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## Overview

This standard is about supporting individuals involved in violent incidents. It includes your role in providing the appropriate support to those affected by violent incidents at work, including those who had to use physical intervention to reduce violence. The support should be consistent with statutory regulations, policies and procedures set by your organisation. It is about ensuring support is available immediately, as well as in the short and long term.

This standard is for anyone whose area of responsibility is in supporting individuals involved in violent incidents at work.

## Performance criteria

### *You must be able to:*

1. investigate the incidents of violence at work
2. maintain a calm, reassuring and impartial attitude with those involved in the incident
3. assess the needs of those affected by the incident
4. identify whether employees affected feel safe, reassured and comfortable to discuss the incident and disclose the events
5. check that all those affected have received appropriate assistance following the incident
6. seek advice from employees responsible for well-being, safety, health and continued support for those affected by the incident
7. agree and implement short-term and long-term arrangements including the type of support to enable recovery and return to normal duties
8. confirm time to return to work or any changes from normal duties
9. maintain the required levels of confidentiality and justify the reasons why information may have to be shared with relevant employees
10. provide information to those affected by incidents about their rights and procedures
11. record discussions and agree actions to assist further investigations in accordance with relevant legal requirements
12. follow up with those affected by the incident to identify the required support that is available
13. provide information about further support options and any relevant organisational procedures
14. agree options for future working arrangements with those involved and inform the senior employees
15. implement options for future working arrangements and communicate these with those requiring support
16. arrange the agreed referrals
17. arrange the required support for individuals involved in violent incidents
18. review the previous incidents and associated support with all relevant employees
19. involve your employees in reviewing the incident and contributing to organisational initiatives to reduce future incidents

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20. record the findings to aid recommendations and action plans resulting from the investigation

## Knowledge and understanding

### *You need to know and understand:*

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the job roles and responsibilities of all employees for whom you are responsible
6. the employees most at risk and those with a specific responsibility for security
7. the methods of handling sensitive situations
8. the legal implications of an incident of violence at work
9. your organisation's procedures in relation to dealing with incidents and strategies for handling violent situations
10. how to maintain calm, reassuring and impartial attitude whilst with people under stress
11. how to interpret non-verbal language for signs of distress and problems
12. how to discuss the incident in a respectful and confidential manner
13. the circumstances when the need may arise to share the information of the incident
14. the impact of violence on individuals and other people close to them
15. the importance of securing safety of the individuals concerned to discuss the events of the incidents
16. how to recognise and respond appropriately to an individual's distress
17. when it is necessary to arrange time off work
18. the immediate, short, medium and long term impact of on-going investigation procedures
19. the circumstances when physical interventions, restraint and reasonable force are necessary
20. the relevant training for using the physical interventions, restraint and reasonable force
21. the legal and professional implications of physical interventions, restraint and reasonable force
22. the responsibilities following physical interventions, restraint and reasonable

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23. the ways of reducing risk of harm during physical interventions, restraint and reasonable force

24. the risk factors involved with utilising physical interventions, restraint and reasonable force

25. your organisation's criteria for what constitutes unacceptable behaviour

26. the range of support options available to employees after an incident in the immediate, short and long term

27. how and when to make referrals

28. the importance of discussing suitable working arrangements after an incident

29. the importance of keeping accurate records of all discussions and reviews

30. the risk assessments which are appropriate to your work

31. the relevant legislation for health and safety at work

32. the legal responsibilities and your organisation's policy and procedures

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Support individuals involved in violent incidents in the workplace



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## Glossary