

Violence and Aggression in the Public Sector

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Presentation

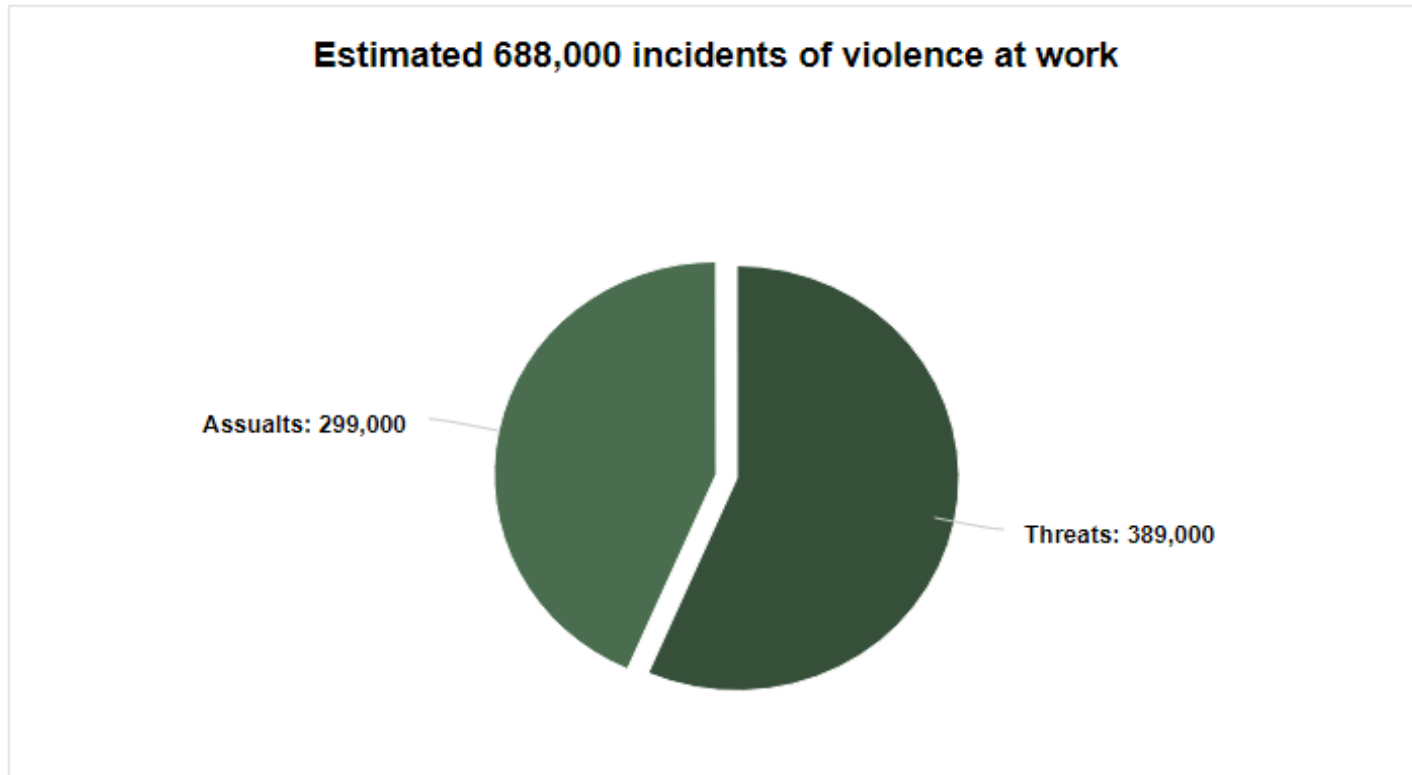
- Definition
- The scale of the problem / who is at risk
- The law
- What it means in practice
- Recent HSE interventions
- Future plans
- Guidance

Definition

- HSE's definition of violence (INDG 69) is

 'any incident in which a person is
 abused, threatened or assaulted in
 circumstances relating to their work'.

The scale of the problem



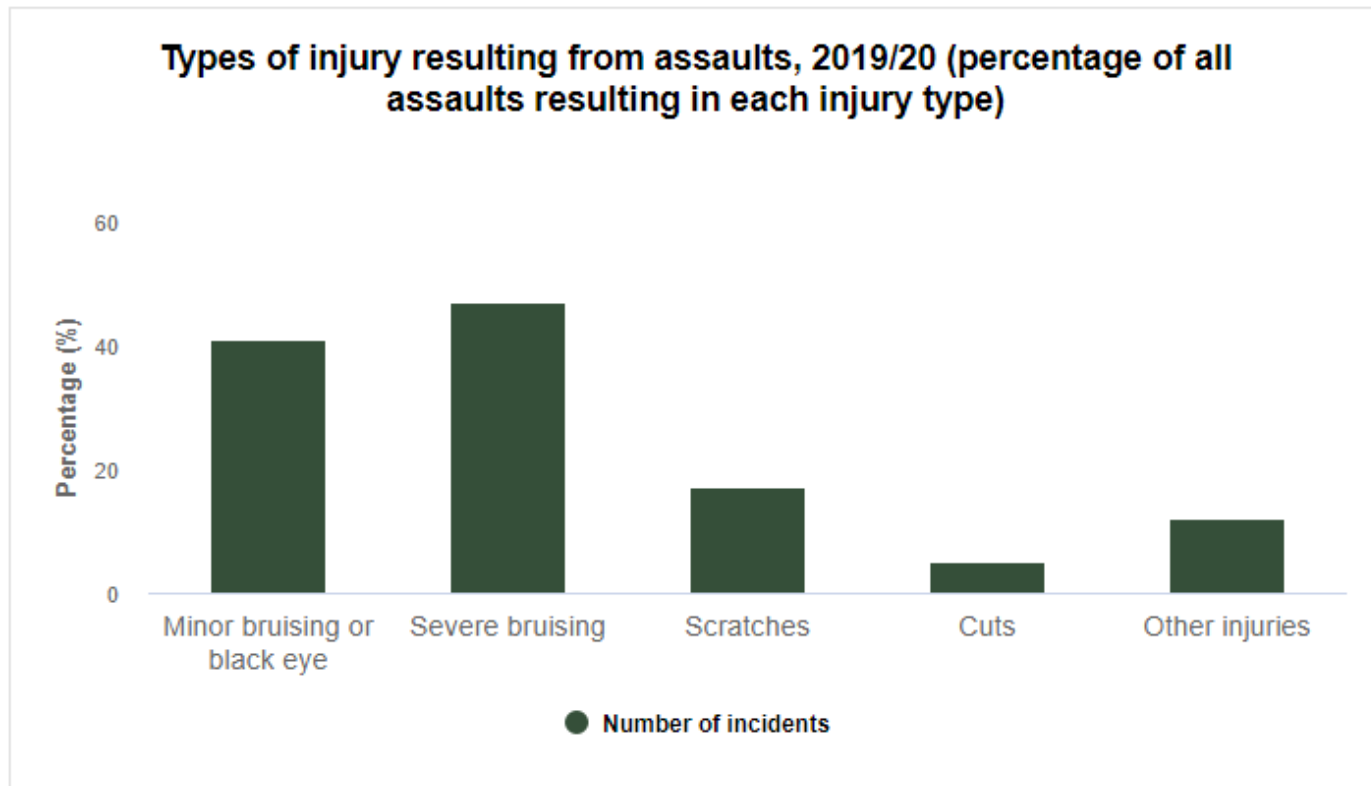
688,000

Incidents of violence at work in 2019/20 (CSEW)

307,000

Adults experienced violence at work in 2019/20 (CSEW)

Consequences



Who is at risk

- Working in contact with the public
- Health and social care
- Emergency services
- Working with cash/valuables
- Delivery / collection services
- Those representing authority
- Working alone / in remote locations

Legal requirements

- **The Health and Safety at Work etc Act 1974 (HSW Act)**
- **The Management of Health and Safety at Work Regulations 1999**
- **The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**
- **Safety Representatives and Safety Committees Regulations 1977 and The Health and Safety (Consultation with Employees) Regulations 1996**
- **The Corporate Manslaughter and Corporate Homicide Act 2007**

Effective management

- Stage 1 Finding out if you have a problem
- Stage 2 Deciding what action to take
- Stage 3 Take action
- Stage 4 Check what you have done

Recent HSE interventions

- Healthcare inspections 2019
- Focussed on violence, aggression and MSDs as priority inspection topics
- 20 organisations visited, with 50% found to be in material breach
- 1 Improvement Notice served

Areas for improvement

- **Policy implementation**
- **Training to carry out risk assessments**
- **Risk assessments – suitability and sufficiency**
- **Performance indicators**
- **Monitoring and review (assurance)**

Future work

- Continued partnership with Manchester University / Thomas Ashton Institute
- Update of HSE V&A microsite
- Further healthcare inspections during 2021
- Work with LGA on V&A guidance for local authorities
- Consideration of V&A as a priority topic for further public sector interventions in 22/23

Guidance



- [Violence at Work – A Guide for Employers](#) (INDG 69)
- [Protecting lone workers:
How to manage the risks of working alone](#) (INDG 73)
- [Preventing Workplace Harassment and Violence](#)
- [Violence in Health and Social Care](#)

Thank you



Any Questions?

