Subject	Personal Safety Policy
1. Purpose	**1.1 Policy Statement** Telford & Wrekin Council recognises its duty under the Health and Safety at Work, etc, Act 1974; to ensure the safety of its employees, as far as reasonably practicable, whilst at work. This Policy applies to all Telford & Wrekin employees, agency workers and volunteers. The Responsibilities and Arrangements Sections (2 and 3) of the Policy, below, provide the details on how the Council will achieve the Policy's key objectives and is aligned to the Councils core values. As the main purpose of local government is to serve the public it is recognised that many of the Council's employees will deal with people, in a variety of circumstances and locations on a regular basis. Periodically the circumstances of public service can give rise to conflict between the public and Council employees, which can escalate into abuse, aggression and / or violence. The Council will therefore take all reasonable steps to create safe working environments and develop safe operating procedures for all of its employees, agency workers and volunteers whilst at work. The council commits that; • The risk of abuse, aggression and / or violence will be a central factor in all decisions around policy development and service provision. • The process of risk assessment will be used to identify personal safety risks and to implement an appropriate range of control measures, as outlined in Section 3, below. • Should any employee feel abused or threatened, the employee will be supported in taking action to remove themselves from the risk and for making themselves safe. • Abuse, aggression and / or violence to its employees, agency workers and volunteers will not be tolerated and will be dealt with in appropriate terms. • This Policy will be effectively communicated (via the personnel identified in Section 2, below) so that all employees are aware of and comply with the contents herein. **1.2 Background** Local government employees working in public facing roles, can face potentially difficult situations on a regular basis as they work in public areas, in the community, enter client's homes, work late hours and carry out inspections and maintenance. Such environments mean that unfortunately, abuse, violence and aggression is not uncommon within the sector. For employees, violence can cause pain, distress and even disability or death. Physical attacks are obviously dangerous but serious or persistent verbal abuse or threats can also damage employees' health through anxiety or stress. It's recognised that personal safety is essential to the physical and mental wellbeing of employees. This Policy will therefore focus on ways of preventing incidents of abuse, aggression or violence and reducing the impact of any incidents that do occur.

2. Responsibilities	**2.1 The Chief Executive** (aided by competent persons and the senior management team) Will as far as reasonably practicable, ensure; • The effective implementation of this policy. • Adequate provision of suitable staffing levels, safe working conditions and environments. • Adequate provision and maintenance of suitable equipment and resources. • That Council employees are properly informed and trained in respect of personal safety. • That a robust audit process is in place to measure and review policy compliance and effectiveness. **2.2 Executive Directors and Directors** Will as far as reasonably practicable; • Oversee the implementation and monitor the effectiveness of this policy within the Council as a whole and within the service areas for which they have lead responsibility. • Ensure that Service Delivery Managers under their control, have the necessary competence and resources to fulfil their health and safety responsibilities outlined in this policy. **2.3 Service Delivery Managers, Group Managers, Head teachers and Team Leaders** Service delivery managers, group managers, head teachers, team leaders, and anyone else with line management responsibilities, will as far as reasonably practicable; • Ensure the effective implementation of this policy within their workplace(s). • Identify employees that work face-to-face with the public, particularly those that work alone. • Undertake risk assessments for such employees (as identified in 3.1) and ensure that suitable control measures are implemented to mitigate the risks to their personal safety as per paragraph 3.2 of this Policy, below. • Ensure their staff are aware of, sufficiently trained and competent in matters relating to their personal safety and that records are kept of this training via the Ollie system. • Make available, as appropriate, the Councils Lone Working Monitoring System (Stay Safe) to staff involved in customer facing roles, particularly those staff that work alone in such roles. • Monitor and ensure that staff effectively utilise the Stay Safe system that has been made available to them, wherever appropriate, to help protect their personal safety. • Ensure that any employee who experiences and / or reports an incident of abuse, aggression or violence is properly supported and that such incidents are investigated and reported via MyView and that any necessary follow up actions are implemented (see 3.9, below). • Each such incident must be considered and actioned based on its specific circumstances, which may result in the incident and the perpetrator being recorded on the council's *'Personal Safety Precautions Register'* (see 3.2.3) and notified to the Police, as appropriate. **2.4 Health and Safety Advisors** The council's health and safety advisors will; • In consultation with relevant personnel, develop policy, procedures, guidance and supporting materials relating to personal safety at work.

2. Responsibilities (ctd…)	• Monitor to ensure that suitable risk assessments are undertaken for staff involved in customer facing roles, particularly those staff involved in lone working activities and that suitable control measures are implemented to mitigate the risks to personal safety. • Monitor the implementation and effectiveness of this Policy, and in particular the effective use of the Stay Safe system across all relevant service areas. **2.5 Occupational Health Advisors**, Will provide support and referrals for counselling (via the Employee Assistance Programme), as appropriate, for Council employees who are adversely impacted by incidents of abuse, aggression or violence at work (as per 3.9, below). **2.6 All Employees of the Council** Must at all relevant times, to minimise the risk of injury to themselves, other colleagues, contractors or volunteers of the Council; • Follow the guidance laid out in this Policy • Remain aware of potential threats to their own safety and of that of others when involved in customer facing roles, particularly those employees that work alone in such roles. • Participate in relevant personal safety training sessions and adhere to the procedures and practices specified within the training provided, particularly the use of the Stay Safe system. • Comply with the findings and control measures specified within any risk assessment and/or safe system of work, relating to personal safety. • Report all incidents of abuse, aggression or violence or any other personal safety concern to their line manager, as soon as possible, either during or thereafter the incident. • If at any time staff are involved in any activity that feels unsafe or they feel at risk they should follow the procedures outlined at 3.7 below, and raise their concerns with their line manager. • Can access the dedicated Employee Assistance Programme (EAP)
3. Arrangements	As outlined in 1.2, above, employees whose job requires them to deal with the public can face risks to their personal safety whilst at work. The paragraphs within this Section of the Policy outline the measures the Council has put in place to control and mitigate such risks. **3.1 Assessing the Risks to Personal Safety** As identified within the responsibilities at 2.3, above, each manager of employees working in customer facing roles is responsible for completing a **Risk Assessment** that considers the personal safety risks of such employees and such roles to ensure that the risks are identified and fully understood and that suitable control measures are put in place to mitigate them. **3.1.2** Managers should use the Personal Safety Risk Assessment to help decide who might be harmed, and how they can best be protected. Those employees that have face-to-face contact with the public, particularly where they are lone working, are normally the most vulnerable. As a result of this, Telford & Wrekin council have also developed a **Lone Working Risk Assessment** (see section 4 below) that should be used by the Manager of each team wherever lone working is expected or anticipated as part of the team's role. **3.1.3** Managers should discuss and involve employees in the assessment to ensure that it accurately reflects what is happening in 'real-life' and that any additional hazards their team may identify are adequately considered and effectively addressed. The risk

3. Arrangements (ctd…)	assessments should consider any precautions already in place and whether these are sufficient or whether more needs to be done? **3.1.4** Where relevant, people known to be potentially violent should be identified as part of the assessment process so that staff are aware of this and appropriate action can be taken to plan and mitigate for the risks in advance. The Personal Safety Precautions Register (see 3.2.3, below) will provide employees with any information they might need to identify clients with a history of threats or violence or to anticipate factors which might make violence more likely from such individuals. Managers should ensure all employees know the content of the risk assessment and understand their role and responsibilities in making sure that the control measures work in practice. **3.1.5** Managers must periodically review their assessments (annually or more frequently where there is a change of circumstances or a relevant incident occurs) to ensure they are a true reflection of the current work situation. Be prepared to add further measures or to change existing measures where these are found to be inadequate due to changing circumstances. **3.1.6** In very rare circumstances there is a potential for employee's homes to be targeted by perpetrators of violence. Where this is identified as a significant risk, the guidance within the *Personal Safety Information Sheet 9* should be followed and factored into the individual personal safety risk assessment. **3.1.7** Where this significant risk is identified, employees must ensure that their home address cannot be obtained from the Driver and Vehicle Licensing Agency (DVLA) by means of an enquiry about their vehicle registration, by blocking this information through the National Anti-Fraud Network (NAFN). The *Personal Safety Information Sheet 9* gives advice on how to do this. *Both information sheets are contained on the Internal Health and Safety SharePoint site.* **3.1.8 Dynamic Risk Assessment** As a general rule, risk assessments are formal, written documents produced following a process of in-depth research and consideration of how tasks are performed. A 'dynamic risk assessment' however, happens swiftly, within real-time and can be used anytime, anyplace, anywhere to re-evaluate the changing risk levels present in a situation. This means making continuous re-assessment of risk amid changing circumstances, in order to decide on the most effective course of action to maintain an acceptable level of safety. Employees working in customer facing roles should constantly practice dynamic risk assessment, remain aware of potential threats to their safety and be prepared to act on their instincts. **3.2 Control Measures** Having established that abuse or violence could be a problem for their employees, Managers need to decide what measures should be put in place to control those risks. The following paragraphs summarise some of the measures to be considered when looking at controlling risks to personal safety. In each case, they should be supplemented by a specific, detailed analysis of each particular situation within each service area, establishment or school. **3.2.1 Training and Information** Workers need to be sufficiently experienced and trained to understand the risks and precautions associated with their role and know when to ask for further support or

3. Arrangements (ctd…)	advice. Managers must ensure that training is provided to employees who are required to communicate with the public or service users, particularly in face-to-face and / or lone working situations. Training is seen as an essential control measure as it can help employees to spot the early signs of aggression and to either avoid it or to manage the situation to prevent aggression from escalating. Employees must be properly trained so that they have the skills to avoid, defuse or escape from potentially violent or aggressive situations wherever possible. **3.2.2** The Learning and Development Team arrange bespoke personal safety training for employees and teams where specific training needs are identified by specific Council Service Areas.. The Council also provides the following personal safety training courses as standard for all relevant employees; **Personal Safety Awareness** – Online learning **Conflict Management – Online learning** **Management of Actual or Potential Aggression 'MAPA' Training** – Classroom based - Includes physical restraint, de-escalation and break-away techniques **MAPA Foundation Refresher** – Classroom based, as above **Breakaway Concepts** 1-day classroom based course for public protection team - designed to equip learners with the skills and concepts to breakaway and protect themselves in aggressive situations **De-escalation and withdrawal** **How to tackle someone that is armed** **Dealing with Telephone Aggression -** Classroom based course **Stay Safe - Manager and Administrator Training** – virtual course **Stay Safe - User Training** – Virtual course **3.2.3 Personal Safety Precautions (PSP) Register** Wherever possible, employees need to be aware of any specific risks or threats that they may be exposed to from any person(s) they deal with in the course of their work. Telford & Wrekin Council's PSP Register retains details of known individuals who potentially pose a significant threat of physical or mental harm to such employees that may have dealings with them. **3.2.4** The PSP Register advises on the precautions that employees should take to safeguard their personal safety when working with such individuals. Employees carrying out home visits or meeting people at remote locations by appointment should have prior access to the PSP Register to check whether anyone at the address they are proposing to visit or any person they are proposing to meet is listed on the register, in order that they can implement any additional precautions that may be necessary as a result. **3.2.5** It is the responsibility of each authorised employee to access the register before carrying out a home visit or interviewing individuals by appointment and to follow any defined precautions. **3.2.6** Access to the PSP Register is made available electronically, to designated employees who have made a request and have been authorised for such access for the legitimate purpose of use as a control measure to protect their personal safety. Authorisation must be requested from the Internal Health and Safety Team, via the following link *http://corporateregister/* **3.2.7** It is critical that any employee, who has an interaction with a person who behaves in a way which it is felt could pose a significant threat of physical or mental harm to employees, makes a request for the inclusion of that individual on the PSP Register.

3. Arrangements (ctd…)	This will enable other employees to be made aware of such threats via the Register and for suitable safety precautions to be implemented prior to their dealing with that individual. **3.2.8** The sensitive information contained on the PSP Register is subject to the Human Rights Act 1998 and the Data Protection Act 2018 and is therefore controlled so that only those who have a legitimate reason can access it and view only the information relevant to their safety. **3.2.9** Details for relevant employees on how to access existing and / or propose new entries onto the PSP Register are contained in the guidance document 'Procedure for use of, access to and maintenance of the Personal Safety Precautions Register' *which can be accessed from Personal Safety Information Sheet 5 on the Internal Health and Safety SharePoint site.* **3.3 Lone Working** The HSE defines lone workers as; "those who work by themselves without close or direct supervision". This exposes them to risk by being isolated from the usual backup support. However, lone workers are not only those employees who work completely in isolation. There are many roles within Telford & Wrekin Council that involve working alone, such as visiting people in their homes, inspecting and maintaining properties, and carrying out work in public spaces. Other examples include community centre staff opening up for early morning cleaning, out-of-hours duty officers, anyone working alone during the day or closing down premises after evening functions. Employees in these situations often feel, and can be, at greater risk, because; • If they are known to be on their own a perpetrator can see them as an easier target. • If they have an accident, or are attacked, help may not be readily at hand to assist them. **3.3.1 Lone Working Control Measures** Telford & Wrekin council operates a 3 tier system of control measures, based on the degree of risk posed by lone working activities. Within the system, lone working activities are categorised as low, medium or high risk, dependant on the findings of the risk assessment. The factors taken into account within the assessment to establish the degree of risk posed by lone working activities are based around the **PET** principals **(People, Environment, and Task)**. • What is known about the **PEOPLE** that are being visited / dealt with? Are they known to the Council or colleagues at all? If so, what previous experience have you or fellow employees had with them? Do they (or their associated address) appear within the Personal Safety Precautions Register (see 3.2.3 above) and if so what specific precautions are necessary in advance of the meeting? • What type of **ENVIRONMENT** is the meeting / visit to take place in? Is it open and easily accessible, with other members of the public present or is it secluded and difficult to escape from or to raise the alarm, should an incident occur? • Is the **TASK** likely to antagonise the person being met or visited? If the task involves taking enforcement action against an individual, it is unlikely to be received gracefully or willingly.

| 3. Arrangements (ctd…) | **3.3.2** The Council's Lone working Guidance, risk assessment and procedure must be completed by Managers prior to employees undertaking any lone work activity to ensure that safe systems of working, aligned to the 3-tier process, outlined in 3.3.1 above, is provided.

In order to minimise the risks to their safety whilst lone working, staff should follow the guidance outlined below, as well as the more detailed guidance laid out in the Council's '*Lone Worker Guidance and Procedures' which can be accessed via the links in Section 4, below and/or from the Internal Health and Safety SharePoint site*

3.3.3 Wherever it is practical to do so, lone working should be **avoided** by re-scheduling work tasks or by making arrangements for support from colleagues.

3.3.4 Lone responses to emergency call-outs should be **avoided** and instead a colleague should be contacted to assist, or, in the case of a break-in for example, call the police and arrange to meet them at the premises. The police will wait at the premises for up to 20 minutes for you to arrive when possible. Police resources are limited so a support response is not guaranteed.

3.3.5 Where lone working cannot be avoided, the most effective and reliable control measures for supporting lone workers within Telford & Wrekin Council are the PSP Register (see 3.2.3) and the **Stay Safe system**, details of which are provided at 3.4.4, below.

3.3.6 Wherever the Stay Safe system is not utilised then an alternative lone worker process must be implemented to ensure that all teams, establishments and schools have a clearly understood booking out, calling in and reporting back procedure for employees working away from base.

3.3.7 This may be achieved by entering an employee's itinerary on a visible board, or by giving this information to a responsible colleague (buddy system). The Service or Team Manager has the prime responsibility for ensuring that the procedure is followed. However, personal safety is everyone's responsibility and any employee who refuses to follow the agreed procedure will be subject to disciplinary action.

3.3.8 Whichever lone worker monitoring system is used, the follow up actions and who is responsible for implementing them in the event of an employee failing to make contact or return by the agreed time, needs to be clear and to be meticulously followed by all concerned.

Example procedure for site visits and employee guidelines for home visits are documented in the Personal safety information sheets.

3.3.9 If staff are concerned about any aspect of a visit, task or other factors when dealing with people and/or if staff consider that a particular activity has not been adequately assessed, or requires re-assessment, they should contact their line manager before undertaking the activity.
If staff are in any doubt about whether a premises or location is safe for them to enter alone they should not enter and should seek assistance and advice from their line manager.

3.4 Technical support available for lone workers
A wide range of communication aids are available to assist employees working away from base, particularly those that are lone working, as outlined below. Each Service Area and Team should regularly assess the relevance of this equipment to their needs and ensure that employees are trained so that they can make full use of the equipment available. |

3. Arrangements (ctd…)	Whilst useful for summoning assistance this type of equipment should never be viewed as a substitute for staff training and for taking action to prevent incidents occurring in the first place. **3.4.1 Mobile phones** Each employee must, as a minimum, have a functioning mobile phone in their possession before leaving the office to make a visit as a lone worker. The use of a mobile phone should be specified as part of the safe system of work within the lone working risk assessment of the specific employee or team. A mobile phone is the preferred platform for uploading and using the Council's 'Stay Safe' lone worker monitoring system, where required (see 3.4.4, below). **3.4.2 Personal alarms** A personal alarm may be used as part of the employee's personal safety plan. The outcome of the risk assessment will identify whether a personal alarm is required. It is a common misconception that a personal alarm is used to attract the attention of passers-by. The main purpose of a personal alarm however, is to shock and disorientate an assailant, giving you vital seconds to get away from your assailant and move towards a busier area if possible. **3.4.3 First aid provision** Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries. The outcome of the lone worker risk assessment should identify any specific first aid needs that are required. **3.4.4 Stay Safe (*mobile app*)** Telford & Wrekin Council relies upon the 'Stay Safe' lone working mobile app to protect the personal safety of its staff in the event that they need emergency assistance, based upon the risk level identified in the lone working risk assessment (see 3.3.1, above). **3.4.5** The system comprises an application which employees load onto their mobile phones. The App is supported by a cloud based Hub, which is monitored 24 hours a day, 365 days a year for alarms and other specified trigger events by an Alarm Receiving Centre (ARC). **3.4.6** The app-based, GPS technology monitors the location of lone workers in real-time. It allows for the advance logging of planned visits by users and a check-in facility to confirm once they have finished a lone working or travel session. **3.4.7** The app contains a panic alarm function which allows the monitoring station to listen in discretely to conversations when the panic alarm is activated. A wrist based Bluetooth device can be paired with the phone if required, to enable discrete activation of the alarm. **3.4.8** The Stay Safe app also operates as a man-down system in the event that a user has a slip, trip or fall, or road traffic accident or is otherwise rendered unconscious for any reason resulting in a period of non-movement. The app automatically detects this and alerts the ARC team prompting an assistance response, as outlined below. **3.4.9** When any of the above parameters are triggered, a real-time alert is sent into the Alarm Receiving Centre immediately disclosing the user's location, status and any notes associated with their lone working session. The ARC team then have the ability to escalate alerts via a pre-agreed escalation process, to specified colleagues within the Council aligned to the needs of each particular Service Area or Team, and crucially to the Emergency Services, from which the ARC receives a 'Priority 1' response status. The Stay Safe App can be easily downloaded onto employees' mobile phones, upon request from the Health & Safety Team or by emailing *staysafe@telford.gov.uk*.

3. Arrangements (ctd…)	A Stay Safe User Guide *can be accessed via the links in Section 4, below and/or from the Internal Health and Safety SharePoint site.*

3.5 Reception and Interview Facilities
First impressions count. Being welcomed professionally in well thought out surroundings can go a long way toward reducing the risk of aggression. Consider reception and interview facilities from the customer's point of view and ensure that the overall impression is of a place where they are welcome, in a relaxed atmosphere, whilst at the same time providing a safe environment for the employee.

3.5.1 Where the assessment identifies a specific need, consider physical security measures in reception and interview facilities, such as;
- Video cameras or alarm systems.
- Coded security locks on doors to non-public access areas.
- Wider counters, security screens and / or raised floors on the staff side of the counter to give staff more protection.
More details are given in Personal Safety Information Sheet 3.

3.5.2 Cash Handling
Carrying cash, especially large amounts on a regular basis can make an employee at increased risk of violence. Guidance on control measures is provided in *Personal Safety Information Sheet 4 can be accessed via the Internal Health and Safety SharePoint site.*

3.5.3 Robberies
Whilst attempted robbery is rare, employees must be aware of the response needed in case they are confronted with this situation. Guidance on control measures to prevent and / or reduce the risk of violence associated with 'Robberies' can be found in *Personal Safety Information Sheet 4 which can be accessed via the Internal Health and Safety SharePoint site.*

3.5.4 Travelling to and from work
The threat of violence does not necessarily stop when the work period has ended. It is good practice to ensure that the personal safety risk assessment considers, where appropriate, the means by which specific employees can get to work and get home from work safely. *Guidance on control measures is provided in Personal Safety Information Sheet 8.*

3.6 Vulnerable Service Users

Many Telford & Wrekin employees (particularly in Adult Social Services, Education and Integrated Transport) will be dealing on a regular basis with clients who, for one reason or another, have behavioural problems which can result in aggression or violence.

3.6.1 Professional strategies need to be established and included within individual Care Plans and Education Programmes to minimise the chance of aggression and violence occurring and for managing it appropriately should it do so. Good communication is vital between different service areas of the Council that may deal with the same client, service user or pupil in different contexts.

3.6.2 Control measures should take into account the employees' (and other service users') right to be protected from violence as well as the client's needs. Personal safety should always take precedence over confidentiality.

3.6.3 Personal safety within schools must consider the needs of all pupils for protection from the risk of violence as well as the employees' needs. The Head and Governors need well thought out and well communicated procedures and security measures to help prevent the occurrence of violent incidents. Each school's Behaviour Management Policy will contribute to this.

3. Arrangements (ctd…)	**3.7 Individual Responsibility** Every employee has a part to play in personal safety and has a legal duty to take care of their own safety and that of others. Even employees who do not normally deal with potentially violent people may have a role to play, including; • Acting as back up, support or cover for employees that are dealing face to face with aggressive or potentially violent people. • Not allowing strangers easy access to Council premises unchallenged. • Reporting abuse, aggression or violence displayed to themselves or others. • Reporting poor practice (using the Confidential Reporting Procedure if necessary) **3.7.1** Many employees will, from time to time, deal with angry and frustrated people. Skill and training are needed to manage such situations calmly and effectively. See useful tips are given in the Personal safety information sheets. Employees must familiarise themselves with the safety procedures that operate in their service areas and ensure that they adhere to them. If they find something is unworkable or can think of a way to improve personal safety they should let their supervisor, manager or head teacher know. **3.7.2** It is the responsibility of every member of staff, whilst working with customers to remain vigilant and to use the 'dynamic risk assessment' process (see 3.1.8, above) to continuously assess and re-assess the level of risk. Any employee in a situation who senses tension and anger rising should not wait for threats to be expressed or for the first signs of violence before considering whether to leave. If staff have any doubts they must terminate the meeting / visit, and move away from the situation to a place of safety. **3.7.3** The Council is committed to supporting any employee in taking such action where the employee considers this appropriate, as outlined in the Policy commitments (at 1.1, above). **3.7.4** If staff are concerned about any situation when dealing with people and/or if staff consider that a particular activity has not been risk assessed, or requires re-assessment, they should contact their line manager before undertaking the activity. The Manager will then review the risk to determine whether the control measures are adequate. **Guidance on responding to incidents of violence and supporting the employees involved** **3.8** Employees that deal with customers and the general public in face to face situations should think in advance about what they'll do if they encounter a problem. Employees should be mindful (but not fearful) of what could happen. Think about the following in advance of a meeting; • How will I respond if a problem develops? • How will I call for help? • Who will respond to help me? • What will / can they do? • Who will notice if I don't report back, and what action will they take? **3.8.1** The personal safety risk assessment should identify the safety measures and procedures required for most situations, however, it is impossible to cover every scenario and, in the last resort, effective action will depend on the judgement and training of the employee involved and the person(s) responding to assist.

3. Arrangements (ctd…)	**3.8.2** Employees involved in customer facing roles are required to undertake a range of relevant personal safety training, as identified in 3.2.2, above and will find the conflict resolution and de-escalation techniques, useful tools to apply in managing the situation as calmly as is possible. **3.8.3** If things do get out of control, the number one priority is to remove yourself from the situation and to seek help by whatever means are available. This may include the use of panic alarms or other security devices in reception areas or meeting rooms or the use of mobile phones or personal alarms (such as the Stay Safe system) for those that are working in the field. **3.8.4** Staff should attempt to remain calm and show understanding of the assailant's circumstances, whilst making efforts to move away from the situation and / or to raise the alarm. As far as is possible, every effort should be made to avoid physical contact. **3.8.5 Assisting a colleague in a violent or threatening situation** Employees responding to help a colleague in a violent or threatening situation will need to follow an agreed procedure so as to avoid delay in taking effective action. The procedure must be developed and implemented as part of the personal safety risk assessment process and be effectively communicated to all staff in advance of any incident occurring. **3.8.6** The responding employees must assess the scale of the incident and decide on a course of action, e.g. to further observe or intervene to calm the situation. Physical intervention or restraint should only be used as a last resort when there is an imminent danger to the employee and/or other persons. It should only be used by employees who have been given appropriate training and in line with the agreed procedure. As far as is possible, avoid physical contact. **3.8.7** Example procedures for dealing with abuse, aggression or other difficult situations, either in person or during phone calls (which should be adapted and modified to suit the needs of the particular Service Area or Team) is contained in *Personal Safety Information Sheets 7 & 9 which can be accessed via the Internal Health and Safety SharePoint site.* **3.8.8 Post Incident Response** In the event of a violent incident the employee is more important than any property or procedure and it is, therefore, the injured or abused person on whom attention should be focused. The Manager of any affected employee must, initially;- • Ensure that the aggressor is no longer a danger and that the employee feels safe • Arrange any first aid or medical treatment as necessary. • Ensure that the injured party has a colleague, friend or family member available who can look after them (the injured party may need some time off). • Inform the police and/or other relevant agencies about the incident. **3.8.9** Having initially dealt with the immediate post incident response, the Manager should follow the processes outlined below in respect of supporting the affected employee, reporting the incident to the relevant bodies, undertaking a full investigation and deciding on follow up action. **3.9 Follow up and Support Arrangements** The Council is fully committed to supporting employees who have been subject to verbal or physical aggression in connection with their work. Following any violent incident involving an employee, the Manager will need to respond quickly and supportively to minimize any long-term distress to that employee as follows;

3. Arrangements (ctd…)	• The Manager should meet with the affected individual ASAP following the event (if possible within 48 hours) to enable them to talk through what happened. In some circumstances employees might also need specialist counselling and this can be arranged via Human Resources or from Occupational Health on 01952 383630 or the dedicated Employee Assistance Programme (EAP). • Individuals will react differently but those affected may need time off work to recover. • In serious cases legal assistance may be appropriate and this can be sought from the Council's Legal Team. • Managers should consider that other employees in the vicinity may also have a reaction to the incident and may also need support and/or counselling to help them recover. **3.9.1** It is the Managers responsibility to arrange any follow up action after incidents of violence. Action may be specific to the assailant, the victim, the procedures involved, or alterations to facilities. Risk assessments must be reviewed in the light of any incident and amendments made if necessary. Any action taken should be reviewed one month after implementation. Additional help may be available from the **West Mercia Police Victim Support Scheme** which can be accessed at https://www.westmercia.police.uk/advice/advice-and-information/wvs/victim-and-witness-support/ The Advice Line telephone number is **0800 952 3000.** **3.9.2 Police Involvement and Legal Action** Following actual violence or the threat of violence to an employee, the Council may report the incident to the police in order that they might proceed with a criminal prosecution. Equally, the employee may exercise their right to make a formal complaint to the police or pursue civil action. A number of legal options are available to the Council. Advice on the appropriate action for any particular case should be sought from the Council's Legal Team. If the perpetrator of the violence is an employee then the Council's disciplinary procedures will operate regardless of any other action that may be taken. **3.9.3 Reporting of Incidents** **If an incident is significant in the eyes of the employee then it must be treated as such by management.** Reporting the incident does a number of things; • It reassures the employee that their concerns are taken seriously and that we care. • It satisfies the Council's legal obligations for statutory reporting as outlined in 3.9.5, below. • It provides a mechanism for thoroughly investigating what happened. • It provides valuable information for the rest of the Council, allowing an overview of the pattern of incidents to be built up so that resources can be targeted effectively. **3.9.4** All incidents must be reported and recorded on the MyView system in accordance with Telford & Wrekin's Accident/Incident Reporting and Investigation Procedures. Depending on the nature and severity of the incident it may also be appropriate to initiate the council's Serious Incident Procedure *both documents can be accessed via the links in Section 4, below and/or from the Internal Health and Safety SharePoint site.* **3.9.5** In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) - Major injuries must be reported as soon as possible to the Health and Safety Executive (HSE) and to the Internal Health and Safety Team on 01952 383627.

3. Arrangements (ctd…)	Injuries that result in an employee being unable to do their normal work for more than 7 days must also be reported to the HSE under RIDDOR within 15 days. If employee does not have access to MyView they should complete the paper version of the incident report form, as soon as possible (preferably within 48 hours) and provide a copy to manager/supervisor or head teacher. **3.9.6 Summary of the Incident Investigation Process** The relevant Manager should carry out an investigation and should interview the affected employee, who may wish to be accompanied by a colleague, or T.U. representative. Wherever possible the interview should take place within 48 hours of the incident. **3.9.7** The investigator should begin by putting the individual at ease, reassuring them and establishing their wellbeing, following the incident. The purpose of the interview is to then to establish; • The reasons for the meeting, who was involved, and what happened. • Whether any witnesses were present and if so who they were. • What control measures were already in place to prevent such an incident? • What further measures may need to be taken to reduce the risk of a recurrence? • What further support, if any, the employee needs. It is sometimes essential, and often beneficial for the Investigator to; • Visit the site of the incident. • Take photographs, make sketches and take measurements. • View the incident footage if caught on CCTV. • Gather witness statements to corroborate what happened and gain further information. **3.9.8** The investigating manager must decide whether the incident is serious enough to warrant entry onto the PSP Register (see 3.2.3, above). Requests for inclusion on the PSP Register can be made via the following link *http://corporateregister/* **3.9.9** The manager must then, as appropriate, make contact with the perpetrator regarding their conduct and behaviour, informing them of any further actions or consequences that the Council will be taking as a result. This can be done by; • Telephone. • Face to face discussion. • Letter to the individual concerned. • Requesting the Legal Team write to the perpetrator(s) about their conduct.
4. Linked Documents	**Further Guidance and Information:** *The following Telford & Wrekin guidance documents can be accessed from the Internal Health & Safety SharePoint site.* *Personal Safety Information sheet 1 – Home Visits* *Personal Safety Information sheet 2 – Lone Working – General Points* *Personal Safety Information sheet 3 - Customer Services* *Personal Safety Information sheet 4 - Cash Handling & Robberies* *Personal Safety Information sheet 5 - Personal Safety Precautions Register(PSP)* *Personal Safety Information sheet 6 - Aggressive Dogs* *Personal Safety Information sheet 7 - Managing Difficult Situations & Aggressive calls* *Personal Safety Information sheet 8 - Travelling* *Personal Safety Information sheet 9 – Protecting Individuals Personal Safety* *Lone Working Risk Assessment Template* *Lone Working Guidance* *Lone Worker Procedures*

	Personal Safety Precautions Register Access Request http://corporateregister/ *Stay Safe User Guide* *Access request to the Stay Safe Lone worker monitoring system* *staysafe@telford.gov.uk* *Accident/Incident Reporting and Investigation Procedures* *Serious Incident Procedure* *Further help and advice can be obtained from the Internal Health & Safety Team - 01952 383627*
5. References	The following list of references is by no means exhaustive and there are many other guidance documents and regulations relating to personal safety, however, the list below contains the most relevant to this guidance. • Health & Safety at Work Act 1974 • Management of Health & Safety at Work Regulations 1999 • Workplace (Health, Safety and Welfare) Regulations 1992 • The Reporting of Injuries, Diseases and Dangerous Occurrences regulations 2013 • The Safety Representatives and Safety Committees Regulations 1977 • The Health & Safety (Consultation with employees) Regulations 1996 • Human Rights Act 1998 • Data Protection Act 2018 • HSE INDG69 Violence at Work – a guide for employers • HSE INDG73 - Protecting lone workers: How to manage the risks of working alone • Crime Prevention and Personal Alarms link http://www.securedbydesign.com/

6. Version Control	Date	Version	Revision	Name
	June 1994	*1*	*First issue*	*IH&S*
	Jan 2022	*2*	*Amended management responsibilities following restructure* *Updated Participation/Consultation* *Updated, reformatted*	*IH&S*
	Jan 2024		*Review*	
	Jan 2025		*Review*	