Violence and Aggression Policy

PRN-148: Violence and Aggression Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to protecting staff, service users, families, and the public from violence, aggression, intimidation, and threatening behaviour. Companionship work often occurs in private homes and community settings, where risks may arise unexpectedly. This policy ensures that all staff understand how to prevent, recognise, respond to, and report violence and aggression safely and professionally.

Violence and aggression are safeguarding concerns and must be treated with urgency, seriousness, and zero tolerance.

2. Key Principles

- **Zero tolerance:** Violence, aggression, intimidation, and threats are never acceptable.
- **Safety first:** Staff must prioritise personal safety and service user safety.
- **Awareness:** Staff must recognise early signs of aggression.
- **Boundaries:** Staff must maintain professional limits to reduce risk.
- **Non-confrontation:** Staff must avoid escalating conflict.
- **Reporting:** All incidents must be reported immediately.
- **Compliance:** Actions must align with UK safeguarding and health & safety regulations.

3. Policy Statement

CAREHOPES ensures that all staff:

- Avoid unsafe environments
- Leave immediately if violence or aggression occurs
- Report incidents without delay

- Document concerns accurately
- Maintain professional boundaries
- Follow lone-working and safety procedures
- Cooperate with safeguarding and emergency services

Staff must **not**:

- Confront or challenge perpetrators
- Attempt physical intervention
- Remain in unsafe environments
- Ignore signs of escalating aggression
- Engage in arguments or retaliatory behaviour

4. Purpose

- Protect staff and service users from violence and aggression
- Provide clear procedures for responding to incidents
- Strengthen safeguarding through risk awareness
- Ensure compliance with legal and regulatory requirements
- Promote safe companionship practice
- Support staff confidence and wellbeing

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers violence and aggression in:

- Private homes
- Community settings
- Public spaces
- Transport

- Overnight companionship
- Holiday companionship
- Digital environments

6. Related Policies

Safety, Health & Risk Management

PRN-046 Health and Safety Policy PRN-069 Risk Assessment Policy PRN-100 Environmental Safety & Home Condition Policy PRN-120 Fire Safety Policy PRN-121 First Aid Policy PRN-126 Infection Prevention and Control Policy

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-136 Safeguarding Children Policy PRN-144 Child Abuse Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy PRN-139 Staff Conduct and Behaviour Policy

Lone Working & Multi-Agency Work

PRN-054 Lone Working Policy PRN-053 Lone Working and Community Visits Procedure PRN-145 Working in Pairs Policy PRN-147 Proxy Working Principle

Digital & Information Governance

PRN-112 Data Protection and GDPR Policy PRN-023 Confidential Information Management Policy PRN-024 Confidentiality Policy PRN-049 Information Governance and Cyber Security Policy

7. Definitions

Violence: Any act involving physical force intended to hurt, damage, or intimidate.

Aggression: Hostile, threatening, or abusive behaviour that causes fear or distress.

Intimidation: Behaviour intended to frighten, pressure, or coerce another person.

Trigger Behaviour: Actions or conditions that may escalate into aggression or violence.

8. Recognising Signs of Violence and Aggression

Staff must be alert to:

- Raised voice, shouting, or verbal abuse

- Threatening language or gestures
- Physical intimidation or blocking exits
- Throwing objects
- Damage to property
- Sudden changes in mood or behaviour
- Signs of substance misuse
- Presence of weapons
- Aggression from family members or visitors

Early recognition prevents escalation.

9. Staff Responsibilities

9.1 Immediate Safety

Staff must:

- Leave the environment immediately if unsafe
- Move to a safe location
- Contact emergency services if needed
- Inform the office without delay

9.2 Professional Boundaries

Staff must:

- Avoid arguments
- Avoid physical intervention
- Maintain calm communication
- Avoid retaliatory behaviour
- Avoid personal contact outside approved channels

9.3 Reporting

Staff must:

- Report incidents immediately
- Document factual observations
- Escalate safeguarding concerns
- Cooperate with investigations

10. Responding to Violence and Aggression

10.1 Immediate Actions

Staff must:

- Remove themselves from danger
- Avoid confrontation
- Call emergency services if necessary
- Notify the office and DSL

10.2 Non-Confrontational Techniques

Staff must:

- Maintain calm tone
- Avoid sudden movements
- Keep distance
- Avoid touching the individual
- Avoid challenging statements

10.3 Safeguarding

Violence or aggression may indicate:

- Domestic abuse
- Mental health crisis
- Substance misuse
- Coercion or exploitation
- Child abuse
- Radicalisation

Concerns must be escalated immediately.

11. Violence and Aggression in Different Settings

11.1 Private Homes

- Assess environment upon arrival
- Identify hazards
- Leave immediately if unsafe

11.2 Community Settings

- Stay in public, visible areas
- Avoid isolated spaces

11.3 Overnight Companionship

- Ensure escape routes
- Maintain communication
- Avoid unsafe sleeping arrangements

11.4 Holiday Companionship

- Follow local safety guidance
- Avoid unsafe areas
- Maintain digital security

11.5 Transport

- Avoid unsafe vehicles
- Report concerns
- Follow approved travel procedures

12. Digital Violence and Aggression

Staff must report:

- Threatening messages
- Harassment
- Digital impersonation
- Cyber-abuse
- Stalking or monitoring behaviour

Digital aggression is treated as seriously as physical aggression.

13. Documentation & Record Keeping

Records must include:

- Incident details
- Observations
- Actions taken
- Safeguarding escalations

- Communication with authorities

Records must be stored securely.

14. Training Requirements

Staff must receive training in:

- Violence and aggression awareness
- Conflict de-escalation
- Lone-working safety
- Safeguarding
- Trauma-informed practice
- Digital safety

15. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Incident trends