MANAGEMENT OF VIOLENCE AND AGGRESSION

Roles and responsibilities

Role	Responsibilities
Board	Agree the strategic direction for the Management of Violence & Aggression (MV&A) Ensure appropriate structures and leadership in place for MV&A Monitor the implementation and effectiveness of the strategy
Staff Governance Committee	Advise the Board on setting the strategic direction for the management of Violence & Aggression (V&A) Receive and agree reports on V&A risk management and assurance levels Provide an assurance recommendation to the Board Escalate any unmanaged significant risk to the Board
Health and Safety Committee	Assist the SGC in setting the strategic direction for the management of V&A Receive and agree reports and assurance from the local Health & Safety Committee (H&SCs) Provide an overall assurance recommendation to the Staff Governance Committee (SGC) Promote and share good practice Escalate any unmanaged risks to the SGC
Local Health and Safety Committees	Receive and agree V&A reports and assurance from line management Hold line management responsible Provide an assurance recommendation to the H&SC Promote and share good practice within area of responsibility and to other local H&SCs through the H&SC reports Escalate any unmanaged risks to the H&SC
Line management – head of service e.g. General Manager or equivalent	Be responsible for the management of risk from V&A to staff Develop and implement the systems needed to deliver on the strategic aims, provide assurance, and to deliver improvements in the management of V&A within their line management structure. Provide reports to the local H&SC on the implementation of the strategy, learning, incidents, achievements, and gaps. Receive and implement direction from the local H&SC Escalate any unmanaged risks to the local H&S Committee

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	Managers are responsible for ensuring risk assessment (Purple Pack) has been undertaken annually in Quarter One, in addition to staff attendance at the relevant training linked to the risk assessment.
Line management – CSM / CNM or equivalent	Be responsible for the management of risk from V&A to staff To provide appropriate numbers of staff to undertake work-based training activities, in line with the NHS Lothian Management of Aggression Training Strategy. To facilitate adequate numbers of training sessions for staff within Division to receive the necessary education and training to manage violence and aggression. Develop and implement the systems needed to deliver on the strategic aims of the NHS Lothian Management of Aggression Training Strategy , provide assurance, and to deliver improvements in the management of V&A within their line management structure Provide reports to the HoS on the implementation of the strategy, incidents, achievements, and gaps Promote and share good practice within area of responsibility through line management and to own local H&SC Escalate any unmanaged risks to the HoS Support direct reports with incident/near miss investigation and improvements in risk reduction. Managers are responsible for ensuring risk assessment (Purple Pack) has been undertaken, in addition to staff attendance at the relevant training linked to the risk assessment.
Line management – Team Leader / SCN or equivalent	Be responsible for the management of risk from V&A to staff Implement the systems needed to deliver on the strategic aims, provide assurance, and to deliver improvements in the management of V&A within their area of responsibility Undertake investigations on incidents/near misses in order to reduce risk Support individual staff or groups of staff affected by V&A Promote and share good practice within area of responsibility through line management and team structures. Managers are responsible for ensuring risk assessment (Purple Pack) has been undertaken, in addition to staff attendance at the relevant training linked to the risk assessment. Where Lone Working Devices are indicated as part of the risk assessment process Managers must ensure that all: • Escalations are in place for Category 1 lone workers, including staff bank.

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	• Requirements for the use of lone working devices are implemented by staff. E.g., suitable escalations, elearning, activation of devices, updates of devices, recording on eEss and monitoring usage is in place. All worked Based Trainer (WBT) will sign a 3-way learning agreement between the trainer, the line manager and MAT and will adhere to the WBT remit.
Staff	Be aware of and meet personal responsibilities in terms of the management of V&A to colleagues and patients Participate in risk assessment process Discharge personal responsibilities for always keeping safe Escalate any unmanaged risks through line management Identify, promote, and share good practice through line management and educational lines Attend and participate in training Implement the learning from training Report and participate in the reporting of incidents/near misses and co-operating in any investigations and improvement projects All lone workers who are issued with a Lone Working Device must ensure they complete elearning, any training in line with the Risk Assessment, activate their device, provide regular device updates, and use the device in line with their service Safe & Well Procedure.
Work Based Trainers	Undertake the training required by GSA standards delivered via Management of Aggression Team. Based on the GSA training preparation deliver the appropriate level of education as directed by local risk assessments. Review and support competent risk assessment of participants. Accurately maintain training records in line with NHS Lothian governance standards. Work Based Trainers delivering training on behalf of MAT must portray a positive and professional image.
Partnership leads	Assist the Board on setting the strategic direction for the management of V&A Provide input into the assurances required via H&S committees Be involved in and assist in the development of systems and processes that support the V&A policy Be involved in and support any investigation of a V&A incident.

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	Promote the usage of lone working devices Promote the assessment and completion of the Purple Packs.
Staff side representatives	Support the local risk assessments Raising issues on behalf of members Support individual staff or groups of members affected by V&A Promote the usage of lone working devices Promote the assessment and completion of the Purple Packs.
Management of Violence and Aggression Team	Be the subject matter experts in the management of V&A and keeping staff safe Assist the Board on setting the strategic direction for the management of V&A Reviewing and supporting competent risk assessment Provide expertise to line management in the implementation of the systems needed to manage the risk from V&A Directly support line management in the investigation of incidents of V&A Collate and share the learning from the practices and from the investigation of incidents Operate a model of continuous improvement Deliver appropriate education and training as directed by the local risk assessments Collaborate with H&S team
Health and Safety Team	Assist the Board on setting the strategic direction for the management of V&A Share knowledge and expertise in Health and Safety and Risk management with line management and the MVAT Support the local and overarching H&SC Directly support line management in the investigation of incidents Support the development and completion of improvement plans Collaborate with the MVAT strategically to operationally Maintaining the assurance monitoring (Purple Pack) as part of H&S reporting