

1. Introduction

The Council has a duty to ensure the health, safety and welfare of its employees whilst at work. As part of this duty the Council recognises that due to the nature of some of the work activities which its employees have to undertake, they may become a target for violence or abuse.

The purpose of this Policy is to ensure that adequate consideration is given on both a corporate and service area level to effective measures which will ensure, so far as is reasonably practicable, the safety and security of the Council's employees.

2. Areas Covered by this Policy

This Policy covers two specific areas of concern.

- a) The safety and security of employees whilst working in the Council's Admin buildings.
- b) The safety and security of those employees whose duties require them to work away from the Council's Buildings.

3. Identification of Employees.

Many employees, as part of their duties have to visit buildings other than their main workbase. In an organisation as large as ours it is impossible for all employees to know or recognise each other and in particular this can often present problems for reception staff. As a result of this a system has been introduced for the identification of employees, as follows:

- All Council employees have been issued with ID badges displaying their photograph.
- All office based employees must wear their badge at all times when in admin buildings.
- non-office based employees must have their ID badge with them at all times and show it on request.
- Each Service Manager will ensure that a check is made as part of the quarterly health and safety inspections, that employees are wearing/have their ID badge with them (as appropriate).
- It is the employee's responsibility to ensure that the photograph on their ID badge is a good likeness and the image is still visible.
- If the ID badge is lost or damaged or needs replacing for another reason, then the employee must report it immediately to their supervisor, who will then arrange with Human Resources for a replacement to be issued. A charge may be made for a replacement ID badge where an employee loses or damages it more than three

times.

- Please note that for safety reasons employees are advised not to wear their ID badge whilst driving as there is the potential for injury in the event of an accident leading to the air bags activating.

This system has been introduced with the safety and security of all employees in mind and it is extremely important that Service Managers ensure that this system is followed within their Service Area.

Employees who wilfully refuse to have their ID Badge with them at all times will be subject to action under the Disciplinary Procedure.

When an employee leaves it is the Service Manager's responsibility to ensure that the employee returns their ID badge before the end of their last working day.

4. **Safety and Security in the Council's Main Admin Buildings**

Safety and security in the Council's Administrative Buildings is best dealt with by considering each building separately. Each Service Manager is responsible for doing risk assessments and putting procedures in place to deal with operational issues specific to their service area. For more general issues regarding safety and security which affect all service areas within a building then (with the exception of Number One Market Street), the Environmental Services Manager works with nominated officers in each building to review building risk assessments and arrangements in each building. In Number One Market Street, the Environmental Services Manager and the Principal HR Officer will share the role. The main Admin buildings are as follows:

Building	Responsible person(s)
Nelson Town Hall	Caretakers
Fleet Street Depot	Service Manager
Number One Market Street (Council services provided by Liberata and Council staff working from this building)	Client Director and Council Caretakers

All the Admin buildings have restricted fob access. Each employee should ensure they bring their fob to work and keep it safe. If a fob is lost it should be reported immediately. A charge may be made for replacement fobs. When an employee leaves it is the Service Manager's responsibility to ensure that the employee returns their fob before the end of their last working day.

Employees should also take the following measures to assist with maintaining security:

- Be aware of anyone following you through an entrance and check they have their staff ID badge. All staff are encouraged to ask to see the ID/visitor badge of someone they do not recognise. For example 'Hello, it is council policy that I ask to see your ID/visitor badge for security reasons'
- Ensure external doors are locked and not propped open.
- Report to your line manager anyone taking an unusual or excessive interest in features of a building, taking photographs, filming, making notes or sketches or asking detailed or unusual questions about a person, place or building.

5. Visitors to Admin Buildings.

During the normal working day

Admin Buildings have a variety of visitors, from elected members, to contractors to people attending meetings. All elected members have been issued with ID badges and know that they should wear them when in Admin buildings. Visitors' books are in place at all buildings for any other visitor who needs to go beyond the reception areas.

If you are expecting a visitor and it is not possible for you to deal with them in the reception area then you must instruct them to report to reception first to get a visitors badge. If you work in a building that does not have a reception area then you should arrange to meet your visitor at the entrance to the building and then issue them with a visitors badge yourself.

During a visit the Service Area must take responsibility for the visitor in the event of an emergency situation requiring evacuation of the building.

If you arrange a meeting which will have a number of visitors then you should liaise with the Receptionist and where possible give a list of those expected to attend. For large meetings you may need to provide assistance with the visitor book process.

When your visitor(s) leave you should remind them to return their visitor badge and sign out.

Evening meetings

A number of evening meetings are held at Nelson Town Hall. Safety and security arrangements for these meetings rest with the Democratic Services Manager and the Caretaking staff.

6. Unacceptable behaviour by Visitors/Customers.

Due to the nature of some of the work that we do it is inevitable that some of our visitors/customers will not be pleased with us. We will always do our best to provide the best possible service to all our customers; however we do not expect our employees (or others working on behalf of the Council) to be subjected to unacceptable behaviour or threats whilst doing their jobs. Notices will be placed in all public contact points advising customers about unacceptable behaviour. The wording will be as follows:

Our staff work hard to deliver services and we have the right to be treated with respect and work in safety.

Aggressive behaviour and abusive language will not be tolerated by the Council and their employees. We will ask you to leave if you express any level of violence or aggression that we consider to be abusive. We will take legal action when this is needed.

If the Services we offer do not meet your expectations, please use the Council's complaints procedure. If you have a suggestion for ways in which we can improve our services please write to: Philip Mousdale, Corporate Director, Town Hall, Market Street, Nelson, BB9 7LG.

Thank you for your cooperation and support.

*Pendle Borough Council
and our Partnership Organisations*

Employees are encouraged to report any incidents using the Violent Incidents at Work Procedure. Details of customers who threaten employees with violence may also be entered on to our database for potentially violent people. In addition to this where there is a serious incident or a customer repeatedly displays unacceptable behaviour then consideration will be given to banning this person from our public contact points, from receiving home visits, or providing services.

This decision will be made jointly by the Service Manager concerned, the Corporate Director, and either the Environmental Services Manager for incidents relating to council employees or the Principal HR Officer for incidents relating to Liberata employees. This decision will be confirmed in writing by the Service Manager and sent by recorded delivery. The decision to ban a member of the public from administration buildings will be reviewed after a period of 12 months by the Chief Executive, the Corporate Director and the Principal HR Officer. Based on the evidence available at the time a decision to lift the ban may be agreed. Items to be considered will include the severity of the original incident, further reports of misconduct, acceptable methods of communication being made or an apology for previous misconduct being received.

7. Personal Safety of Employees outside the Workplace.

The Council is committed to ensuring the personal safety of all of its employees and recognises that there are particular risks involved for those employees who are involved with lone working. It is the Council's intention that these risks should be minimised, wherever practicable, by the following steps:

- a) It is the responsibility of all Service Managers to ensure that an adequate assessment is made of all risks to employees within their Service Area as a result of undertaking their duties, in line with the Council's Risk Assessment Procedure; this includes any risk to personal safety.
- b) Where risk assessments have identified the possibility of risk to personal safety then the Service Manager must devise a Personal Safety Procedure for the service area. This procedure must outline safe working practices to be followed by employees. The nature of the safe working practices will obviously depend on the service being provided and the level of risk involved, however, as a minimum the following must be covered:
 - i) Ensure that an ethos exists where employees understand that their personal safety comes before business needs and they feel comfortable in highlighting problems.
 - ii) Ensure that there is a system which identifies the location of employees who work alone away from the office. This should be either the Council's Lone Worker Monitoring system (Solo Protect) or a system devised by the service area which as a minimum monitors the following:

Name, time of departure, places to be visited, expected time of return, contact number, vehicle type, colour and registration. Where the employee is out for prolonged periods

they should call into the office at two-hourly intervals. Where the employee is visiting a number of places they should provide the details of the visits to be made/area to be worked in up to the first time they call in and then provide an update of the next visits to be made.

The system should be monitored by someone who is office based at least every two hours and there should be an agreed procedure in place for action to be taken when an employee does not return or make contact at the given time. The system should also be suitable for monitoring the safety of people who have to work outside normal office hours. The Service Manager has responsibility for ensuring that emergency contact details are kept up to date.

- iii) Specify circumstances in which lone working is not permissible and what alternative action to take if they do encounter violence or abuse whilst carrying out their duties.
- iv) Ensure that appropriate employees register to view Volcano and use it prior to any visits.
- v) Encourage employees to report incidents of violence or abuse via the Council's Violent Incidents at Work Procedure.
- vi) Provision of appropriate training, where necessary.
- vi) Provision of protective equipment eg, personal alarm, dog dazer, mobile telephone, panic buttons etc, as appropriate.
- vii) Ensure that regular checks are made and documented to ensure that the procedure is adequate and is being followed by staff and managers e.g. violence drills.

6. Monitoring and Review

The effectiveness of this Policy and the Service Area Procedures will be monitored through reports made via the Council's Violent Incidents At Work Procedure or by initiatives by the Risk Management Working Group, and reviewed accordingly. The Council will continually review the corporate processes it has in place to protect the personal safety of staff.