



Managing Violence and Aggression Policy

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Introduction

Re-Pat Ltd has a legal duty to take all reasonable steps to protect staff from violence and aggression. The Health and Safety at Work Act 1974, places a legal duty on employers to provide for the health and safety of their employees, and for employees to take reasonable care of themselves and other people with whom they come into contact. The Management of Health and Safety at Work Regulations 1999 places a responsibility on employers to undertake an assessment of related risks.

Re-Pat Ltd recognises that staff, by the nature of their duties, are at risk of being subject to abusive, threatening or violent behaviour.

Policy Statement

Re-Pat Ltd is committed to reducing the threat of abuse of its staff and recognises that it is the right of every employee to undertake their duties without the threat of abuse.

Where appropriate and so far, as it is possible based on advice from the Police, who provide legal guidance in cases of assault and abuse of staff, Re-Pat Ltd will support staff in pursuing prosecution against members of the public who abuse them in the course of their duties.

When recognising an escalation of threatening or abusive behaviour, staff should attempt to calm the situation using skills taught in conflict resolution management training. Staff are responsible for putting their own safety first and should be cautious when confronted with violent situations.

Personal safety of staff is paramount, and staff will be supported when a decision is taken to withdraw from a violent situation to ensure personal safety. When making this decision, staff must consider the clinical condition of the service user and contact the Duty Supervisor to advise them of their actions and to seek management support and guidance.

Scope

This policy applies to all staff at Re-Pat Ltd, this includes full time, part time, agency workers and contractors.

Definition

Work related violence as defined by the Health and Safety Executive, is 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats, as well as physical attacks.

Roles and Responsibilities

The Registered Manager is responsible for:

- Ensuring all staff are aware of this policy and are up to date with all relevant guidance
- Ensuring staff numbers are sufficient for the workload
- To complete risk assessments prior to the transport of patients, and to liaise with the patients' clinicians to create a care plan for their journey to ensure safety and dignity
- Ensure staff are up to date with their training
- Review and investigate any incidents to minimize aggressive behavior and risk

All Re-Pat Ltd employees are responsible for:

- Following this procedure.
- Their own personal health and safety and being personally responsible for not undertaking any task or action which would knowingly cause risk to themselves, others, or to the organisation.
- Using all provided personal protective equipment and clothing, as required.
- Following specified safe systems of work and carrying out dynamic risk assessments as part of their everyday roles and responsibilities.
- Using specific safety equipment and identified control measures etc. provided by the company.
- Ensuring all incidents of work-related violence are promptly recorded in accordance with Re-Pat Ltd.'s incident reporting policy and identifying and reporting actual/potential hazards in the work environment.
- Reporting all incidents of work-related violence to the police as appropriate.

Procedure for Managing and Reducing the Threat of Physical and Non-Physical Abuse towards Frontline Staff

Advance Notification

If it is suspected that there is a potential risk of violence or abuse this and any potential risks will be handed over to all staff at risk along with any relevant information received from other agencies such as the police.

Risk Register

A company risk register will be maintained for all activities in the company.

The business planning process will be used to identify key risks to the organisation and individual objectives will be set for all levels of staff to reflect this.

The terms of reference of committees, quality meetings, directorate meetings or working groups will include the provision of recording and notification of risks to ensure risks are captured at all levels within the organisation.

Action Plans

The Registered Manager will identify and assess risks associated with their teams regarding violence and aggression and they will identify measures, putting in place appropriate action plans that will avoid, manage or reduce the risk that their staff face.

Agreed action plans will be reviewed by Re-Pat Ltd.'s Director at **six monthly intervals**.

Risk Review

As a minimum requirement **every two years**, Re-Pat Ltd will undertake a review of the strategic risks facing the organisation and will ensure that these are reflected in the Assurance Framework.

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Individual Dynamic Risk Assessments:

Staff must assess situations, and should be particularly cautious in the following circumstances:

- Where there is a clear indication that individuals may be under the influence of alcohol or drugs.
- Where alcohol may be present.
- Where the service users, friends or bystanders are known to be violent.
- When the service user is clearly angry; and
- Where there are weapons or potential weapons present.

Service Users with mental health problems are unlikely to be violent and probably need help and reassurance. However, staff have a right to know about factors that affect their safety. To assess the risk presented by an individual staff should make discreet enquiries amongst psychiatric staff or social workers if present.

Managing Situations

The most effective means of minimising the risk of violence or threatening behaviour, is to assess the situation and manage or avoid potential areas of conflict. This should be done in compliance with conflict resolution training provided by Re-Pat Ltd. It is recognised that the very nature of violence and aggression is unpredictable, and it is therefore imperative that staff should:

- Remain vigilant at all times.
- Monitor and assess changes in behaviour and attitude.
- Communicate with service users, and relative/representatives explaining actions taken.

Dealing with family members/service user representatives

When violence occurs, it can often come from anxious friends or relatives. It is important to work as a team. If possible, one staff member is dealing with the service user, the other should deal with concerns from other people who are present.

Keep other parties present informed and explain procedures where necessary. Treat service users and anyone else involved courteously.

When Physical Violence or Threatened Violence Occurs

- Staff should continually observe and be aware of the environment, who is present and what is happening.
- Staff should put their own safety and that of colleagues first and avoid any threat if possible.
- Use communication skills to de-escalate the situation if possible.
- Try to withdraw from the situation to a safe place if you have suffered physical violence or believe that violence is imminent.
- Call for Police assistance.
- Use non-aggressive disengagement/safety techniques.

What to do if faced with violence/aggression

It is unacceptable for Re-Pat Ltd staff to be subjected to verbal or physical abuse of any kind while carrying out their duties. However, if you are faced with violence or aggression in the course of work:

- a) Immediately withdraw from the area of violence; the priority is your own safety and that of your colleague(s).
- b) Inform the Registered Manager or your Supervisor as soon as possible, so they can request police presence and other assistance.
- c) In your dealings with the Police, make it clear to them what happened and that you want action taken against the offender.
- d) If the incident doesn't require or allow for Police attendance, report the incident to the Police as soon as possible.
- e) Provide a statement of events and obtain a crime reference number and the name of the officer dealing.
- f) Complete an incident report form before going off duty.

g) If the incident took place at a home address, then request that the investigating manager applies to have the address flagged as a high risk to staff safety.

h) Report all incidents.

After an Incident has occurred

Abuse at any time is stressful, and even more so when trying to care for a service user. Following an incident allow yourself time to recover and seek support from your colleagues. Even after minor incidents, feelings may be difficult to control and may affect your ability to deal with further visits. This is a natural reaction.

Where necessary request the following actions, if they have not been activated on your behalf:

- A Manager to attend to the immediate aftermath, and to provide advice and guidance and ensure that the appropriate incident form is submitted.
- Call the Police if they are not already on scene
- Time out to recover from what has occurred.
- If physical injuries have been suffered, seek appropriate medical assistance and if possible, obtain photographic evidence.
- Counselling, Staff Support or Occupational Health Services.

After an incident has occurred staff may be asked for a statement and to describe parties involved.

Staff should report the incident under the Incident Reporting Procedure, which will where appropriate, allow consideration of placing the location where the incident occurred on the company's High Risk Address Register. The Registered Manager will provide ongoing support following an incident.

Any incident where a member of staff is off for more than 7 days, not including the day of the incident, is RIDDOR reportable. The employee's Registered Manager is responsible for ensuring a RIDDOR report is completed and submitted as required.

Use of Physical Control for Avoiding Violence

Staff at Re-Pat Ltd are NOT trained in restraint techniques, however this will be reviewed, and restraint training may be sought and implemented if the need arises.

If Re-Pat Ltd train in physical restraint, then it is important to recognise the **Criminal Law Act 1967 (Section 3)**.

A person may use such force as is reasonable in the circumstances in the prevention of crime or in effecting or assisting in the lawful arrest of offenders or suspected offenders (persons) unlawfully at large.

Reasonable: Necessary; Proportionate; 'Last Resort'.

If staff can show that what they did was necessary, in proportion to the threat they had to deal with and they had no other choice, in that they had considered or attempted other means of resolving the situation but either what they had considered had not been practical or had not worked, then it is likely that they can evidence their actions as being reasonable.

Common Law

- Recognises circumstances when force may be used on another without committing a crime and includes a person's right to protect themselves from attack and to act in the defence of others, or to protect their own property.
- No more force than is reasonable (i.e. necessary, proportionate, last resort) to repel attack may be used.
- Proportionality of force used in defence against the seriousness of threat to be prevented.
- Right of self-defence:
 - o Defend self;
 - o Defend others;
 - o Defend own property.

Lone Workers

The Re-Pat Ltd defines a Lone Worker as 'any individual who, in the process of carrying out their duties on behalf of the company, may find themselves working alone or in an area isolated from colleagues'.

Generally, working alone should not present any greater danger to staff than working with colleagues. However, Re-Pat Ltd recognises that there are certain risks associated with lone working, and where risks are identified, extra control measures will be provided to reduce the risk.

The Health and Safety Executive defines lone workers as anyone who has to work by themselves without close or direct supervision. The Health & Safety at Work Act 1974, and the management of Health & Safety at Work Regulations 1999, places duties on all employers to assess the risks to lone workers.

It is the policy of Re-Pat Ltd to carry out Risk Assessments for all lone workers to reduce identified risks to an acceptable level.

Lone Worker Objectives

- To undertake generic risk assessments on a generic and individual basis for all staff required to work alone.
- To reduce identified risks to lone working to a minimum.

- That appropriate training is available to staff in their areas of employment that equips them to recognise risk and provide practical advice on safety when working alone and to provide additional training and guidance as required where the risk assessment identifies that staff working alone are placed at a higher risk.
- To provide suitable methods of communication and systems of monitoring.

Lone Worker Risk Assessments

When carrying out Risk Assessments for lone workers, managers should take into consideration the following issues:

- Where the member of staff is required to work.
- Level of supervision the staff member will receive.
- Ability to deal with emergency situations
- Training the lone-worker has received to allow them to work safely.
- Whether there is a risk of violence.
- Whether the workplace presents a greater risk to the lone worker.
- Methods of communications.

The Risk Assessment should be carried out in accordance with Re-Pat Ltd.'s Quality Governance and Risk Policy and any action plan to reduce or manage the risk to be implemented and then reviewed at six monthly intervals by line managers in partnership with the lone worker(s).

Training

Staff have a responsibility to ensure that they attend conflict resolution management training and refresher training sessions, as required.

Conflict resolution training is provided to all staff as mandatory training. The training consists of a mix of skills for reducing the threat of violence, withdrawing from a violent incident when it occurs and a number of basic disengagement techniques.

Staff will be trained in line with the Training and Development Policy and managers may request further training for individuals, where a need is identified.

Monitoring

To ensure this policy remains both practical and current, regular auditing processes will take place. Individual incidents will be monitored via the incident reporting system and themes and trends reported to the Management Team.

Any adverse issues or poor service user outcomes related to this policy will be investigated and immediate change implemented where required.

Related Policies and Procedures

Incident Management Policy and Procedures

Training and Development Policy and Procedures

Quality, Governance and Risk Policy and Procedures

Health and Safety Policy and Procedures

Lone Worker Policy and Procedures

Legislation and Guidance

The Health and Safety at Work Act 1974

Criminal Law Act 1967(Section 3)

NICE: [Reducing-the-risk-of-violent-aggressive-behaviours-quick-guide.pdf](https://www.nice.org.uk/guidance/CG123)
([nice.org.uk](https://www.nice.org.uk))

NHS England » Violence prevention and reduction