



Health and Safety

Violence at Work Procedure

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Charity Number: SC0 36198

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Violence at Work Procedure

1. Purpose

- 1.1 The City of Glasgow College recognises that it has a legal duty to ensure, so far as reasonably practicable, the health, safety and welfare of its staff whilst at work. This includes taking all reasonable steps to protect them from the potential risk of violence at work.
- 1.2 Violence at work is any incident in which an employee is abused, threatened or assaulted in the course of their employment.
- 1.3 All staff are potentially at risk from violence at work; however, there is an increased level of risk to lecturers, receptionists and other front line staff.
- 1.4 The College Board of Management will not tolerate any incident of violence at work.

2. Scope

- 2.1 This procedure is primarily aimed at staff working, on behalf of the College, either on or off site, who may be affected by violence at work.
- 2.2 Students and visitors to the College are also at risk of being abused, threatened or assaulted. Any such incident should be reported as per the College's Accident/Incident and Reporting/Investigation Procedure.

3. Responsibility

3.1 Managers:

- Ensure that all staff within your areas of responsibility are aware of the issue of violence at work.
- Ensure that all front line staff are suitably equipped to deal with challenging customers.
- Ensure that the physical location is a safe working environment.
- Manage and report all incidents of violence at work.
- Record details of the incident and give all employees involved in the incident full support.
- Consider seriously any suggestions made by staff about how to improve violence prevention and management.
- Set a positive example by reporting all incidents of violence at work.
- Ensure that risk assessments take account of the risk of violence at work.
- Ensure completion of the Accident/Incident Report Form and send to H&S Team.

- Offer appropriate support and advice to any staff involved or who have witnessed an incident.

3.2 Health and Safety Team:

- Monitor and review the Violence at Work procedure.
- Provide advice, support and assistance on implementing the procedure.
- Assist manager in any investigation as a result of a violence at work incident.
- If the incident relates to a staff-against-staff, H&S Team have to work closely with HR re any further investigation required.
- Ensure that the H&S section of Connected makes reference to suitable training opportunities.

3.3 HR

- Co-ordinate appropriate support as required e.g. counselling.
- Provide support and advice re investigation and/or disciplinary action.

3.3 Staff:

- Be aware of the risk of violence at work.
- Report all incidents of violence at work.
- Do not accept any incidents of violence at work.
- Check the H&S section of Connected to familiarise yourself with appropriate training opportunities.
- If you are involved in or witness an incident and require support or advice contact HR.
- For staff involved in the delivery of Supported Programmes:
 - Be aware of any specific individual behaviour support plans
 - Deploy established Early intervention and De-escalation techniques
 - Carefully deploy a restraint approach while upholding your duty of care
 - Follow the accident/incident report process as outlined in this procedure

4. Procedure

4.1. Risk Assessment

4.1.1 If there is a known or significant risk of violence at work, it should be included in the health and safety risk assessment form, along with any physical control measures identified to reduce the risk. This is a proactive process.

4.2. Incident Reporting

4.2.1 All incidents of violence at work (as defined in 1.2 above) must be reported.

4.2.2 All incidents should be reported to your line manager and recorded on the Accident/Incident Report form (available on H&S section on Connected) and a copy sent to the Health and Safety Team.

4.3. Actions following an Incident

4.3.1 All incidents of violence at work will be investigated fully using the appropriate procedures including but not limited to the College staff or student disciplinary procedure.

4.4. Records

Record	Record Format	Record Holder	Retention Period
Generic risk assessment forms	Form	Connected	Indefinitely

5. References

Document Type	Document Name
Health and Safety Procedure	Risk Assessment Procedure (on Connected)
Health and Safety Procedure	Lone Working Procedure (on Connected)
People and Culture Policy	Code of Conduct - Staff
Web site	HSE Guidance on Violence at Work http://www.hse.gov.uk/pubns/indg69.pdf

6. Document Control and Review

Approval Status	Approved	
Approved by	Fares Samara, Executive Director Infrastructure	
Date Approved	22 January 2016	
EQAI Status	Full EQIA Conducted?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
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Lead Officer(s)	Head of Safety and Wellbeing	
Board Committee	N/A	
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7. Revision Log

Version Date	Section	Description
Version 1 (Dec 2015)	Procedure	City of Glasgow College Health and Safety Violence at Work Procedure