



PACTO

Pembrokeshire Association of Community Transport Organisations
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

Violence and Aggression Policy

Who does this policy apply to?

This policy applies to all PACTO services and activities. Other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

Scope

PACTO will not tolerate harassment or nuisance whether directed towards service users, staff, volunteers, guests or visitors.

PACTO will promote a safe environment for all persons using our services.

We abide by the following basic rules:

- No drinking or drunken behaviour
- No drugs, except for prescription drugs taken only as prescribed by the person prescribed for
- No violence, abusive or aggressive behaviour
- Threats towards others will be taken seriously

These rules will be enforced at all times.

Aims

This policy aims to:

- Minimise risks of violence and aggression to staff, volunteers and service users from each other and members of the public.
- Comply with the general requirements of the Health and Safety at Work etc Act, 1974 to ensure the safety of employees, volunteers and service users.
- Ensure the wellbeing of staff and volunteers is protected when carrying out their duties and support is given should an incident occur.
- Comply with the requirements of the Management of Health and Safety at Work Regulations 1999 by carrying out Risk Assessments relating to violence and

aggression, putting in place adequate control measures, monitoring compliance and carrying out regular reviews.

Key Arrangements

- Staff must receive guidance on enforcing PACTO's rules and also in dealing with potentially dangerous situations and these guidelines should be discussed, explained and understood by all staff.
- Volunteers should be given full opportunity to read this policy and receive support and guidance as necessary.
- Situations where staff or volunteers come into contact with members of the public when carrying out their duties should be risk assessed.
- All incidents of violence and aggression should be reported to your Line Manager and a written record of the incident should be kept.
- Important information about known problem clients should be passed to the relevant persons dealing with the client and their line manager.

Managing Violent Situations

All staff and volunteers should:

- Be able to recognise any potential dangerous situations.
- Communicate and discuss any concerns at the earliest stage possible with their line manager.
- PACTO will ensure that no member of staff or volunteer is left on his or her own in any potentially dangerous situations
- If a user is new to PACTO, initial discussion/interviews must take place in as safe an environment as possible, for example, in a public place or with more than one staff member or volunteer present etc. Where an initial visit takes place at home, the staff member(s) or volunteer(s) involved should ensure that their Line Manager is aware of the visit and arrangements should be agreed to make contact afterwards to confirm that the visit has been concluded safely.
- Staff and volunteers should take note of potential exit routes and ensure that exits or main areas are not blocked. When out and about, staff and volunteers should consider where best to park so that they can get away easily if required.

Managing Violent Situations in Progress

- If a violent situation occurs, the personal safety of the staff and volunteers and other users is paramount. Staff and volunteers are not expected to put themselves at any personal risk.
- If people are at risk the police must be summoned by dialling 999.
- Staff and volunteers should be aware of potential weapons and should ensure that they keep themselves safe.

