

Code of Conduct

November 2018

Portland Works Little Sheffield Ltd

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Portland Works, Randall Street, Sheffield S2 4SJ
Registered in England & Wales. Company No: IP031143



Introduction

Portland Works is a cooperative and as such, we're all on the "same team"

- We expect and demand a higher standard of conduct and courtesy than a purely commercial environment
- Supporting our tenants is a fundamental element of our constitution but needs to be reciprocated to our staff and volunteers
- Those that give up their time to help us need all of our support to make their work as straightforward as possible

Purpose of this policy

The purpose of this policy is to set out Portland Works' policy and procedures to prevent, manage and respond to incidents. The directors support this policy and we will not tolerate any instances of work-related violence - including verbal abuse, bullying, and harassment - to our staff, tenants, volunteers and visitors. All employees, tenants and volunteers have the right to be treated with consideration, dignity and respect.

This policy applies to everyone working on our premises, including tenants, volunteers, contractors and delivery personnel.

Definition of work-related violence

We will define work-related violence as: any incident in which an employee, tenant or volunteer is abused, threatened or assaulted in circumstances arising out of the course of his/her employment (including unpaid employment as a volunteer). This is based on the Health and Safety Executive's definition. PWLS will also act on reports of harassment and unprofessional behaviour.

Responsibilities of staff and directors

These relate to all members of staff, and other personnel who work on these premises, or have responsibilities relating to them.

Building manager

The building manager has a responsibility to implement this policy and to make sure staff, tenants and volunteers are aware of it and understand it. The building manager should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.

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- Record details of the incident where appropriate and give everyone involved in the incident full support during the whole process. Directors should also respond and consider seriously any suggestions made about how to improve violence prevention and management, and give feedback about suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour.
- Respond to and, where possible, resolve incidents, ideally before they escalate.

Directors

- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed.
- Review and amend this policy and the risk assessment as necessary.
- Where possible, direct those involved to appropriate support and advice after an incident has occurred.
- Encourage people to support their colleagues, including those that might have witnessed the incident.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.

Staff, Tenants and Volunteers

All staff, tenants and volunteers have personal responsibility for their own behaviour and for ensuring that they comply with this policy.

There are a number of things that they can do to help prevent work-related violence:

- Be aware of the company's policy and comply with it.
- Recognise the potential for work-related violence and take action to resolve it early on. Take positive action and, for example, contact the building manager if they think someone, on site, might cause problems.
- Don't accept instances of work-related violence directed towards you or others. Report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be reported in the incident book kept in the building manager's office, but minor incidents and incidents of verbal abuse should be reported to the building manager as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence.
- Suggest additional measures which might help to prevent and manage work-related violence.

Everyone has a responsibility to act in a way that does not incite or increase the likelihood of violence. Anyone found to be encouraging or inciting violence may be subject to sanctions.

Risk assessment

The risk assessment for work-related violence is kept in the building manager's office. The risk assessment was conducted by the Health and Safety director and is reviewed every year, unless

an increase in the number of incidents suggests the assessment should be reviewed more frequently. The risks were assessed by talking to staff, tenants and volunteers, reviewing the incident book and considering the work environment and job design. If anyone believes a risk factor has not been covered by the assessment or has ideas on further prevention measures, they should discuss these with the building manager or the Health and Safety Director. The contents of the risk assessment will be communicated to all staff, tenants and volunteers and appropriate training will be given, if necessary.

Actions following an incident

If a staff member, tenant or volunteer is being abused, threatened or attacked, they should approach a colleague for support. The person approached should respond to the situation appropriately. e.g talking to the perpetrator, explaining that their behaviour is not acceptable. They should try to resolve the problem and, if that is not possible, call for assistance. Medical assistance should be provided immediately where required.

The police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse. CCTV or video evidence of incidents should be kept in case the police need them. All incidents should be recorded in the incident book and less serious incidents reported to the building manager. Staff members, tenants and volunteers will be encouraged to provide support to any victims or witnesses of violence, threats or abuse, and employers should provide support, including, time for individuals to recover.

Review dates

This policy should be reviewed yearly when all other policies are reviewed, or if regular or serious incidents arise that suggest it needs to be revisited.

Reporting and recording systems

Staff, tenants and volunteers have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to the building manager. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded in the incident book in the building manager's office. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.

Any incidents resulting in major injury to staff, tenants or volunteers or that cause someone to be off work for seven days or more must be reported under the RIDDOR Regulations 1995. Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported. The HSE Incident Contact Centre on 0845 300 9923 should be contacted within 15 days to report the incident.

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days.

Less serious incidents should still be reported to the building manager as they occur, and the building manager should make a note of these. If the building manager notices an increase in reports, several reports within a short period or reports about the same perpetrator, the building manager should record the details, ask those involved for more information and take action. The action may include contacting the police or other local businesses about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance to prevent a more serious incident occurring.

Appendix 1:

Agencies which could provide support:

- a) Victim Support – tel: 0808 1689111 or email www.victimsupport.org.uk
- b) Health and Safety Executive (HSE) – www.hse.gov.uk/violence
- c) The Suzy Lamplugh Trust – www.suzylamplugh.org

Appendix 2:

Incident Reporting Form

Personal details of the person reporting incident	Full name: Job title: Address where incident occurred:
Personal details of injured person	Title: Mr/Mrs/Miss/Ms/Other Name: Home address: Postcode: Daytime telephone: Age: <input type="checkbox"/> 0-10 / <input type="checkbox"/> 11-16 / <input type="checkbox"/> 17-25 / <input type="checkbox"/> 26-45 / <input type="checkbox"/> 46-60 / <input type="checkbox"/> 60+ <input type="checkbox"/> Employee / <input type="checkbox"/> Customer / <input type="checkbox"/> Other (eg contractor, passer-by)
Date/Time of incident	Date: _____ Time: _____
Location of incident (including a sketch if possible) and any other relevant information	
Type of incident	<input type="checkbox"/> Verbal abuse/threat / <input type="checkbox"/> Physical attack / <input type="checkbox"/> Theft / <input type="checkbox"/> Anti-social behaviour / <input type="checkbox"/> Near miss
Please indicate the nature of the injury you are reporting	<input type="checkbox"/> Cut / <input type="checkbox"/> Burn / <input type="checkbox"/> Bruise / <input type="checkbox"/> Scald / <input type="checkbox"/> Strain / <input type="checkbox"/> Other (specify)
Please state in detail what happened. <i>Give an account of the incident, including any relevant events leading to the incident and individuals involved including full description of aggressor/assailant(s)</i>	Damage to property:
Who assisted the injured person?	
What action has been taken?	<input type="checkbox"/> Injury related / <input type="checkbox"/> Security / <input type="checkbox"/> First Aid / <input type="checkbox"/> Police called / <input type="checkbox"/> Ambulance / <input type="checkbox"/> Other (specify)
Was the injured person taken to hospital and off work for more than 7 days? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Were there any witnesses at the time of the incident?	Name: _____ Contact #: _____ Name: _____ Contact#: _____ Name: _____ Contact# _____
What action has been taken to ensure that this type of incident does not reoccur, eg have risk assessments been reviewed? Record actions.	
For Mgt/HR use only: RIDDOR Reportable? Followed up by Management/HR on:	<input type="checkbox"/> Yes / <input type="checkbox"/> No (date)