CFAPMVW3
Protect yourself and others from the risk of violence at work

Overview

What this standard is about
This standard is about undertaking a dynamic risk assessment and defusing a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect and understanding for people, their property and rights. It is about responding to a situation, trying to calm it down and, when necessary or appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes and making necessary changes as a result of the review.

Who is the standard for?
This standard is for you if you find yourself in a situation at work where you need to protect yourself and others from the risk of violence.
CAFMVW3

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**Performance criteria**

**Conduct a dynamic risk assessment**

**You must be able to:**

P1 step back from the situation and assess the level of threat presented by:
   P1.1 the person(s) (including yourself) involved,
   P1.2 objects which could be used as a weapon, and
   P1.3 the physical or virtual environment in which the incident takes place

P2 consider the options available and respond with the safest and most effective action,

P3 continue to monitor the situation and be prepared to re-assess the threat and consider alternative options if the level of threat changes

**Help to defuse a potentially violent situation**

**You must be able to:**

P4 maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour

P5 maintain a safe distance and avoid contact if possible

P6 be aware of exits

P7 communicate with those presenting unacceptable behaviour in a way that:
   P7.1 shows respect for them, their property and their rights
   P7.2 is free from discrimination and oppressive behaviour

P8 keep the situation under review and act to reduce the risks to the safety of all those affected by the incident

P9 take action to calm the situation which will:
   P9.1 attempt to ensure the situation does not deteriorate or worsen
   P9.2 follow your organisation’s policy and procedures and your legal responsibilities, including the rules of the social media site in which the incident occurred
   P9.3 minimise the risk of injury to you and other people

P10 where you are unable to calm the situation down, request assistance promptly as required by organisational procedures

P11 end contact with those presenting unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed
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You must be able to:

P12 explain clearly to the people involved as appropriate:
  P12.1 what you will do
  P12.2 what they should do and
  P12.3 the likely consequences if the present situation continues

Review your own and others involvement in the incident

P13 review the sequence of events leading up to the incident
P14 discuss with relevant people whether organisational procedures helped or hindered the incident
P15 complete records in accordance with organisational requirements about:
  P15.1 yours and others actions at the time of the incident
  P15.2 the circumstances and severity of the incident
  P15.3 the measures taken to protect yourself and other people
  P15.4 action taken to try to calm the situation down
P16 assess the organisation’s and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents
P17 make recommendations to the relevant people for reducing the risk of further similar incidents
P18 identify areas where you and others would benefit from training
P19 contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
P20 make use of available support and advice to help prevent any incident-related health problems, where appropriate
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Knowledge and understanding

You need to know and understand:

K1 your own and others legal duties for ensuring well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work

K2 your own and others job role, responsibilities and limitations

K3 your own and others capabilities and limitations in terms of protecting yourselves in potentially violent situations

K4 the process of dynamic risk assessment of a potentially violent situation

K5 when it is appropriate and possible to maintain a safe distance, and avoid physical contact

K6 the importance of showing respect for people, their property and rights and how to do so

K7 how to avoid behaviours or language that are discriminatory or oppressive

K8 how to interpret body language and the importance of acknowledging other people’s personal space

K9 the importance of remaining alert to triggers of violent behaviour

K10 the importance of planning how you and others will leave a situation including identifying where the nearest exit routes are if at risk of physical violence, or logging off if at risk of violence in a virtual environment

K11 the main signs that a situation could escalate to violent behaviour and how to recognise these

K12 when to leave the scene of the incident, seek help and safe techniques for leaving the situation

K13 the types of action and behaviour you can take to calm situations

K14 your organisation’s procedures for dealing with violent behaviour

K15 the importance of having the opportunity to talk to someone about the incident afterwards

K16 the reports that have to be made and the records that have to be kept about a potential or actual incident of violence

K17 methods of effective communication
Glossary

**Dynamic risk assessment**
This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed.

**Generic risk assessment**
Generic risk assessment is:
- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

**Policy**
- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

**Procedures**
A series of steps following in a regular definite order that implements a policy.

**Risk**
A risk is the likelihood of potential harm from that hazard being realised.

The extent of the risk depends on:
- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number of people who might be exposed.


**Social media**
This includes web- and mobile-based technologies which are used to turn communication into interactive dialogue among organizations, communities, and individuals.

Social media technologies take on many different forms including magazines,
Internet forums, weblogs, social blogs, microblogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking

**Triggers of violence**
Factors that might cause violence to occur. They can be categorised in four different types:

- **temporary personal factors** for example, the service-user being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or
- **persistent personal factors** such as deteriorating mental health, having a difficulty or disability, which prevents normal communication, movement or behaviour, or
- **temporary environmental factors** such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc., or
- **persistent environmental factors** such as too much being expected of the service-user, or the quality of the service offered consistently failing to meet the required standards of the user

**Work-related violence**
The Health and Safety Executive’s definition of work-related violence is: ‘*any incident in which a person is abused, threatened or assaulted in circumstances relating to their work*.’

**Virtual environment**
A computer generated setting (social media sites) in which the user of the technology perceive themselves to be and within which interaction take place.
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