



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI487101567

Thank you for your request for information relating to violence at work.

You have requested the following information:

1. Do you have a policy/policies in place to protect staff from violence at work?

Please see the attached document.

2. Are these policies built into the commissioning process for organisations delivering outsourced services on your behalf?

In regards to Children's commissioning, Commissioning ensure that providers have the relevant polices in place to protect their employees from abuse in the work place.

In regards to Adult Commissioning, we would expect the provider to take responsibility for ensuring that they have relevant policies/procedures in place and that they are reviewed and updated regularly.

The Provider's general policies and procedures are audited for consistency against Coventry's Multi-Agency Safeguarding Adults Policy and Procedures, particularly policies relating to:

- Discrimination
- Harassment
- Whistle Blowing

- Complaints
- Serious Incidents
- Accidents
- Health and Safety
- Violent Behaviour
- Challenging Behaviour / Restraint Techniques
- Personal and Intimate Care
- Moving and Handling
- Tissue Viability
- Physical Interventions
- Code of Conduct for Staff and Volunteers
- Control and Administration of Medication
- Handling Individuals Money
- Risk and Risk Management
- Confidentiality and Information Sharing
- Recruitment and Selection of Staff

3. Have you updated your violence at work policies to reflect the increased number of home, remote and flexible workers?

The corporate Violence and Aggression policy is due for review, new arrangements around the above will be included. In the interim, service areas are required to review their risk assessments around violence and aggression for staff working with service users and member of the public.

4. If you collect data on violent incidents, how many violent incidents towards staff did you record in the following years:

2019-20

2020-21

2021-22

Year (Mar - Apr)	No: of V&A (Council Staff)	No: of Female Staff (Council)	No: of Incidents (LA & VC school staff)	No: of Female Staff (School)
2019/20	62	30	353	290
2020/21	5	1	152	116
2021/22	30	10	296	195

5. Do you collect equalities data relating to violent incidents towards staff?

No.

6. If so, how many violent incidents did you record for each of the following groups over the following years:

2019-20 2020-21 2021-22

- a. BAME Staff**
- b. Disabled Staff**
- c. LGBT+ Staff**

In regards to Questions 6a to 6c, we confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not recorded.

d. Women Staff

Please refer to Question 4.

7. Is advice, support, or counselling available for staff who are victims of violence at work?

Yes.

8. Of those staff who were victims of violent incidents, how many took up the offer of the following:

2019-20 2020-21 2021-22

- Advice**
- Support**
- Counselling**

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not recorded.

9. Are you signed up to UNISON's End Violence at Work Charter: www.unison.org.uk/at-work/local-government/end-violence-at-work-charter

No.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane,

Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance

Prevention of Work-Related

Violence Policy

Revised Date: August 2019
Review Date: August 2021



Coventry City Council

www.coventry.gov.uk

Contents

- 1.1 Coventry City Council Policy Statement
- 1.2 Coventry City Council Statement of Intent
- 1.3 Aims of the Policy
- 1.4 Scope of the Policy
- 1.5 Relationship with other Corporate Policies
- 1.6 Roles and Responsibilities
 - General
 - 1.6.1 Chief Executive/Management Board
 - 1.6.2 Directors
 - 1.6.3 Service Managers
 - 1.6.4 Employees
 - 1.6.5 Specialist Support Advisors
 - 1.6.6 Legal Services

1.1 Coventry City Council Policy Statement

Coventry City Council takes the health, safety and welfare of its employees extremely seriously, and is committed to providing a safe working environment.

Many of the Council's services can at times bring employees into direct contact with distressed, frustrated or angry members of the public. In such situations, aggression and violence is an ever-present risk.

Although violence at work may be experienced, the City Council does not accept that it is an acceptable part of any employee's job. All employees have the right to perform their duties without fear of abuse, injury, violent behaviour or threats.

This Policy and guidance is created under the auspices of the Corporate Health and Safety Policy Document 2006 and is intended to give corporate direction on the specific health and safety issue of Work Related Violence.

Signed



Martin Reeves
Chief Executive
April 2019

1.2 Coventry City Council Statement of Intent

The City Council will:

- 1.2.1 Execute its duty of care under the Health and Safety at Work Act 1974 to ensure, so far as is reasonable and practicable, that work places are safe.
- 1.2.2 Comply with its responsibilities under the Management of Health and Safety at Work Regulations 1999, by implementing a risk assessment process to identify, evaluate and manage Work Related Violence.
- 1.2.3 Ensure a Corporate Reporting Procedure exists to enable employees to report assaults and comply with its responsibilities under RIDDOR (Reporting of Injuries; Diseases and Dangerous Occurrences Regulations).
- 1.2.4 Consult with Trade Unions and employees on Work Related Violence issues.
- 1.2.5 Consistently work towards the reduction of the number of assaults in the City Council in partnership with Trade Unions, the Police and other agencies.
- 1.2.6 Ensure an Action Plan is developed and implemented to fulfil the aims and objectives of this Policy.
- 1.2.7 Specifically require Directorates to implement appropriate and satisfactory arrangements to deal with Work Related Violence.
- 1.2.8 Ensure the exchange of information on Potentially Violent Persons. The storage and exchange of such information will comply with the requirements of the GDPR
- 1.2.9 Ensure effective communication across Directorates following specific violent incidents.
- 1.2.10 Ensure that employees at all levels of the organisation are advised of their responsibilities under the Health and Safety At Work Act and the Corporate Health & Safety Policy and are made aware that Work Related Violence is a health and safety issue.
- 1.2.11 Require senior officers, managers and supervisors to implement this Policy and appropriate violence reduction strategies within their area of control.

- 1.2.12** Provide appropriate information, training and advice to enable managers and employees to reduce the likelihood of Work-Related Violence occurring. Appropriate levels and types of training will be provided based on training needs analysis, local risk assessments and Employee Development Reviews.
- 1.2.13** Provide appropriate and timely 'post incident' support to employees who have experienced Work-Related Violence; to safeguard their physical and emotional wellbeing. Such support will include reasonable time off for medical attention, counselling, assisting police enquiries and seeking legal advice.
- 1.2.14** Ensure appropriate Public Liability, Employer's Liability and Personal Accident insurance cover is in place.
- 1.2.15** Provide, where deemed appropriate, financial, legal and personal support, including assistance with private prosecutions, to those employees and elected members involved in violent incidents arising from their employment with Coventry City Council.
- 1.2.16** Monitor and review effectiveness of the Prevention of Work-Related Violence Policy and its control measures, to ensure the risk to the organisation is managed effectively.
- 1.2.17** Widely publicise this Policy and all guidance and procedures arising from it.
- 1.2.18** Review the effectiveness of the Work-Related Violence Policy as appropriate.

1.3 Aims of the Policy

This Policy has been produced as part of the City Council's overall commitment to effectively manage risks arising from Work Related Violence.

1.4 Scope of the Policy

This Policy applies to all work situations, employees and elected members; (the term 'employee' in this document includes temporary and agency staff, volunteers and those on work experience or secondment, working on behalf of Coventry City Council).

It is recognised that some pupils or service users may be violent or aggressive towards those to whom the City Council has a duty of care, including visitors. The City Council recognises that it has a legal duty to provide education or care for such persons, whilst also meeting its duty of care to protect, as far as is reasonably practicable, those who may be affected by the actions of a pupil or service user.

Directorates that experience this problem are required to have in place suitable and sufficient arrangements to appropriately manage these difficulties.

1.5 Relationship with other Corporate Policies

This Policy should be read in conjunction with other Corporate and Directorate policies relating to the conduct of employees and the protection of their well-being. Managers and staff are expected to familiarise themselves with Corporate and Directorate policies which may inter-relate with the requirements of this Policy.

Incidents where the assailant is an employee of the City Council should be reported in conformity with this Policy; however, any subsequent action should be dealt with under Grievance and Disciplinary procedures. Full versions of these documents are available on the Intranet and from Directorate HR teams.

1.6 Roles and Responsibilities

General

This Policy confirms that all employees have specific responsibility for dealing with the issue of Work-Related Violence, as part of their general health and safety responsibilities detailed in the Corporate Health & Safety Policy Document.

1.6.1 Chief Executive/Management Board

The Chief Executive is the officer with ultimate responsibility for all health and safety matters, which includes ensuring that all that is reasonably practicable, is done, to ensure staff are not exposed to violence and aggression whilst at work.

1.6.2 Directors

It is the responsibility of Directors to:

- 1.6.2.1** Disseminate this Policy within their area of responsibility.
- 1.6.2.2** Ensure the implementation of this Policy within their area of responsibility and the satisfactory provision of advice and support to their Managers.
- 1.6.2.3** Identify and allocate resources, as far as reasonably practicable, to provide for compliance with this Policy.

1.6.3 Service Managers

It is the responsibility of Service Managers to ensure that:

- 1.6.3.1** Local arrangements and procedures particular to the needs of their service and areas of work are developed and implemented, to ensure compliance with this Policy.
- 1.6.3.2** Suitable and sufficient risk assessments are made of all foreseeable risks arising from violence at work which their staff may encounter whilst undertaking their duties.
- 1.6.3.3** The reduction of identified risks is achieved by adopting any agreed preventive/control measures.
- 1.6.3.4** All employees are informed of the arrangements that have been made in connection with reducing the risk of violence from occurring. Information to new employees should form part of their induction programme.
- 1.6.3.5** Appropriate and ongoing support is given to employees involved in any incident of violence at work, including access to corporate support services e.g. Counselling/Legal Advice.
- 1.6.3.6** Any incident of violence at work is recorded (following the Corporate Assault Reporting Procedure) and is investigated in order to prevent a recurrence.
- 1.6.3.7** Risk Assessments and preventive measures are reviewed at least annually, following any incident of violence, or any significant change to working procedures.

1.6.4 Employees

It is the responsibility of Employees to:

- 1.6.4.1** Take reasonable care of their own health and safety and that of others who may be affected by their actions.
- 1.6.4.2** Co-operate by following rules and procedures implemented by the City Council to reduce the likelihood of work-related violence occurring.
- 1.6.4.3** Report any concerns they may have about potentially violent situations, or the environment in which they work, to their Supervisor or Manager, including any potential threats to other City Council employees.
- 1.6.4.4** Report all incidents, including 'near misses' to their Supervisor or Manager, as required by the Corporate Assault Reporting Procedure.

N.B. If employee – manager/supervisor relationships surrounding the incident create difficulties in the reporting procedure then an alternative manager/supervisor may be selected to verify the report.

1.6.5 Specialist Support Advisors

1.6.5.1 The Occupational Health, Safety and Wellbeing Service will provide professional guidance, advice and specialist support on all aspects of occupational health, safety and wellbeing, including matters relating to the Prevention of Work-Related Violence.

The Service will provide:

- Monitor incident reports and action as necessary
- Monitor the effectiveness of the implementation of this Policy by means of safety management audits and review this Policy on a regular basis
- Report the findings of any audit to Directorates and their Senior Management Teams
- Provide performance information to the Management Board, Cabinet Member and Health & Safety Joint Consultative Committees
- One to one counselling
- Post-Traumatic Stress therapy
- Post trauma debriefing
- Mediation and team building

- Training to support employees/managers/supervisors prior to and after an incident of violence
- Ensure insurance cover is in place so that employees suffering injury from work related assaults have access to benefit
- Provide a claims handling service to include advice on policy coverage and conditions
- Provide analysis of claims data to the Corporate Health & Safety Section to assist in the identification of trends

1.6.5.2 Legal Services

This Service will:

- Provide advice on the duties and responsibilities of the City Council and its managers towards employees, concerning the provision of a safe working environment.
- Advise and assist in action being taken against the perpetrators of violence, to achieve a remedy for past incidents and prevent future problems from occurring.

Contacts

If you need this information in another format or language, please contact us. Telephone: (024) 7683 3285 or 4159