



Ironville Parish Council Risk Management Policy

1 Context

This risk management policy has been developed to help Ironville Parish Council create a safer working environment for staff. It has been developed in consultation with employees.

The Health and Safety Executive (HSE) is responsible for the regulation of most risks to health and safety arising from work activity within the UK. Workplace violence is defined by the HSE as: Any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work.

This is quite a wide-reaching definition and includes almost any form of abusive behaviour directed towards someone as a result of his or her work; this also includes abuse directed to someone outside working hours, but still relating to the job the person does. An example of this would be if the Parish Warden in his role as Civil Enforcement Officer (CEO) issued a Penalty Charge Notice (PCN) to a motorist during their working day and no abuse occurred, but the motorist recognised the CEO once their shift had finished and shouted abusive language at them when they were out of uniform.

The HSE generally recognises three forms of workplace violence:

Where a service user or other member of the public uses abusive language or behaviour towards you

Where a service user or other member of the public makes any threat towards you

Where a service user or other member of the public physically assaults you

2 Health and Safety

Employers have a legal duty under the Health and Safety at Work Act 1974, Section 2 to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of their employees.

Where violent incidents are foreseeable, employers have a duty to identify the nature and the extent of the risk and to devise measures, which provide a safe workplace and safe system of work.

Employers also have a Common Law 'Duty of Care' to others and are required to conduct their undertakings in such a way as to ensure, so far as reasonably practicable, the safety of other people who are not their employees, and to whom the premises have been made available.

The duty of care embraces employees as well as employers. Employees are required to 'take reasonable care for their own safety – and the safety of others – who may be affected by their actions or inaction'.

The duties placed on the employees do not reduce the responsibility of the employer to comply with his or her health and safety duties.

3 Risk Reduction

The overall aim of this policy is the prevention of conflict for all staff as Ironville Parish Council wants to make it clear that all violence to staff is unacceptable, and prosecutions will be sought.

In addition to this policy, some physical measures to help reduce workplace risks have been introduced, including personal attack alarms. The warden has undertaken training in CEO policy, guidance, and conflict management to reduce risk to him individually. A risk assessment, identifying possible risks faced by the warden while undertaking the CEO role has been completed and is attached in Appendix 1. The risk assessment will be checked regularly to ensure that it remains valid and reflects the current work situation

This risk assessment is the process for identifying possible risks faced by employees while undertaking their job, in particular, but not exclusively, the Parish Warden when conducting his CEO role. It assesses the likelihood of employees becoming subject to workplace violence and the severity of the danger they may face which has identified how the Council can develop a safe working environment.

3.1 Risks Assessed

A combination of factors is often the cause of risk which can escalate to work-related violence.

Those identified include:

The working environment

The design of the job

Situation escalating

Human Communications

3.2 Steps to Minimise Risk

a) The working environment

The introduction of Civil Parking Enforcement (CPE) under the Traffic Management Act (TMA) 2004, enables Ironville Parish Council to take responsibility for enforcing parking restrictions near our school. The Council's aims are to:

- promote safer parking around the school at pick up and drop off times.
- educate drivers and reduce obstruction / conflicts at peak times.
- contribute to road safety education.
- achieve compliance with parking restrictions through clear and informed advice and guidance.
- enforce parking restrictions for those drivers who do not follow the advice and guidance given.

To reduce the risks the Council has:

- Contacted the school to explain the role and sent a copy of this policy and risk

assessment.

- Published intention of starting the role in the village newsletter.
- Issued statement of the role, its the aims and objections on the Council's website, Facebook page and village noticeboards.
- Trained the warden in Civil Enforcement to a professional standard with a reputable organisation.
- Issued a copy of the Civil Enforcement Handbook to the warden.
- In all of the above made it clear that the primary purpose of the role is education and guidance, and that Penalty Charge Notices will only be issued as a last resort to repeat offenders.
- Issued a personal safety alarm.

b) The design of the job

Ironville Parish Council's CEO is a front line ambassador whose role is vital to ensuring safety at school drop off and pick up times. The objectives of the CEO is to ensure fair and consistent enforcement of Parking Controls.

To reduce the risks the Council has:

- Signposted on the Council's website to a full list [parking contraventions](#) on the Derbyshire County Council website.
- Focused Ironville's CEO solely on enforcing "school keep clears."
- Advised the CEO may allow a period of five minutes minutes to elapse between first observing the vehicle and approaching the vehicle driver. This is to satisfy the attendant that loading or unloading is not taking place.
- Issued an appropriate uniform containing the name of the Parish Council and the role being undertaken.
- Specified the hours of operation as at school drop off and pick up times.
- To prevent the employee being open to criticism of inconsistency, favoritism or bribery, deemed it inappropriate for them to be able to exercise discretion in the majority of cases.
- Agreed a consistent record keeping log which will be backed up by photographs taken if safe to do so.
- In the rare cases that a PCN is to be issued this will be affixed to the vehicle or handed to the person appearing to be in charge of the vehicle. In the situations specified below a postal PCN will be issued:
- If the CEO attempted to serve the PCN by affixing it to the vehicle or giving it to the person in charge of the vehicle but was prevented from doing so by some person.
- If the CEO had begun to write the PCN but the vehicle was driven away before the PCN could be served.

c) Situation Escalating

To reduce the risks:

- Made it clear to employees that personal safety is paramount and prioritized above all else. ALL STAFF are advised: You should never put yourself at risk.
- The CEO will conduct a dynamic risk assessment of situations (SAFER) to assess how it is unfolding and adjust response to manage the risk presented second by second. This process is broken down into the following parts:
 - Step back
 - Assess the situation.
 - Find help (if necessary)
 - Evaluate your options.
 - Respond with the appropriate option.
- Continually assess the person to ascertain whether they may be a threat using the POP method as set out in Appendix 2.
- Prompt reporting of a security incident, using the format as in Appendix 2, to the Parish Clerk to ensure the situation can be discussed the same day where possible.
- Incident discussion, to take the format as in Appendix 3, will include a decision on if incident is to reported to the police or other organizations and the risk assessment reviewed and, if necessary, updated.
- A Security Incident File will be held electronically with incident reports of all incidents filed in it. This will be reviewed at every Council meeting, and the CEO pilot scheme will be reviewed.

d) Human Communications

First impressions must be the right one as the first contact with a member of the public will create an impression. In conjunction with the feeling of annoyance at being told that their parking is illegal, the person may also be suffering from anxiety, frustration, excitement, or fatigue, from something that has happened to them prior to the interaction. This can be exacerbated by the way the interaction goes.

To reduce the risks:

- The CEO has been trained in presently a positive first impression - appearance, facial expression and body language.
- Act consistently and fairly and be pleasant and helpful.
- Having had the appropriate training the CEO will be professional and knowledgeable about what he is doing
- Use open questions and active listening skills.
- The Warden has been chosen for the role as CEO because he has excellent interpersonal communication skills.

Appendix 1: The POP method

Person

Do you know them? If you do not know them, what can you gain from the way they are acting or from the way they are dressed?

Are they under the influence of drugs or alcohol?

Are they bigger, younger, fitter, or stronger than you?

Object

Assess the situation with regards to any objects around you that may be used by a person to harm you.

Are there any sharp objects that could be used against you?

Could other 'innocent' looking objects be used to cause harm to you?

Place

Where are you? What time of day is it? Are you alone? If it is dark, is there adequate light?

Are you in a noisy location, would it be better to move to another location?

Are you in a familiar location?

Appendix 2: Format of incident report is as follows:

Who? – to whom has the incident happened?

When? – when did the incident happen?

Where? – where did the incident happen?

What has happened?

What have you done about it?

What help do you need?

In some cases, there is no time to send all the above information – for example if a serious incident has just begun. In this case send whatever information you can – there may only be time to release the security alarm and shout "Help!" before you take evasive action. A follow-up incident report follows the same format as the immediate report, updating information as required, as soon as the situation allows.

Appendix 3: Incident report discussion

- Full chronological account of the incident
- Who was involved?
- Reasons for any decisions taken.
- Reactions, immediate and subsequent, of the CEO
- Lessons to learn from the incident
- Identification of any failure of procedures
- Should incident be reported to police or another organisation?
- Review, and if necessary, an update, of risk assessment.