



# Violence & Aggression Risk Assessment Form

## GUIDANCE ON COMPLETING THE FORM

### WHAT IS VIOLENCE?

Violence and aggression at work is defined by the Health and Safety Executive as any incident in which an employee is abused, threatened or assaulted by a member of the public, pupil, service user or their family in circumstances arising out of the course of their employment. This may include; verbal abuse, threatening behaviour, serious or persistent harassment and physical assault.

**HAZARD** = source of potential harm or damage or a situation with potential for harm or damage;

**RISK** = is a combination of the likelihood and severity of a specified event (accident or incident).

Under Regulation 3 of the Management of Health and Safety at Work Regulations 1999 there is a statutory requirement to assess work related risk to staff. This includes violence and/or aggression.

This form is used to determine the likelihood of violence occurring. It takes the assessor and/or manager through a structured process using checklists and a risk assessment. The objective of risk management is to reduce the LIKELIHOOD of incidents occurring that could have significant consequences (SEVERITY) for staff in the Comhairle.

The completed form must be kept in the Departmental Health and Safety file and a copy at the location/base where the work activity is carried out. A copy of the assessment must be available at all times.

### DESCRIPTION OF THE ACTIVITY WHERE VIOLENCE ETC. COULD OCCUR

Write down a description of the activity, for which the assessment applies, written protocol or safe system of work may support this. The 'Identifying Violence and Home Visiting Checklist' tables with the Yes/No tick box are aimed at obtaining an overview for the potential or not of violence and/or aggression. In the box for the number of people exposed list names where appropriate or job titles e.g. in the community it may be Social Workers or Home Carers etc. Consider what staff and the number likely to be involved in the work activity, remember to consider other staff involved e.g. reception, School auxiliaries etc. Consider the frequency of exposure and tick the most appropriate box. The frequency of an activity might identify the need for additional control measures.

### CONTROL MEASURES ALREADY TAKEN TO REDUCE RISK

List the controls already in use e.g. safe system of work, provision of mobile phones, pagers, staff training, client/relative information packs, 'buddy system', etc.

### ADDITIONAL CONTROL MEASURES REQUIRED

This part of the form is used to determine and justify the need for additional controls; there will be occasions when the 'Additional Control Measures required' may take some time to implement. The request for these controls should form part of the Department Health and Safety Plan.

### ASSESSORS

The risk assessor should be a 'senior member' of staff who is competent in the Management of Conflict and Violence. The activity should be reviewed whenever there is a change in the process, equipment etc, or following an incident.

### CONTINGENCY PLAN FOLLOWING AN ASSAULT

It is important to ensure that following incidents of violence to staff, treatment and post incident support are in place, the Comhairle Violence and Aggression incident form must be completed. Procedure for dealing with incidents is detailed in the Comhairle Violence and Aggression Policy.

## IDENTIFYING VIOLENCE CHECKLIST

Tables 1 and 2 form part of the initial risk assessment process for identifying potential of violence and aggression for staff. Before the 'Risk Assessor' completes the Form they should satisfy themselves that they are able to answer the questions raised in Table 1 and should check with staff that they are able to answer the questions in Table 2.

TABLE 1			
	Yes	No	N/A
<b>Are your staff:</b>			
In your department in contact with the public where violence may or is likely to occur?			
Aware of whether violence has been identified as a problem in the department?			
Briefed about the area where they work?			
Aware of attitudes, traits or mannerisms, which can annoy clients etc?			
Given all available information about the client from all relevant agencies?			
That verbal aggression by telephone could be perceived as a problem?			
Provided with a sound grasp of the departments preventative strategy?			
Provided with training appropriate to the risks for managing potential violence and/or aggression?			
<b>Do they:</b>			
Have access to forms for reporting incidents. (Comhairle V&A form )			
Appreciate the need for this procedure?			
Use the forms?			
Appreciate their responsibilities for their own safety?			
Understand the provisions for their support by the department e.g. Police liaison, counselling, etc.?			

TABLE 2			
	Yes	No	N/A
<b>Have you:</b>			
Had appropriate training regarding violence and aggression to staff?			
A sound grasp of your department's safety policy?			
A clear idea about the area into which you are going to work?			
Carefully previewed today's work? Any potentially violent client's?			
<b>Do you have:</b>			
Access to forms to record and report incidents (Comhairle V&A fom)			
A personal alarm (where appropriate)? Does it work? Is it handy?			
<b>Are you:</b>			
Aware that your approach, body language or mannerisms may influence the clients/customers behaviour?			



## VIOLENCE RISK ASSESSMENT FORM

**Work Base** 
**Department** 
**Ref**

**Staff group** 
**Location**

**Description of activity where violence and/or aggression could occur:**

<b>Number of people exposed to the Risk of violence/aggression</b>	Staff – list job titles, roles, experience, permanent etc.
--	--

**Frequency of Exposure**

Infrequently    
 Annually    
 Monthly    
 Weekly    
 Daily    
 Hourly    
 Constantly

**Control measures already taken to reduce risk of violence and/or aggression:**

**Initial Risk of Violence and/or Aggression has been perceived as:**

Low Risk                      
 Medium Risk                      
 High Risk

**Additional Control Measures Required to reduce further the risk of violence and/or aggression:**

If the above action is implemented the perceived new residual risk is:

**Residual Risk Remaining**                     
 Low Risk                      
 Medium Risk                      
 High Risk

**Assessors**

Name	Signature	Position

**Date of Assessment** 
**Review Date**

**Contingency plan and arrangement for counselling following an assault?**