



Managing Aggression at work

Procedure Reference:		HS11a	
Related Policy:		HS11- Managing Aggression at Work	
Effective date:	November 2022	Review date:	November 2025
Approved by P&PRG:		November 2022	
Owner:	Brian Gunn	Job Title:	Ark H&S Manager
To be issued to:		Board of Management ARK Management Policy Review Group Ark Working Group All Staff	
Method of Delivery:		Email Policy LearnPro Policy Briefing Sheet	

Version Control

Date	Owner	Version	Reason for Change
Mon 2022	Brian Gunn	5.0	Cyclical review

Summary of Changes

Section	Change
Whole Procedure	Change to new policy format

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Contents

1.0 Introduction	3
1.1 Sources of Aggression	3
1.2 Types of Aggression	3
2.0 Learning and Development.....	4
3.0 Incident Reporting	4
3.1 Employees.....	4
3.2 Ark Managers	4
4.0 Staff Returning to Work	4
5.0 Extra Duty of Care	5
6.0 Police Involvement	5
7.0 Implementation and Review.....	5
7.1 Implementation	5
7.2 Review.....	5

1.0 Introduction

Ark is opposed to violence and aggression in any form. Ark will establish and promote practices that seek to minimise the potential risks of violence and aggression towards employees.

Ark aims to:

- Put in place safe systems of work to minimise the risk to employees of violence and aggression at work;
- Provide information, instruction, training and supervision to manage aggression in the workplace.
- Ensure, as far as possible, that there is a safe and secure working environment for employees;
- Ensure that incidents of violence and aggression are reported in order that areas of risk are identified and addressed; and
- Achieve a level of understanding and awareness of the effects of violence and aggression on staff to ensure employees are appropriately supported.

1.1 Sources of Aggression

The nature of the services Ark provides place particular groups of employees at potential risk of aggressive or violent incidents from a variety of sources including, but not restricted to:

- Tenants;
- Supported people;
- Friends and family of supported people;
- Other employees;
- Contractors; and
- Members of the public.

1.2 Types of Aggression

Aggression or unacceptable behaviour of concern by one or more individuals can take many different forms, some of which may be more easily identifiable than others:

- Be physical, psychological, and/or sexual;
- Be one off incidents or more systematic patterns of behaviour; and
- Range from minor cases of disrespect to more serious acts, including criminal offences, which require the intervention of public authorities.

2.0 Learning and Development

Ark will provide employees who are considered to be at risk of violence and aggression at work with information, instruction, supervision, training to help manage any identified risks.

The focus of training for relevant employees will be on the development of skills, knowledge and practice that supports employees to assess situations and respond in ways designed to minimise the risks of violent or aggressive behaviour occurring.

Ark's induction for new employees will include awareness training on the potential risks associated with violence and aggression in the workplace.

Training provided by Ark to manage aggression:

- Ark Values;
- Positive Behavioural Support (PBS); and
- Crisis, Aggression Limitation and Management (CALM).

3.0 Incident Reporting

3.1 Employees

The purpose of recording and reporting these types of incidents is to identify areas of risk at work, patterns of incidents and to develop appropriate responses to address unacceptable behaviour of a violent or aggressive nature.

As soon as is practical the employee should be initiate recording and reporting procedures by:

- Reporting the incident to your Ark Manager;
- Report the incident to an Ark Operations or Regional Manager if your local manager is unavailable;
- Completing an Incident Reporting form; and
- Complete an incident de-brief session with your manager.

The timing of the completion of the incident reporting form must be considered to ensure factual and accurate information is recorded. The optimum time for the completion of the incident reporting form is between 24 and 36 hours after the incident.

3.2 Ark Managers

Ark managers are responsible for managing these types of incidents by;

- Supporting any staff member who has been a victim of aggression or other form of behaviour of concern by holding a de-brief meeting and supplying details of Ark’s employee assistance programme.
- Following Health and Safety (H&S) Incident Reporting and Organisational Development (OD) procedures, if any employee reports they have been subject to a violent or aggressive incident or they notice any situation which may be linked to violence or aggression at work including bullying and harassment;
- Contacting Ark H&S Manager for incident support or RIDDOR advice;
- Investigating and recording incidents involving violence and aggression and decide what actions may need to be taken and followed through;
- Potentially liaising with medical professionals, commissioners and other parties involved for a supported person that have displayed aggressive behaviours towards staff; and
- Deciding what actions are achievable and update a supported person’s risk & vulnerability assessment, risk management plan and workplace risk assessment to reflect any new information gained to manage the risk of aggression.

4.0 Staff Returning to Work

Where an absence is connected to a violent or aggressive incident that occurred at work, this absence will be reviewed and a decision made as to whether this will be treated as special leave rather than sickness absence.

Where an employee has been absent from work following an incident of violence or aggression at work, Ark will ensure appropriate support is offered to the employee.

The employee’s Ark manager in consultation with OD, may need to complete an extra duty of care risk assessment and implement the following if required:

- Decide if a referral to Occupational Health is required and if this should be prior to returning to work;
- If the employee should have a phased return to work or reduced hours initially.
- If the employee can carry out all their duties or if adjustments are required;
- If retraining or additional training is required; and
- Any other risk control measures that are identified and agreed as appropriate.

5.0 Extra Duty of Care

Staff that are identified as requiring an extra duty of care assessment due to pregnancy, short / long term impairments or any other valid reason that puts their health and wellbeing at risk, should not support people who have recently been identified with a history (within last 12 months) of incidents of aggression with staff or others.

Managers and staff should discuss the risks identified and decide on reasonable adjustments in the workplace to keep the staff member safe during the extra duty of care period.

6.0 Police Involvement

Police involvement is appropriate if the aggression includes a physical assault or damage to personal belongings or property.

A decision to report the incident to the Police should be considered in accordance with the nature and severity of the incident.

This decision should normally be made by an Ark manager following consultation with the affected employee, although this is without prejudice to the right to all employees to contact the Police themselves should they so wish.

The employee should be aware that the action taken by the Police will be at their discretion subject to the outcome of any investigation.

An Ark manager can report an incident to the police even if the employee does not wish to do so. Ark will try to get the consent of the employee but if in the interests of Health and Safety.

Ark have the right to report incidents to the Police without the employees consent.

7.0 Implementation and Review

7.1 Implementation

The Chief Executive is responsible for ensuring that this procedure, and the policy that support it, are followed by all staff, relief, agency, students, volunteers and board members.

7.2 Review

The Chief Executive will ensure that this procedure is reviewed at least every three years.