

# Health, Safety, and Wellbeing

## Managing Unacceptable Behaviour

| <b>POLICY REFERENCE</b> | <b>Corporate Policy and Code of practice</b> |
|-------------------------|--|
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## 1 Policy Aims and Principles

The States of Jersey will not tolerate unacceptable behaviour in the workplace. This policy is supported by Management who will not accept any instances of work related violence, including verbal abuse to employees. They also recognise that being intimidated by a customer or client is not an admission of failure on the employee's part.

Employees will be provided with appropriate support following any incident of unacceptable behaviour from customers, clients or other members of the public.

This policy sets out the SoJ's intentions to prevent, manage and respond to incidents of unacceptable behaviour in the workplace, and outlines the arrangements, which should be followed and implemented by departments. It is essential to recognise that many departments will have to take additional and potentially more comprehensive measures to safeguard staff due to the nature of their work. All departments should have undertaken risk assessments of their activities, which include the risk of violence and aggression. They should have written internal guidelines and arrangements for managing unacceptable behaviour. Where appropriate to the risk identified, this also includes providing training to deal with unacceptable potentially violent behaviours.

## 2 Applicable Legislation

- Health and Safety at Work (Jersey) Law 1989

## 3 Definitions

Unacceptable Behaviour - Any incident, in which an employee is abused threatened or assaulted by a member of the public in circumstances arising out of the course of their employment. (Health and Safety Executive)

## 4 Who this Policy Applies to

The policy applies to employees, contractors and any other third parties working for the SoJ. Including the public and other clients in any location where SoJ services are being delivered.

## 5 Links to other Policies

- Corporate Health Safety and Wellbeing Policy
- Corporate HS&W Minimum Standards – Management of staff working alone
- Code of Conduct
- Disciplinary Rules

## 6 Roles and Responsibilities

### 6.1 Chief Officer

Chief Officers / Heads of Administration have the overall responsibility for ensuring the requirements of the policy are implemented and managed across their areas of responsibility.

This includes ensuring adequate resources for the ongoing management of risks and the provision of information training and support for staff, ensuring the department has access to suitably qualified and experienced support and advice services, to which employees have quick and easy access if required.

### 6.2 Management

All managers have a responsibility to implement this policy and consult with staff when developing safety arrangements. They should ensure:

1. Staff receive training and understand any local safe systems of work or procedures relative to their role and the hazards they may encounter
2. Workplace and/or individual risk assessments are completed and safe systems of work developed together with staff or their representatives
3. Coordination with multi-disciplinary and / or multi agency meetings for the ongoing management of unacceptable behaviour if necessary
4. Where appropriate they share information with other SoJ departments
5. Where required staff have access to and are trained to use any equipment e.g. communication systems, alarms or security devices
6. Staff are aware of how to report and record incidents (Ref Appendix A for incident categories)
7. Where practical they make it clear to the individual demonstrating unacceptable behaviour that it is unacceptable and, take proportionate action such as reporting the incident to the police or banning individuals from the premises or accessing services.
8. With staff or other staff representatives they follow up and investigate all incidents of unacceptable behaviour and where necessary identify and implement recommendations for improvement

9. Staff are referred for medical treatment as soon as practicable and also referred to the occupational health service if necessary in the event of an incident where injuries have occurred
10. Following any incident, they should provide support and direct staff to external support and advice services
11. They carry out reviews of risk assessments and procedures (at least annually) to ensure they remain adequate and relevant

### 6.3 Employees

Employees must not put themselves at risk to get the job done - if they feel threatened or are actually under threat they should leave to a safe location and report the incident. They should:

1. Be aware and assess the potential for unacceptable behaviour and take early steps to resolve or avoid the situation.
2. Report incidents or concerns to their line manager using the departmental reporting system
3. Be familiar with and comply with departmental safe systems of work or procedures, attend appropriate training, and use any equipment or alarm systems provided
4. Using their experience assist the line manager with developing or updating safe systems of work or procedures

## 7 Risk Assessment and Safe Systems of Work

The Health and Safety at Work (Jersey) Law requires the completion of written risk assessments for significant workplace risks. Managers should ensure that the risk of violent or abuse behaviour towards employees is considered in generic workplace risk assessments, and where this is identified as a significant risk it should also be considered in task or job specific risk assessments.

Managers should ensure that competent employees with knowledge of the hazards are involved in the risk assessment process (Ref Corporate HS&W Policy Hazard Identification and Risk Management, and Appendix A Risk Assessment Checklist). Once completed and risk controls are determined these should be developed into, or included in any departmental safe systems of work or local procedures.

Managers must ensure risk assessments and procedures are communicated to employees and are understood.

Managers and employees should monitor the implementation and effectiveness of any procedures and safety controls, reporting incident or concerns to their line managers, as well as reviewing and updating the assessments when the workplace or task changes.

Risk controls or preventative measures could include

- Improving the design of the working environment including security and communication measures (including consulting with other building occupiers in a shared building)
- Making changes to working practises
- Setting staffing levels so there is always an adequate number of trained staff available to assist should an incident occur
- Training staff in effective customer service and management techniques

Workplace design and layout varies depending on the services being provided and the levels of risk.

General information on workplace design and other preventative strategies can be found on the HSE website at <http://www.hse.gov.uk/violence/index.htm> , including information for specific sectors such as Education and Health Care.

Additional local advice and guidance can be obtained from the H&S advisors in Departments such as Health and Social Security, Social Security and the Corporate H&S Manager.

## Appendix A – Incident Categorisation

Departmental incident reporting systems will categorise violence and aggressive behaviour using at least the categories below to allow for a general overview. Others may be added depending on the risks identified in each department.

### ***Type of assault***

- Intimidation
- Physical
- Property damage
- Racial
- Self-Harm
- Sexual
- Verbal
- Threat

### ***Assailant status***

- Agency staff
- Contractor
- Employee
- Member of the public
- Pupil
- Resident
- Service user
- Young person

### ***Level of Trauma***

- Level 1 – Mildly distressed able to carry on working
- Level 2 – Distressed, able to carry on after a short period (1 hour)
- Level 3 – Very distressed unable to carry on work

Has the employee been offered counselling?

Have the police been informed?

Was a weapon used?

Was the assault racially motivated and if so was it

- Physical
- Verbal
- Written