chance to change their behaviour
- If you need to move away from the person let them know you are going to do this
- You may need to ask support of others

Guidance for Dealing with a Violent Incident

When dealing with a violent incident, action should be guided by the following principles:

- Ensure the safety of others
- Try to demonstrate a calm persona
- Make every effort to de-escalate the incident
- If appropriate engage the assistance of others
- Acknowledge the high emotion of the person
- Listen to the person, try to understand their feelings
- Where possible ask for a same-gender person if this is likely to support the person who is behaving in a violent or aggressive way
- If possible, create distance between the violent person and any others
- Alert emergency services as required, either ambulance or police

Following an Incident Involving Violence or Aggression

A debrief must be initiated with all staff involved as soon as possible following the event. The de-brief should be conducted with the Hub Manager or their assigned deputy or cover. Further opportunity to talk through the incident with the Hub Manager must be made available.

Ensure that staff are aware that they may access psychological or emotional support via Buckinghamshire New University's services.

Recording

If a person is known to be at risk of demonstrating violence and/or aggression when they are at BCW Hub, ensure that this is noted down and inform staff who are supporting the person.

The Hub Manager is responsible for ensuring a risk assessment is completed and actions taken to prevent escalation.

All incidents of violent or aggressive behaviour should be recorded on an incident form as soon as possible after any incident as per incident reporting process with Buckinghamshire New University or Buckinghamshire Healthcare NHS Trust security protocols. The person should be given a copy of the BCW Hub handbook and Code of Conduct when appropriate.

A record of all incidents is kept within the risk management file. The Board of Trustees are made aware of the overall risk picture within BCW Hub, however, they will be informed of individual risks by exception. An example of this would be if an injury or harm to a service user or injury or harm to a staff member resulting in prolonged time away from work was sustained.

Sanctions

Violent or aggressive incidents may result in one or more of the following:

- A warning; discussion of acceptable and non-acceptable behaviour etc.
- Immediate and temporary suspension and withdrawal of service. Perpetrators will be asked to leave the premises.
- On return to service or immediately following an incident the perpetrator will be asked to a meeting with the Hub Manager, depending on the incident, and a member of staff to discuss the incident and to reiterate behaviour standards.
- This may result in further restriction of service being imposed, or a further temporary ban.

- Service users who disagree with any course of action should be directed to the BCW Hub Complaints policy.

Suspension must be agreed between the Hub Manager and the coordinator/manager of the group/service the individual is accessing.

It is our commitment to, where possible, deal with all incidents in a supportive way, we will always seek the lowest form of sanction, apply sanctions fairly, and try to work with people around the causes of incidents to resolve any ongoing issues.

If the incident is of a very serious nature or it is habitual and staff feel that it requires a very long-term (6 months or more) sanction, then responsibility for this will be a matter for the Board of trustees.