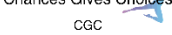




Zero Tolerance to Aggressive Behaviour Policy

Purpose: to inform staff and volunteers at  of their responsibilities when working with members of the public.

Approved by: Claire Carter





Applies to: all staff and volunteers who work with members of the public

Date of approval: 7.11.18

Proposed date of review: 7.11.19

VIOLENCE AND AGGRESSION POLICY

 takes a “zero tolerance” approach to violence and aggression, and this is strictly observed by all staff. The aim of this policy is to protect everyone at  from possible harm or aggressive behavior.

- Violence is unacceptable in whatever form it takes, for whatever reason.
- It is everyone’s responsibility to report any concerns about abuse to the Designated Safeguarding Officer Chloe Smith or Claire Carter in Chloe’s absences, and the responsibility of the Social Services Department and the Police to conduct where appropriate a joint investigation. 02380833336 Social Services 02380233344 Out of Hours Social Services 0845 0454545 Police.
- Emergency services will requested on all cases of violence & aggressive behaviour. 999 Emergency services, requesting Police to attend:
- Claire Lizbeth House
Lone Barn Stable
ROMSEY
Hants
SO51 0HE

Carole Anne House
Lone Barn Stable
ROMSEY
Hants
SO51 0HE

- Richard Alan House
Old Road
Alderbury
Wilts
SP5 3AR

The Madeleine McCrory Room
Saint saviour's church
1 Scot Road
Poole
BH12 5AT

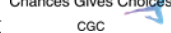
The Betteridge & McCrory Rooms
The Harrow Way,
Basingstoke
Hampshire
RG22 4BJ

The Marion Patience Rooms
Badger Farm Community Centre
Badger Farm Road
Winchester
Hampshire
SO22 4QB

The Joy Carter Rooms,
Milton Village Hall
182 Milton Road
Southsea,
PO4 8PR

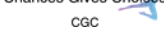
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.

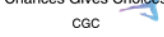


- The policy covers everyone who is accessing  employed contractors (example DA Languages), temporary or casual workers, clients & services users.
- The operation of this policy is the responsibility of the Managing Director & Shift Lead.


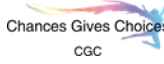
We define violence and aggression as:-

- Verbal abuse (which includes shouting, swearing and gestures).
- Psychological abuse of staff.

- Threats against  personnel which occur in the workplace.
- Actual or threatened physical assaults on staff.

The workplace is defined as the  premises, and all other premises where work is undertaken as part of the person's official duties.

To comply with this policy  will:-

- Undertaking risk assessments.
- Ensure that  premises are secure.
- Provide a mobile phones to staff to access emergency services.
- Provide training in dealing with difficult/aggressive people.
- Aim to operate an effectively and communicate any deals as soon as possible to minimize delays and tension.
-  will undertake to provide support and assistance staff who are victims of violence and aggression in the course of their work.

This policy and procedures will be regularly monitored and reviewed:

- In accordance with changes in legislation and guidance on safeguarding, disclosure and barring.
- Following any issues or concerns raised about safeguarding. In all other circumstances, at least annually.

IAppendix 1

Code of good practice for staff and volunteers

The following guidelines are intended to be a common sense approach that both reduces opportunities for abuse and helps to protect staff and volunteers from any false allegation.

You should:

- Treat all people with respect.
- Exercise caution when discussing sensitive issues.
- Exercise caution in initiating any physical contact during transportation.
- Operate within the guidance offered by this Code.
- Challenge all unacceptable behaviour and report all allegations or suspicions of abuse.

You should NOT:

- Engage in physical or sexually provocative games including horseplay.
- Allow or engage in inappropriate touching of any form.
- Make over-familiar or sexually suggestive comments or approaches even as a joke.
- Let allegations, over-familiar or sexually suggestive comments or approaches go unchallenged or unrecorded.
- Do things of a personal nature that a person is able to do for themselves.
- Take photographs, videos or other images of clients for personal use.