

HIT LIST

The TUC says reporting of work-related violence is critical in tackling the issue. The union body advises that without a strong and well-used reporting system, there will not be an effective response to incidents or a way to identify potential hotspots and trends. Here, it lays out its blow-by-blow guide.

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.

| | |
|---|------------------|
| Victim's name | |
| Victim's address | |
| Telephone | Email |
| Date of incident | Time of incident |
| Precise address/location of incident | |
| Name(s) of the person(s) being violent or abusive (if known): | |
| Description of the person(s) being violent or abusive: | |

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

Physical violence?

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

- | | | |
|------------------------------------|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Head | <input type="checkbox"/> Hands | <input type="checkbox"/> Thigh |
| <input type="checkbox"/> Face | <input type="checkbox"/> Chest | <input type="checkbox"/> Shin |
| <input type="checkbox"/> Neck | <input type="checkbox"/> Stomach | <input type="checkbox"/> Calf |
| <input type="checkbox"/> Shoulders | <input type="checkbox"/> Back | <input type="checkbox"/> Feet |
| <input type="checkbox"/> Arms | <input type="checkbox"/> Groin | <input type="checkbox"/> 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.

Name and contact details of any witnesses

Was first-aid required?

Yes No

Was an ambulance requested?

Yes No

Were the police called?

Yes No

Is any supporting evidence included with this report, for example photographs or medical reports? Yes No

If yes, what?

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

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

Date investigation commenced:

Has the relevant safety representative been notified?

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: