

Violence at Work Charter Standards

1. The employer has a written violence and aggression at work policy, which is available to all staff. The policy should also cover lone working.

RBC have a number of relevant policies:

- Emergency Evacuation Procedures – Council Offices, this includes the response to violent incidents / attack and ‘invacuation’
- Building User Guide - details general policy on use of building, hours, access control, badges etc
- Security Policy - details arrangements and policy for main reception area, response to violent incidents, CCTV and use of panic alarms etc
- Potentially Violent Persons Policy -details arrangements for reporting and recording incidents. This is in addition to the maintenance of an up to date register and ‘red flagging’ to front line services
- Lone Working Policy - general policy on assessment of risks and controls
- Risk Assessments - violence at work and lone working are addressed within team risk assessments to ensure local controls are in place to meet general policy

2. Responsibility for implementing these policies lies with a senior manager.

Guidance and advice provided by Roger Sanders, Principal Health & Safety Officer however policy sets out structure by which all policies / arrangements are implemented – that is by Heads of Service, with a named Lead Director for Health & Safety.

3. Measures are taken to reduce staff working in isolated buildings, offices or other work areas to a minimum

Local managers are committed to undertaking health and safety risk assessments, which are reviewed by the corporate health & safety team. This is required to take place at team level due to wide variability in roles, hours, ways of working etc.

4. Staff are encouraged to report all violent incidents and that are told how to do this

Clear policy and procedures in place and led by Corporate Health & Safety along with representatives in all services. The reporting system is available 24/7 via online portal and staff and managers are encouraged to report all incidents/information.

5. The employer collects and monitors data on violent incidents on a regular and ongoing basis

Data is collected, reviewed and monitored by Corporate Health & Safety team and discussed during health, safety and welfare group meetings. Quarterly stats are provided and considered by CLT.

6. Where they are in place, union safety reps are able to access this data and are consulted on solutions to issues relating to violence in the workplace.

Unison is represented at formal H&S meetings where data is shared and solutions discussed. Unison are a key stakeholder and asked to comment on all significant changes to policies and procedures.

7. Thorough risk assessments are conducted for staff placed in vulnerable situations.

As above, risk assessments are conducted locally in teams where staff may be in vulnerable situations. Review and support is provided by the corporate health & safety team.

8. The employer has support pathways in place for staff who are victims of violence at work, so that they know where to turn for advice and support

Line managers are involved in the reporting / investigation process and staff are signposted or can be referred to the Councils EAP (Employee Assistance Programme).

9. Training to ensure staff are aware of the appropriate way to deal with threatening situations

Those likely to face threatening situations receive training in Conflict Management – work taking place to ensure 'mandatory' status of this training. Encouraged to make mandatory for higher risk teams during discussion with corporate health & safety.

10. Where appropriate, independent counselling services are available to staff who are the victims of violence at work.

Independent counselling services are available to staff 24 hours a day, 7 days a week through the Employee Assistance Programme.