

Ark[®]
People
Housing
Care

Managing Aggression at Work

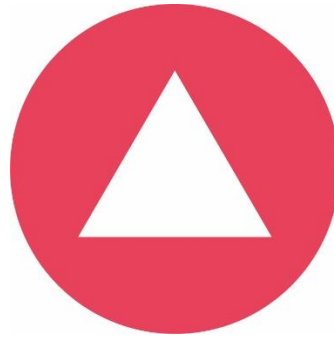
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Approved by P&PRG:	November 2022	Approved by BoM:	December 2022
Owner:	Brian Gunn	Job Title:	H&S Manager
To be issued to:		Board of Management ARK Management All Staff Ark Working Group Ark Policy Review Group	
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Version Control

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

Summary of Changes

Section	Change
Whole Policy	Change to new policy format



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1.0 Ark`s Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

2.0 Purpose

Ark recognises the difficulties in managing aggression and behaviours of concern at work. This policy aims to put in place steps to identify and minimise risks to support its employees, monitor incidents and control the risk so far as is reasonably practicable.

In order to achieve these aims, appropriate risk assessments must be developed and implemented.

3.0 Policy Statement

This policy covers the management of incidents of aggressive, violent, behaviour of concern that are carried out by the public, supported people or their families and associates towards Ark employees.

Incidents of violence and aggression by or between employees will also be covered by Ark's Disciplinary Policy and Procedure.

4.0 Scope

The policy and procedure applies to all employees of Ark, the Board of Management and to all people using and/or visiting the workplace e.g. visitors, relief employees, students, agency staff, supported people and contractors.

5.0 Legal/Regulatory Framework

The management of violence and aggression at work does not have specific legislation. However, Ark recognises that the Health & Safety at Work Act and the Management of Health and Safety at Work Regulations 1999 place a general duty to manage any foreseeable risk to staff safety.

5.1 Health and Safety at Work Act 1974

The legislation which will apply is the general duty of care which falls under the Health and Safety at Work etc. Act 1974. The general duty placed on employers by this Act includes the health, safety and welfare of all employees.

Ark will provide information, instruction, supervision, training to comply with the general duty to keep staff and others safe while managing violence and aggression in the workplace.

5.2 The Management of Health and Safety at Work Regulations 1999

These Regulations require the employer to make a suitable and sufficient risk assessment of the significant risks to the health and safety of their employees and third parties arising from work tasks and locations. The risk assessment process includes the elimination of hazards and, where this is not reasonably practicable, the identification and implementation of control measures.

With regard to violence and aggression at work, the risk assessments should include any foreseeable situation where there is a significant risk of encountering aggression whilst at work.

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.3 Senior Leadership Team

Ark's Senior Leadership Team is responsible for review of the policy, and for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.4 Managers

Ark Managers will be responsible for the effective implementation of this policy and procedure within their area of responsibility. They must also ensure that each member of their staff, through induction, and team meetings, is made aware of this policy and participates in relevant training.

Depending on needs of an individual service, the local manager will identify any further health and safety training needs for staff if identified after an internal, external audit or after an incident.

6.5 All Staff

Ark employees are required to familiarise themselves with this policy and procedure and comply with the content to manage aggression, violence and behaviours of concern.

Ark will provide suitable and sufficient information, instruction and supervision to manage risks at Ark workplaces which all staff are required to participate.

Ark will provide relevant training that all staff have to complete at induction and refresh every three years.

6.6 Third Parties

Ark staff to monitor that safe practices are completed by third parties who are involved in any management of aggression procedures alongside Ark, such as / families / others carrying out these functions and report any unsafe or illegal practices to the Ark Manager.

7.0 Managing Aggression at Work

Breaches of this policy and procedure will be viewed seriously and will be investigated in accordance with Ark's Disciplinary Policy and Procedures.

Incidents involving supported people / families / public / third parties will be investigated and appropriate action taken by Ark managers.

8.0 Related Policies & Procedures

This policy should be read in conjunction with Ark's:

CS17 Behaviour of Concern.

G34 Equality.

HR16 Dignity and Respect at Work.

9.0 Equality Impact Assessment (EIA)

The key tool which Ark will use to meet its obligations in terms of this policy will be an Equality Impact Assessment.

An Equality Impact Assessment (EIA) is a tool to assess the impact that a proposed activity will have on the different protected groups. An 'activity' could include introduction or review of a policy or procedure, guidance, decisions, or when significant changes are being made at the start of an activity. Ark will develop and share guidance to support relevant staff in relation to completions of EIAs.

An Equality Impact Assessment has been completed in relation to the development of this policy.

10.0 Data Protection Impact Assessment (DPIA)

No data protection implications have been identified in relation to the development of this policy, and consequently a DPIA has not been completed.

11.0 Stakeholder Consultation

- Ark Board of Management.
- Ark Executive Team.
- Ark Senior Leadership Team.
- Ark Policy Working Group.
- Ark Working Group.
- Ark Staff.

12.0 Monitoring and Review

12.1 Monitoring

Ark's Executive and Senior Leadership Teams will monitor implementation of this policy on an ongoing basis, particularly in relation to ensuring delivery of Equalities Impact Assessments, and in relation to ensuring that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.