

FOR PUBLICATION

MANAGING VIOLENCE AND AGGRESSION TOWARDS STAFF POLICY

MEETING: EMPLOYMENT AND GENERAL COMMITTEE

DATE: May 2018

REPORT BY: KATE HARLEY, HR MANAGER.

1.0 PURPOSE OF REPORT

1.1 To provide information regarding the introduction of the revised managing violence and aggression policy and to recommend the new policy for approval.

2.0 BACKGROUND

2.1 The council has recognised that the current policy for handling violence at work and the process for managing and controlling the staff caution list needed updating to ensure staff safety at all times

2.2 A task and finish group was established for both the lone working and staff caution list projects but once the lone working group had met for the first time it became clear that the topics were interlinked and therefore the groups met together in January to work on three key projects: lone working policy, managing violence and aggression at work and staff caution list.

2.3 Over the period January to March the task and finish group met three times and the draft policy and process put forward today is the result of that work.

2.4 In drafting this policy document and the staff caution list procedure there were several issues raised that the group has tried to address within certain assumptions. The assumptions the group worked to are:

- That the staff caution list was not likely to be replaced in the short term and therefore any solutions needed to take this into account
- Any proposal must be within existing resources
- A quick solution was required that met the Data Protection requirements

2.5 The group identified various issues with the existing policy and process, some of which are:

- Inaccessibility of the staff caution list to staff out in the field
- No formal process of referral and existing referrals not compliant with Data Protection and no audit trail of decision making
- Not enough categories of referral to ensure staff safety from threats posed by the environment

- Existing resources not sufficient for updating and reviewing staff caution list and not enough deputies for nominated officer and system administrators therefore leading to delays in the process
- Existing systems difficult to access

2.6 To address these issues the policy and procedure proposes the following changes:

- That the SHE system is used to register any incidents of violence, aggression and environmental risks and that this generates a referral to the staff caution list (this replaces the ad-hoc email referrals currently). The rationale for this being that many incidents of violence and aggression are recorded on the SHE system as health and safety incidents and this would avoid duplication of reporting.
- A formal approval process is established with specific criteria and forms for completion by the nominated officer to ensure an audit trail of all decisions made, including notification to customer as required under Data Protection Act.
- An increased list of risk categories are included in the policy to increase the protection afforded to staff from the increasingly diverse risks e.g. needles, environmental hazards.
- That an interim system marking be used whilst the referral is being decided to ensure protection for staff from the earliest point
- That deputies are nominated for system administrators and nominated officer to ensure the process can be completed within the timescales laid out.

2.7 To ensure that relevant legal obligations are adhered to it will be necessary for systems to be cleansed of all non-compliant notes once this revised policy and procedure is approved to ensure that the council is protected from prosecution should data get into the public domain.

2.8 There are still some outstanding system issues to resolve at the time of writing this report which will be resolved during the implementation stage of the revised policy and procedure.

3.0 Consultation

3.1 This policy has been devised by the health and safety sub-group which included union representatives. The policy has also been to the Health and Safety Committee for comment and endorsement and was endorsed by them on April 18th 2018.

4.0 Recommendation

4.1 It is recommended that the committee approve this policy and procedure.

Kate Harley

HR Manager