

Management and Prevention of Violence at Work Policy and Procedure

Purpose

To describe the arrangements in place at The Greenhouse to ensure that risks of workplace violence are identified and appropriately managed, ensuring the safety of staff, Learners and others and ensuring compliance with relevant legislation.

To establish that The Greenhouse acknowledges the risks of violence towards its workers and promotes the use of effective preventative measures and awareness training to reduce the likelihood of such incidents and the risk of harm from them.

Scope

The following roles may be affected by this policy:

- All staff

The following Learners may be affected by this policy:

- All Learners

The following stakeholders may be affected by this policy:

- Employers
- Main Providers
- Education Workforce Council

Objectives

To ensure the health, safety and welfare of staff, learners, and others, protecting them from the consequences of violence and aggression within premises and during delivery of services provided by The Greenhouse.

Policy

Acts of physical violence cause pain, distress and even disability or death. Serious or persistent verbal abuse or threats also damage employees' health, causing anxiety or stress.

The Greenhouse has identified that violence towards employees and others is a significant risk associated with provision of its services and recognises that it has both a moral and legal responsibility to prevent or reduce the risk of violence at work through:

- Identification and thorough assessment of the scenarios in which employees and others face risks of violence and aggression
- The introduction of measures to reduce the risk of violence at work
- Regularly consulting with workers on the measures in place to manage the risks of violence and aggression, and actively encouraging feedback on these measures and the reporting of any incidents
- Providing support for any employee who has been subject to abuse, threats or assault in the course of their work
- The reporting of all incidents of violence, following the Accident and Incident Reporting Policy and Procedure
- Fully investigating all reported incidents and reporting all assaults to the Police
- Ensuring that serious incidents of violence by staff involving assault on another person are dealt with in accordance with the Discipline Policy and Procedure

Persistent or isolated examples of behaviour amounting to racial or sexual harassment at The Greenhouse are dealt with in accordance with the Anti-Bullying Policy and Procedure and/or the Discipline Policy and Procedure.

In accordance with the Health and Safety Policy and Procedure, Head of Centre is responsible for the implementation of measures required in accordance with this policy within their area of control. The policy is used in conjunction with other policies of The Greenhouse in particular:

- Lone Working Policy and Procedure

The Head of Centre ensures that a review of all working activities is undertaken and that an assessment is made of those work activities that might result in a risk of members of staff and others being exposed to violence, e.g. working practices and procedures and/or physical aspects of premises.

Following this assessment, the introduction of appropriate controls is overseen by the Head of Centre and Trish Stratford.

Procedure

Risk Assessment

The Greenhouse conducts an assessment of all of its premises and service activities in order to identify situations in which the risk of violence is significant, identifying and introducing effective control measures for preventing incidents and reducing risk. The assessment of risk conducted includes consideration of all of the matters identified.

Assessments carried out by The Greenhouse are based on a proper analysis of the problems and careful consideration of the risk reduction tools that are available.

Physical Aspects

The general design and physical environment of buildings operated by The Greenhouse are reviewed to identify opportunities to reduce the likelihood of violent incidents and to help reduce the numbers of unauthorised visitors accessing the premises. The Greenhouse considers improvement to building design and layout, where practicable, including:

- The use of natural colours and the avoidance of bright red, for example, which is known to induce anger or violence in some people
- Open spaces; reduction of long, narrow corridors
- Well-lit areas and the use of natural light where possible
- Two exit points from any given area (where possible)
- The elimination of blind spots

Examples of security:

- CCTV monitoring
- External building being well lit at night
- Staff with panic alarms

Working Practices and Patterns

Activities and tasks which are identified as presenting a particularly high risk of aggression and violence, and work with learners identified as a high risk for such behaviours or acts will be carefully assessed by The Greenhouse and working practices and patterns will be amended where practicable to reduce risk.

The Greenhouse will consider risk reduction methods including the avoidance of lone working in high-risk scenarios, monitoring of employees, provision of means to raise the alarm in the event of an emergency, regular review of Learner-specific risk assessments and suitable staff training.

Staff Training

The Greenhouse provides staff with the necessary training and information on identification of scenarios in which there is a risk of violence. The provided training includes the causes of violence, recognition of warning signs, training in interpersonal skills, de-escalation techniques, control measures, working practices and incident reporting procedures.

Staff who may be exposed to violence need to be aware of the risks they face and must be capable of recognising the potential for danger, either to themselves or to others, through intensive staff training such as certified restraint and de-escalation techniques.

Reporting of Incidents

Any incidents of violence must be reported to Head of Centre using the appropriate forms.

Certain acts of physical violence must be reported to the Health and Safety Executive (details below) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 and this will be undertaken by Head of Centre.

Health and Safety Executive Contact Details:

Tel: 0300 003 1647 - Lines are open Monday to Friday 8:30am to 5pm (on Wednesdays they are open from 10am to 5pm)

More details can be found at <https://www.hse.gov.uk/contact/index.htm>.

Contact with the Police

Where circumstances require it, assistance may be summoned from the Police by dialling 999.

Support and Counselling Services

The Greenhouse understands that staff who have been subjected to acts of violence and aggression respond in different ways. The Head of Centre ensures that all managers and supervisors are aware of this.

The staff member may feel guilt, be withdrawn, show poor concentration and be prone to making mistakes. The Greenhouse will provide the necessary support and consider additional supervision to work through these issues in addition to signposting to professional services, i.e. counselling. Staff will be supported by The Greenhouse in their challenging roles.

A handwritten signature in black ink, reading "Amanda Lodge". The signature is written in a cursive style and is underlined with a single horizontal line.

Checked and reviewed: 21/07/2025

Next review due: 21/07/2026