

# **Management of Violence and Aggression Policy**

Version 2

December 2023



## Management of Violence and Aggression Policy

Title	Management of Violence and Aggression Policy
Version	2
Author	Francesca Hill, DCEO
Date first published	October 2017
Previous review dates	January 2023
Next review date	December 2026
Review schedule	This policy will be reviewed every 3 years or in line with organisational or legislative changes
Responsibility	Board of Trustees
Responsibility for development, review and implementation	Francesca Hill, DCEO
Target audience	All staff, volunteers, clients, students on placement with Mind in Bradford, visitors to Mind in Bradford, our funding bodies, job and volunteer applicants and the Board of Trustees.
Accessibility	Staff: OneDrive – Shared Staff Folder – Policies & Procedures Volunteers: People HR Clients and others: Mind in Bradford website If you would like this policy in another format, such as large print or audio, please contact us on 01274 730815 or at email <a href="mailto:admin@mindinbradford.org.uk">admin@mindinbradford.org.uk</a> or speak to a member of staff
Associated policies	

## 1. Purpose

This document sets out the Mind in Bradford policy for managing Violence, Aggression and unacceptable behaviour within any service delivered by Mind in Bradford. It applies to all interactions clients have with our organisation, whether at our office at Kenburgh House, in the community across the whole of Bradford and Craven, over the phone, through emails, texts, or live chats.

Any incident in which a person is abused, threatened or assaulted at Mind in Bradford is unacceptable and not tolerated.

Anyone associated with Mind in Bradford has the right to be treated with respect, care and dignity. By using this guidance, staff will be helped to act appropriately and in a safe manner, so ensuring effective responses in difficult situations.

It is sometimes possible to recognise when a client is demonstrating high emotion. This may be a warning sign that they have the potential to become violent or aggressive, or act in an unacceptable way. If this is recognised during a contact or intervention, if possible, try to de-escalate the situation. If required, you may need to ask the client to step away from the group, end a phone call or bring the intervention to a close early.

## 2. Guidance for managing verbal aggression

**This includes discriminatory or disparaging remarks, a raised voice, threatening comments, or name-calling.**

When dealing with verbal aggression, action should be guided by the following principles which aim to deescalate the incident:

- Acknowledge the high emotion of the person
- Listen to the person, try to understand their feelings
- Ask them politely not to raise their voice/swear/call you names, be explicit and reflect to them what they are doing to demonstrate aggression.
- Be careful not to mistake colloquialism for aggression
- It may be appropriate to bring the conversation to a close
- If you need to bring the conversation to a close, let the person know you are going to do this, give them chance to change their behaviour
- If you need to move away from the person let them know you are going to do this

- You may need to ask support of others

### **3. Guidance for dealing with a violent incident**

When dealing with a violent incident, action should be guided by the following principles:

- Ensure the safety of others
- Try to demonstrate a calm persona
- Make every effort to de-escalate the incident
- If appropriate engage the assistance of others
- Acknowledge the high emotion of the person
- Listen to the client, try to understand their feelings
- Where possible ask for a same-gender person if this is likely to support the person who is behaving in a violent or aggressive way
- If possible, create distance between the violent person and any others
- Alert emergency services as required, either ambulance or police

### **4. Following an incident involving violence or aggression**

A debrief must be initiated with all staff involved as soon as possible following the event. The de-brief should be conducted with the manager of the team or their assigned deputy or cover. Further opportunity to talk through the incident with a manager must be made available.

Ensure that staff are aware that they may access psychological or emotional support via Simply Health

It may be appropriate to follow up with the client to check on their wellbeing. A discussion with a manager and service director will assist when determining the appropriateness of this intervention.

### **5. Recording**

If a person is known to be at risk of demonstrating violence and/or aggression when they are at MiB ensure that this is noted as a red banner on their electronic record and inform staff who are supporting the person.

Ensure a risk assessment is completed and actions taken to prevent escalation. This must be done in collaboration with a service manager.

All incidents of violent or aggressive behaviour should be recorded on an incident form as soon as possible after any incident as per incident reporting process. If necessary, an entry should also be made in the Accident book. The person should be given a copy of the client code of conduct when appropriate.

A record of all incidents is kept within the risk management file. The board of trustees are made aware of the overall risk picture within Mind in Bradford, however, they will be informed of individual risks by exception. An example of this would be if an injury or harm to a client or injury or harm to a staff member resulting in prolonged time away from work was sustained.

## 6. Sanctions

Violent or aggressive incidents may result in one or more of the following:

- A warning; discussion of acceptable and non-acceptable behaviour etc.
- Immediate and temporary suspension and withdrawal of service. Perpetrators will be asked to leave the premises.
- On return to service, or immediately following an incident the perpetrator will be asked to a meeting with the Service director or manager depending on the incident and a member of staff to discuss the incident and to reiterate behaviour standards.
- This may result in further restriction of service being imposed, or a further temporary ban.
- Service users who disagree with any course of action should be directed to the complaints policy online.

Suspension must be agreed between the service manager and the service director. It is our commitment to, where possible, deal with all incidents in a supportive way, we will always seek the lowest form of sanction, apply sanctions fairly, and try to work with people around the causes of incidents to resolve any ongoing issues.



If the incident is of a very serious nature or it is habitual staff may feel that this requires a very long-term (6 months or more) then responsibility for this will be a matter for the DCEO.



Your local mental health charity in Bradford, Airedale, Wharfedale and Craven