

Guidelines for the Completion of the Violent Incident Form

The purpose of these guidelines is to provide managers with information which will enable them to complete the violent incident form.

This form has been developed primarily as tool for managers to assist them to monitor the incidence of violence within their establishments or areas of work. As such, accurate completion of the forms is essential and should prompt the identification of appropriate control measures at an early stage. The forms are also analysed centrally for the purposes of gathering statistical information and identifying trends throughout the directorate.

There has been, in the past, a tendency to treat physical assaults as being necessarily more serious than those of the non-physical variety. However, it has now become clear that this is a somewhat artificial demarcation as some non-physical assaults are clearly more serious than some which result in physical injury. In view of this, physical assault and non-physical assault should be considered together and evaluated according to their relative severity. Incidents involving self infliction are now identified as a separate category.

Ideally, the form should be completed by the manager during discussion with the employee involved in the incident. In some cases this may not be possible and it will be satisfactory for the employee to fill in the form at the time of the incident leaving the 'management action' section to be completed by the manager.

The table below gives guidance on assessing the degree and severity of a violent incident in order that managers can gauge the effect on employees and those persons using the Council's services. This adopts an ascending scale of seriousness, level 1 being least serious level 5 the most serious. However, managers should be mindful that the overriding factor required in the evaluation is the perception of the targeted individual to the particular incident in question. As a result, the level of seriousness ultimately assigned by managers following discussion with the employee may, by necessity, deviate from the guidance given in the table.

It is particularly important that employees are effectively supported after violent incidents and that appropriate management action is taken and recorded in the 'management action' section of the form. If, managers feel they need to deviate significantly from the guidance when agreeing a level of severity with the employee then this should be explored in this section. In the case of incidents involving service users this part of the form is likely to reflect changes to the individual's care plan.

It is anticipated that the completion and evaluation of the violent incident forms will be seen as an integral part of the management of services within the directorate.

Degree and Severity of Violent Incidents

| Level | Physical Violence | Non-Physical Violence | Self Infliction |
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| Level 1 | Physical violence resulting in no injury. | <p>Targeted verbal abuse, such as insults or swearing.</p> <p>Targeted threats perceived as being of a minor nature</p> <p>Threat to damage property.</p> | Self harm resulting in no injury. |
| Level 2 | Minor bruising or scratches as a result of intervening in an incident, for example restraint of a young person in a children's home. Normally this level of incident would apply to situations where the assailant inflicts a minor injury inadvertently and would be seen as something which occurs from time to time within normal parameters of the workplace. | Not applicable. | Minor injury, such as superficial injury, bruise, graze or scratch. |
| Level 3 | <p>Inadvertent injury with serious consequences, such as severe laceration.</p> <p>Deliberate assault resulting in a minor injury, such as biting that does not break the skin.</p> | <p>Damage to property.</p> <p>Attempt to assault a person without resulting in physical injury or intimidation of a person by the physical presence or behaviour of another.</p> | Serious injury, such as laceration, open wound or fracture. |
| Level 4 | Not applicable. | <p>Targeted verbal threat to injure an employee, their family, pets or animals owned by them.</p> <p>Targeted verbal threat made by one client to another.</p> <p><i>This level should reflect threats which are taken seriously. Such a decision should be based on the knowledge of the individuals concerned.</i></p> <p>Threat with weapon or extremely intimidating behaviour.</p> | A situation in which it is felt that there was a serious risk of suicide which will warrant the implementation of special management controls to monitor the situation. |
| Level 5 | Targeted assault by the assailant resulting in serious injury such as severe bruising, cuts and fractures. These may be inflicted by biting which breaks the skin, forceful physical action or through the use of a weapon. The latter may be an item readily available within the immediate environment, | Harassment, including racial or sexual harassment. Harassment is different from behaviour involving occasional insults or isolated incidents of a sexual or racial nature. It implies ongoing or continuous behaviour perpetrated by one person upon another. This may have a cumulative effect on the person targeted and may escalate in its | Very serious injury, such as that arising from attempted suicide or extreme self-mutilation. |

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| | <p>such as a chair, television, craft knives or other hand tools.</p> <p>Any incident which results in medical attention or hospitalisation.</p> | <p>severity. Such behaviour may be seriously damaging psychologically or physically unnerving.</p> | |
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