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| **OPS02** | **Violence at Work Risk Assessment** | | |
| **Unit Name:** |  | **Unit Number:** |  |
| **Risk Assessment Completed** | **Date** | **By** | **Signed** |
| **1st review** | **Date** | **By** | **Signed** |
| **2nd review** | **Date** | **By** | **Signed** |
| **3rd review** | **Date** | **By** | **Signed** |

**Note** – Risk assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years.

This violence at work risk assessment must be completed and any identified actions implemented to ensure that arrangements are in place to minimise risks to employees, so far as is reasonably practicable.

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| **Situations to consider** | **Possible action** | **Actions/comments** |
| Targeted or opportunist theft, armed robbery or thief caught in the act during normal service within a unit that may lead to violence | * If practicable, handle money behind locked a door * Avoid lone working * Provide panic buttons in rooms where handling large amounts of cash is unavoidable * Comply with demands, hand over requested goods and do not offer resistance * Be observant so as to be able to describe events, assailants etc in order to assist the police in apprehending the thief * Call for assistance as soon as it is safe to do so and call the police |  |
| Targeted or opportunist attack when carrying money outside the unit | * Whenever possible, use a security collection company to collect cash * Two people to take money from the unit * Use a vehicle rather than going on foot * Vary routes and times * Comply with demands, hand over requested goods and do not offer resistance * Call for assistance as soon as it is safe to do so and call the police |  |
| Serious or persistent verbal abuse | * Keep calm and do not provoke the person * Employees to be trained to deal with difficult customers * Manoeuvre so that there is a barrier or locked door between employee and the attacker * Watch out for early signs of aggressive behaviour, and report to supervisor or manager immediately * Call for assistance as soon as it is safe/practicable to do so, and if appropriate, call the police |  |

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| **Situations to consider** | **Possible action** | **Actions/comments** |
| Unprovoked attack, possibly alcohol, drug or mental illness influenced | * Avoid lone working * Employees to be trained to deal with difficult customers * Watch out for early signs of aggressive behaviour, and report to supervisor or manager immediately * Keep calm and do not provoke the person * Comply with demands, hand over requested goods and do not offer resistance * Provide panic buttons where unprovoked attack identified as significant risk * Manoeuvre so that there is a barrier or locked door between employee and the attacker * Call for assistance as soon as it is safe to do so and call the police |  |
| Unprovoked attack of domestic employees or other employees working in acute mental healthcare situations or other work situations where they may be at risk of violent attack | * Employees may need to be trained in diffusion techniques and post incident action * Personal attack alarms may need to be carried by employees at all times. Where alarms are used, these must be tested regularly, and spare batteries always held in stock * Report any concerns over patient/resident behaviour immediately and check with medical staff before entering an area for the first time. * Client organisations are responsible for the assessment of the risks presented to employees and contractors by individual patients or residents. Appropriate control measures/safe systems of work must be communicated to Company employees for implementation before entering a secure or “at risk” area. This communication process may need to occur on a daily basis as new residents or patients may present different risks. |  |
| Employee taken as hostage by opportunist or as a result of a targeted attack | * Avoid lone working * Avoid leaving the unit alone, especially at night, e.g. to take out rubbish * Where panic buttons are provided operate these if it is safe to * Do not offer resistance, comply with demands as far as is possible * Be observant so as to be able to describe events, assailants etc in order to assist the police in apprehending the assailant * Call for assistance as soon as it is safe/practicable to do so and call the police |  | |