

Policy	Violence at Work Policy – HR64
Document owner	Director of Care, People & Resources
Review delegated to	Health & Safety Manager
Date first implemented	Feb 2016 (Previously Zero Tolerance of Abuse Policy)
Date last reviewed	August 2026
Date of next review	August 2028
Date governor-approved	October 2024
Associated documents	Complaints and Concerns Policy and Procedure Mental Health & Wellbeing Policy Bullying & Harassment Policy
Reference documents	Violence at Work Risk Assessment
Initial reviewing body	Human Resources
Final approval body	Director of Care, People & Resources
Published on website	Yes

Purpose	To set out the colleges position on violence at work.
Scope	All employees, work placements and volunteers.
Equality & Diversity	"[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes, and practices." Derwen College Equal Opportunities Policy Derwen College's ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity, and inclusivity are embedded throughout the organisation. This policy should be applied in accordance with this ethos. If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.

The Health and Safety Executive (HSE) defines violence at work as "any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work." This covers the serious or persistent use of verbal abuse – which the HSE says can add to stress or anxiety, thereby damaging an employee's health.

The College has carried out a Violence at Work risk assessment, and all employees should make themselves aware of the content of this risk assessment and the control measures the college has implemented to reduce the risk of colleagues experiencing violence/abuse whilst at work.

In accordance with our responsibilities for the health and safety of employees, the college will take all reasonably practicable steps to prevent violence at work. These will include the provision of safe systems of work, suitable protective equipment, and appropriate training. Where incidents of violent behaviour towards colleagues occur, the organisation will provide appropriate support.

General Points

- All employees are reminded of their duty to not endanger themselves or their colleagues.
- While attempting to prevent an act of violence no employee should risk their life or the lives of others.
- In an emergency, a senior manager should be contacted immediately.
- All employees who are working away from base must observe safe practices and not put themselves at risk from violent attack.
- Colleagues experiencing abuse on a telephone call or during in-person contact should end the contact and report the incident.
- All colleagues subject to a violent incident (including verbal abuse, threats, and actual physical assault) must complete an accident, incident and near miss form at the earliest possible opportunity and return it to their manager and Health & Safety Manager.

Preventative Action

Where the need for preventative action is identified, the college will take all practicable steps to achieve a safer workplace. These may include:

- measures to improve the system of work.
- provision of alarm systems
- reorganising the job to lessen the risk of violence.
- transferring the employee, after consultation
- redesigning work areas
- increased training in avoiding and handling violent situations, de-escalation of behaviours of concern and restrictive practices.
- reassessment of staffing levels.
- provision of additional protective equipment

Employees are requested to co-operate fully in planning and executing any changes considered necessary to safeguard themselves and their colleagues.

Training

- Not all violent incidents are avoidable. With effective training employees can learn to defuse potentially escalating violent situations and to minimise risk.
- Training in appropriate techniques will take place on a regular basis from induction onwards.

Aftercare

- Colleagues are expected to display a supportive attitude towards those affected by violence at work.
- A debrief must be completed in all cases, as soon as appropriate.
- Referral to a counselling service may be offered.
- All incidents related to violence at work will be discussed by the Health and Safety Committee.