



VIOLENCE & AGGRESSION POLICY

Policy Control

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Department	Housing Management
Author	Nick Bale
Owner	Carl Tring-Willis
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To be read in conjunction with (other policies)	Unacceptable Customer Behaviour Policy
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Policy approved by Designation Date	
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1.0 Derby Homes Commitment

- 1.1 Derby Homes aims to offer the best services possible but in doing so, will not tolerate any act of violence or aggression towards staff or contractors whilst going about their duties. This includes any staff managed by Derby Homes on behalf of the Council.
- 1.2 Derby Homes acknowledges that staff who deal with distressed, anxious, or angry customers can be at risk of physical or verbal abuse from time to time. Although such behaviour is infrequent, staff should not tolerate it as 'part of the job' or accept that it is an indication of failure on their part.
- 1.3 Employers have a duty of care to their staff to protect them in the workplace. Warning markers are a means of identifying and recording information regarding individuals who pose, or could possibly pose, a risk to the members of staff who come into contact with them.
- 1.4 Derby Homes will:
 - a. Identify people associated with the properties we manage who are or maybe involved in violence, threats, verbal abuse or any behaviour that might put staff at risk.
 - b. Attach a warning marker on our Housing Management System(s) including those jointly used by Derby Homes staff and those staff managed by Derby Homes on behalf of the Council, in line with the Data Protection Legislation. Any such markers will be reviewed on a twelve-monthly basis in line with legal requirements and the person involved given an opportunity to discuss and or challenge the decision, by requesting an independent review. This will be carried out by a Manager not already involved in the process.
 - c. Identify those individuals who, despite the fact that they may not have been involved in an incident of violence or aggression to Derby Homes staff, may nevertheless pose a threat to staff. This information may come to Derby Homes attention through other means, particularly information from other partners such as the Police, Probation, Social Care, Community Mental Health Services an any other partner agency and Derby Homes will ensure that a warning marker is placed against the individual and on the housing management system and managed in accordance with legal requirements.
 - d. Review markers on a twelve-monthly basis in line with legal requirements and the person involved given an opportunity to discuss and or challenge that decision, by requesting an independent review by another Manager not involved in the process.
- 1.5 There is also a 'tenants who may pose a risk to staff' procedure which covers this and sits alongside the violence and aggression procedure. Both procedures fall under this overall policy.

- 1.6 Derby Homes encourages all staff and contractors to contact the Police if a member of staff or contractor is assaulted whilst carrying out their duties. Derby Homes will jointly aim to try and ensure that the Criminal Justice process is effective in these circumstances subject the legal process.
- 1.7 Consider taking legal action including injunctions and possession proceedings, where there is evidence that an action has led to a staff member feeling alarmed or distressed but in very serious cases always take legal action including injunctions and possession as appropriate.
- 1.8 Maintain a central register of all cases, information and actions taken under the Violence and Aggression procedure and report these for scrutiny to Derby Homes Board, Operational Board, Health and Safety Forum or working party as directed.
- 1.9 Maintain a central register of all cases, information and actions taken under the Pose risk to Staff procedure.
 - Work with other agencies when violence or aggression is symptomatic of a medical condition.
 - Support staff following an incident.
 - Provide Personal Protective Equipment (PPE) and training for those staff who may be exposed to risk.
 - Keep and maintain a central record of risk assessments or other appropriate information for those cases that fall under the “Pose a risk to staff procedure.”

2.0 Definition

- 2.1 Abuse, aggression, or violence is defined as:

‘an incident in which employees **feel** that they have been verbally abused, threatened or attacked in circumstances relating to their duties either in, or out of work’.

- 2.2 This includes:

- Verbal abuse, including name calling, when an employee feels threatened.
- Physical attack - whether visible injury occurs or not.
- Damage to property belonging to employees or a contractor working on our behalf.
- Any work-related threat to an employee or their family, which happens away from the workplace.
- Injuries or intimidation caused by pets primarily dogs and those listed as a “Banned Breed” under legislation.

- 2.3 Derby Homes has a duty under Health and Safety legislation to minimise the risk of violence to all employees so far as is reasonably practicable. This can be achieved by:

- Ensuring appropriate risk assessments are carried out.
- Providing training and accurate information to employees at risk.
- Changing the work environment.
- Changing working practices.

3.0 Managers' Responsibilities

3.1 Managers' must:

- Be aware of different types of abuse and violence and the impact on staff.
- Carry out risk assessments to identify circumstances which may lead to violent incidents.
- Be aware of and implement Derby Homes Violence and Aggression and Tenants Who May Pose A Risk To Staff Procedures / Accident Reporting Procedures.

3.2 Managers are responsible for:

- Taking action when any Violence and Aggression incident occurs involving their member of staff in line with Derby Homes Violence and Aggression and Tenants Who May Pose A Risk To Staff procedures.
- Raising awareness of the policy.
- Arranging employee training.
- Being sensitive to the needs of employees and the risks they face in all aspects of their work.
- Putting preventative measures in place
- Responding urgently to any identified risks involving abuse and violence
- Supporting employees following an incident.

4.0 Employees Responsibilities

4.1 Employees have a duty under Health and Safety Legislation to:

- Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions.
- Co-operate with Derby Homes in carrying out its duties under health and safety law.
- Raise any shortcomings/failings in health and safety with their line manager.

4.2 Employees are encouraged to take responsibility for their own personal safety including complying with Derby Homes' policies and procedures.

4.3 Employees should:

- Ensure that they are aware of where information about individuals or incidents is stored and should follow Derby Homes guidelines on lone working.

- Remove themselves from any situation where they feel threatened. They should also be alert to any escalating situations that colleagues are dealing with and be prepared to offer help if it is safe to do so.
- Report all incidents.
- Ensure that they comply with Derby Homes instructions around the use of any PPE equipment they are issued with.

4.4 It is important that employees report all incidents involving abuse, aggression, or violence, including verbal abuse, to their manager in a timely fashion. Even if the situation seems trivial, it should still be reported to allow the system to be updated. By reporting, an employee is protecting others as well as themselves from recurrence or escalation.

4.5 The ASB Manager will record all incidents and maintain a comprehensive file to establish trends. The ASB Manager will take the lead on dealing with cases of violence and aggression and will consult with the Health and Safety Advisor to establish whether further precautionary measures are required and to identify training needs. This information will be reported to Derby Homes SMT, Executive Team and the Health and Safety Forum on a regular basis.

5.0 Counselling and Support

5.1 Employees can access support and counselling through our employee assistance provider – Workplace Wellness Tel 0800 1116 387.

5.2 Managers should support staff at the time of any incident reported and afterwards and ensure that staff have access to the Employee Assistance Programme.

5.3 Alternatively, employees may wish to make their own counselling arrangements, via their GP if Derby Homes and Right Management cannot meet their need and Derby Homes will meet the cost. The extent of the financial support depends on the needs of the employee and progress to recovery.

5.4 Employees accessing counselling can use paid authorised absence to attend sessions agreed in advance with their manager.

6.0 Legislation

6.1 Derby Homes complies with:

- Health and Safety Legislation
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1995 (RIDDOR)
- Data Protection Legislation

6.2 Other relevant legislation:

- The Equalities Act 2010. The Act consolidates previous discrimination legislation, The Act introduces protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
- The Human Rights Act 1998, which enacts the European Convention on Human Rights.

7.0 Strategic links and Policies:

- “Unacceptable Customer Behaviour Policy” implemented in March 2024.

8.0 Monitoring and Review

This policy will be reviewed in line with non-core activity reviews or sooner if appropriate.