

Appendix 1 – H&S risk deep dives

ID: 31 Dealing with aggressive people	Pre-controls (Inherent) Risk Likelihood	Pre-controls Risk Consequence	Pre-controls Risk Ranking	Post-control (Residual) Risk Ranking	Risk Owner
There is a risk of psychological distress from verbal abuse both over the phone and in persons. There is further risk of physical harm from potential attacks from aggressive people.	Often	Major	Major	Major	H&S Advisor
<p>Appetite: For those in areas where they engage with members of the public (particularly those in enforcement work) for their role, there is an appetite to mitigate the risks.</p> <p>Type of Risk: Psychological harm, injury or loss of life – staff and/or public, financial, reputation.</p> <p>Background: Our staff are constantly engaging with the community and members of the public. It is difficult to predict when someone will respond aggressively to any conversation or activity the staff do. People can act intimidating, be verbally abuse and/or physically threat staff. Those in enforcement roles face this on a semi-regular basis . This could result in psychological harm, fear of work, and potentially psychical harm.</p>					
Key Treatments or mitigation activities	Responsible Person	Timeframe – Start date	Signoff	Frequency of review	Status
All field staff must complete situational safety training or similar once. Enforcement staff are to complete every 3 years.	H&S Advisor	Mar 2021	HR Manager	Quarterly	Ongoing
All aggressive behaviour events are reported and added into the People and Places on Interest Register.	Individuals	Nov 2020	HR Manager	Yearly	Ongoing
Staff visiting properties must check People and Places Layer on GIS Maps prior to leaving office, and follow the instructions listed for the property.	Individuals	Nov 2020	HR Manager	Yearly	Ongoing
Reception staff to use panic alarm if aggressive member of public enters reception.	H&S Advisor	Ongoing	HR Manager	Yearly	Ongoing
Vitae EAP services available to all staff.	H&S Advisor	Ongoing	HR Manager	Yearly	Ongoing
Investigating the potential benefit and practicality of body warn cameras for enforcement staff.	H&S Advisor	Feb 2021	HR Manager	One off	Not started