What is the TUC talking about?
The TUC says agreements should include a clear definition of work-related violence. This must go beyond simply physical assaults to include threatening language and verbal abuse. Verbal abuse may develop into physical abuse if it is not challenged. Make sure all the critical elements are recorded: The incident time and location; assailant’s description; and details of any injuries suffered. Photographs of the scene and of any injuries can be important evidence. Translated reporting forms should be available where necessary. If this is not possible, efforts should be made to provide interpretation to allow a report to be made. All workers should be briefed on the importance of reporting violent incidents. Crucially, the worker involved must be given the necessary time to complete the report form in full, as soon as possible after the incident. This will ensure that the incident details are fresh in the mind, and allows for early action. According to the TUC, it is never acceptable to wait for tea breaks, lunch breaks or end of shift to complete the reporting process.

Reporting can be done on paper or electronically, using smartphones, tablets or other devices. A hard copy must be given to the worker upon completion. This should be provided at the time the report is submitted. The report form, along the lines of the sample below, should give details on how feedback will be provided to the affected worker, along with the timescale for action. www.hazards.org/violence

## VIOLENCE AND ABUSE REPORTING FORM

This form should be used to report all instances of violence and abuse, whether physical or verbal, that are directed at a worker. This includes abuse and threats made by telephone, email or social media. Reports must be made as soon as possible after the incident. The victim must be given time away from their duties for this report form to be completed. It should be given to the line manager who is responsible for ensuring it is processed and action taken in accordance with the agreed policy on reporting and preventing work-related violence.

<table>
<thead>
<tr>
<th>Victim's name</th>
<th>Victim's address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Date of incident</strong></td>
<td><strong>Time of incident</strong></td>
</tr>
<tr>
<td><strong>Precise address/location of incident</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Name(s) of the person(s) being violent or abusive (if known):</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Description of the person(s) being violent or abusive:</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Physical violence?**
- Yes
- No

**Was first-aid required?**
- Yes
- No

**Was an ambulance requested?**
- Yes
- No

**Were the police called?**
- Yes
- No

**Is CCTV footage available?**
- Yes
- No

**If telephone abuse or threat, is a recording available?**
- Yes
- No

**Nature of Incident**
- Stalking
- Destruction of property
- Physical assault – hitting, fighting, pushing, spitting, etc.
- Armed assault – use of object as weapon
- Armed assault – use of weapon such as gun, knife etc.
- Verbal abuse
- Sexual harassment
- Other (specify)

**Verbal abuse?**
- Yes
- No

**Please give details, including any weapons used**

**Please describe any injuries suffered. Give as much detail as you can.**

**Location of injuries – please tick all relevant**
- Head
- Face
- Neck
- Shoulders
- Arms
- Hands
- Chest
- Stomach
- Back
- Groin
- Thigh
- Shin
- Calf
- Feet
- Buttocks

**Describe incident in detail**
Include what happened, where, who was involved, what you heard, saw, etc. Give as much detail as you can. Add extra sheets if necessary.

--- FOLLOW-UP: FOR INTERNAL USE ONLY ---

<table>
<thead>
<tr>
<th>Name and contact details of any witnesses</th>
</tr>
</thead>
</table>
| **Was any supporting evidence included with this report, for example photographs or medical reports?**
- Yes
- No

If yes, what?

**If yes, what?**

**Have details of and the outcome of follow-up action been communicated to the victim:**
- Yes
- No

**Name of responsible person and date of referral:**

--- FOLLOW-UP: FOR INTERNAL USE ONLY ---

Name and contact details of person investigating incident (report must be attached on completion):

--- FOLLOW-UP: FOR INTERNAL USE ONLY ---

Data investigation commenced:

<table>
<thead>
<tr>
<th>Has the relevant safety representative been notified?</th>
</tr>
</thead>
</table>
| Yes
- No

Name of safety representative and date of referral:

Has a referral to an Employee Assistance Programme been made?
- Yes
- No

Name of responsible person and date of referral:

Has a counselling referral been made?
- Yes
- No

Name of responsible person and date of referral:

Have details of and the outcome of follow-up action been communicated to the victim:**
- Yes
- No

Name of responsible person and date of communication: