



WILMINGTON PARISH COUNCIL

Assaults on Staff

Policy and Code of Practice

1 PURPOSE

1.1 The Parish Council recognises that from time to time some members of staff who come into contact with the public may be the victims of violence. Wilmington Parish Council is concerned for the safety and well-being of all staff. All acts of violence or threat of violence against employees are taken seriously.

1.2 The purpose of this code is to define what is meant by 'violence' in this context, outline the preventative measures that can be taken, and provide guidance to staff and managers on the action to be taken should an incident occur.

2 THE DEFINITION OF VIOLENCE

Violence to staff can be:

- Actual physical violence
- Severe verbal aggression
- Threats of violence to the individual, their family and property.

It is not always easy to define violence where the latter two categories are concerned. Staff and management will need to exercise their own common sense and experience in identifying whether a person is acting aggressively and constitutes a threat.

3 PREVENTIVE MEASURES

3.1 This is one area where there can be no doubt that prevention is better than cure. Where staff are in frequent contact with the public they are at risk. However there are ways of reducing the risk. The following measures are recommended:

- a) Training will be available to all staff who come into contact with the public on a regular basis. This training will include communication skills and specific skills for handling conflict.
- b) In accordance with the Health and Safety at Work Act, public reception areas and interview rooms will be designed and operated to reduce the likelihood of violence against employees. Security systems for all buildings will take account of risks to staff and possible assaults.
- c) Where it is necessary for members of the public to wait for attention the delay will be kept to the minimum. The waiting areas will be as far as possible free from stresses such as

8 PERSONAL ACCIDENT INSURANCE - ASSAULT

All Parish Council Employees in pursuance of their duties are covered against bodily injury by violent or criminal assault resulting in death or disablement within 24 months of receiving such injury. Employees personal effects and/or clothing are also insured against damage or destruction arising from assault causing bodily injury. For the purpose of this policy assault will include attack by animals.

9 PERSONNEL SERVICES SECTION'S ACTION

It is recognised that if staff are attacked or threatened they may feel traumatised for some time after the incident. Staff can be offered help in the form of counselling and advice.