

# Violence at Work

## Portsmouth Hospitals NHS Trust 7 Point Plan

PHT will not tolerate assaults (physical or verbal) or hate crime against its staff, volunteers or contractors.

Being assaulted or abused, in any way, is not part of the job

- 1 Deliberate assaults on staff are criminal offences and will not be tolerated. They should be reported to the police for investigation and further action.**  
While the Trust will actively encourage the staff member to report the assault or hate crime to the police, they will support the staff member following the assault or hate crime whatever course of action they choose to take.
- 2 Victims recover better and more quickly if they receive the right welfare and support.** This also helps to avoid long-term negative consequences. The assaulted person's line manager should meet with them as soon as it is practical to do so. The victim may downplay the impact on them, but managers must recognise the potential effects of the incident.
- 3 The line manager must ensure that the divisional directors/ heads of clinical areas are informed to provide continuity of welfare support.**  
It is the responsibility of directors & heads of department to ensure their staff have access to appropriate support – unions and staff associations can also provide valuable additional support to the victim.
- 4 PHT will provide a range of practical and emotional support to victims of assault.**  
In the event of an assault or hate crime, staff will have access to physical and emotional support through line management, occupational health and Aquilis. Staff will be offered assistance in the preparation of reports relating to the incident or Victim Personal Statements. Staff can also access additional training to support their confidence and reassurance.
- 5 PHT will ensure it does all it can to minimise the possibility of assaults against its staff**  
This includes relevant & practical training for staff; communications to patients & staff stating the Trust's position; management of risk through safe working practices; sharing information about individuals known to pose a risk; building in appropriate security features & employing security staff.
- 6 PHT will review incidents of violence to ensure that lessons are learned and improvements are introduced.**  
All circumstances of reported assaults or hate crimes will be reviewed on a monthly basis at Executive level and improvements in practice/support or safety will be driven at Executive level.
- 7 The assaulted member of staff and the line manager must complete the Datix recording system.**  
It will not always be possible for the victim to do this, in which case another person can complete the report. It is important that the Trust is aware of the true level of verbal abuse and physical violence against its staff.