

## Violence Prevention and Reduction

### Public Board

### 30th May 2024

<b>Presented for:</b>	Information and Assurance
<b>Presented by:</b>	Craig Richardson - Executive Director Estates and Facilities
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<b>Previous Committees:</b>	22 May 2024 Workforce Committee

Our Annual Commitments for 2024/25 are:	
Reduce wait for patients	✓
Reduce Healthcare Acquired Infections by 15%	
Reduce our carbon footprint through greener care	
Use our existing digital systems to their full potential	✓
Strengthen participation and growth in research and innovation	
Deliver the financial plan	✓
Be in the top 25% performing Trusts for staff retention	✓

Risk Appetite Framework				
Level 1 Risk	(✓)	Level 2 Risks	(Risk Appetite Scale)	Risk
Workforce Risk	✓	Workforce Supply Risk - We will deliver safe and effective patient care through having adequate systems and processes in place to ensure the Trust has access to appropriate levels of workforce supply.	Minimal	↔ (same)
Operational Risk	✓	Health & Safety Risk - We will protect the health & wellbeing of our patients and workforce by delivering services in line with or in excess of minimum health & safety laws and guidelines.	Cautious	↔ (same)
Clinical Risk	✓	Patient Safety & Outcomes Risk - We will provide high quality services to patients and manage risks that could limit the ability to achieve safe and effective care for our patients.	Cautious	↔ (same)
Financial Risk	N/A	Choose an item.	Minimal	↔ (same)
External Risk	✓	Regulatory Risk - We will comply with or exceed all regulations, retain its CQC registration and always operate within the law.	Averse	↔ (same)

Key points	
1. Inform the Board of the strengthened governance structures in place to ensure LTHT meets its responsibilities as set out in the new NHS Violence Prevention and Reduction Standard	Information
2. Provide assurance to the Board of the on-going work in relation to reducing violence and aggression	Information
3. Inform the Board with regards to the Trust's compliance against the NHS Violence Prevention and Reduction Standard	Information

## 1. Summary

This paper provides assurance to the Board of the on-going work in relation to violence prevention and reduction in LTHT.

The violence prevention and reduction programme of works at LTH aims to embed a culture where our colleagues feel supported, safe and secure at work.

The NHS Long Term Plan, NHS People Plan and NHS People Promise demonstrate a commitment to support the health and wellbeing of NHS colleagues, recognising the negative impact that poor staff health and wellbeing can have on patient care. This is also central to the [NHS EDI Improvement Plan](#).

From 2023 all NHS organisations operating under the NHS Standard Contract must have regard to the violence prevention and reduction standard (General Clause 5)<sup>1</sup>. Twice yearly organisations are required to self-assess their status against it and provide board assurance that they have met the standard.

Commissioners are also expected to undertake compliance assessments as part of their regular contract reviews, twice a year as a minimum, or quarterly if significant concerns are identified. This paper details LTHT's current status, in regard to compliance with the standard and is intended to meet the requirement for six monthly Board reporting.

In recognition of the importance of ensuring our staff are safeguarded from abuse and violence and aggression, work continues to be undertaken aimed at strengthening our internal governance framework. This has included the establishment of a multi-disciplinary steering group with responsibility for ensuring LTHT meets the criteria as set out in the standard as well as monitoring on-going compliance.

The completed self-assessments of compliance will be presented to the Workforce Committee twice yearly and subsequently to the Board as required in the standard.

In March 2023 the HSE wrote to NHS organisations with regards to targeted inspections looking at the effects of violence and aggression and musculoskeletal injuries. As more information on this emerges the Trust will report further, especially if the Trust is selected for audit.

In July 2023 NHSE wrote to Trusts around the sexual safety of staff and the Trust is implemented the intentions of the letter.

## 2. Background

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<sup>1</sup> The national violence prevention and reduction standard complements existing health and safety legislation. NHS England make it clear that employers have a general duty of care to protect staff from threats and violence at work. The standard delivers a risk-based framework that supports a safe and secure working environment for NHS staff, safeguarding them against abuse, aggression and violence.

Violence and abuse toward staff is one of the many factors that can have a devastating and lasting impact on health and wellbeing.

The NHS violence prevention and reduction standards seek to address the increase of reported attacks on NHS staff. The standard supports the “work without fear” (formally zero tolerance) message and will be underpinned by:

- A new national reporting system (still to be implemented)
- Greater scrutiny by care inspectors of data, policies and information supporting the reduction of violence and aggression
- A partnership between the NHS, Police and Crown Prosecution Service
- The introduction of the “Protect the Protectors Bill” and subsequent legislation - The Assaults on Emergency Workers (offences) Bill
- Better training for staff in dealing with violence and aggression, especially with regards to Mental Health patients and those with dementia.

NHS Employers have a duty to protect the health, safety and welfare of staff under the 1974 Health and Safety at Work Act. This includes assessing the risk of violence and taking steps to reduce it as required under the Management of Health and Safety at Work Regulations 1999.

The Health and Safety Executive (HSE) defines violence at work as *“any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work”*. This covers the serious or persistent use of verbal abuse, which the HSE say, *“can add to stress or anxiety, thereby damaging an employee’s health”*. It also covers staff assaulted or abused outside their place of work, for example, while working in the community, as long as the incident relates to their work.

The NHS Violence Prevention and Reduction Standard is in place to address the increase of reported attacks on NHS staff. The standard supports the *“Work without Fear”* and *“Report to Support”* message and will be underpinned by:

- A new national reporting system (still to be implemented)
- Greater scrutiny by care inspectors of data, policies and information supporting the reduction of violence and aggression - the Violence Prevention and Reduction Steering Group are leading on this for the Trust.
- A partnership between the NHS, Police and Crown Prosecution Service
- The introduction of the “Protect the Protectors Bill” and subsequent legislation - The Assaults on Emergency Workers (offences) Bill
- Better training for staff in dealing with violence and aggression, especially with regards to Mental Health patients and those with dementia. The Trust has commissioned bespoke training via the Trust’s Quality Improvement Collaborative that is addressing clinical drivers that lead to challenging behaviours and violence and aggression
- In May 2023 the Trust appointed a violence prevention and reduction co-ordinator.

### **Strengthened Governance Framework**

To ensure the standard is fully considered within LTHT a Violence Prevention and Reduction Steering Group has been established with a Project Board, chaired by the

Executive Director of Estates and Facilities. The following areas of responsibility within the overall agenda have been agreed with the Executive Directors as follows:

- **Staff on staff issues:** Executive Lead - Director of HR and OL - the reason for this is because there are established HR processes for dealing with such matters and these incidents are more likely to be reported through HR processes than through security or similar reporting routes.
- **Patient on staff abuse, violence or aggression related to challenging behaviours resulting from clinical condition, medication or other health matters:** Executive Lead - Chief Nurse. As such incidents are generally as a result of underlying clinical conditions, the preventative measures, or risk reduction measures are often clinically/treatment related.
- **Violence and aggression related to anti-social behaviour by visitors or those not in a clinical setting:** Executive Lead - Director of Estates and Facilities. Those involved in this category tend to be regular perpetrators and those not requiring clinical care and processes for dealing with them are in place and managed by Security with assistance from Risk Management.

### **Position Statement Against the Violence Prevention and Reduction Standard**

There are 32 criteria to meet within the standard. The standard has been developed using the Plan, Do, Check, Act (PDCA) approach. PDCA is an iterative four-step management method used to validate, control and achieve continuous improvement of processes. A large proportion of the detailed expectations are already being addressed in the Trust's existing work, but key to the standard is a new requirement for an organisational self-assessment and the development of a violence reduction strategy, LTHT has an approved strategy and an action plan endorsed by the Trust Board<sup>2</sup>.

Stakeholders from across the Trust have undertaken a self-assessment against the criteria within the standard. The provisional assessment indicates the Trust is mostly compliant with the criteria in the standard with some areas of partial compliance and no non-compliant elements of the standard. The Trust in its self-assessment, has added two columns a RAG rating column and a mitigations / action column. The standard is subject to on-going review and the new Violence Prevention reduction Co-ordinator, when in post will have responsibility for the on-going compliance against the standard.

The assessment is now subject to on-going validation by the stakeholders and following this an action plan will be continually developed that evolves from periodic review at the Steering Group and Project Board. On-going updates to the Workforce Committee / Trust Board will provide the outcome of the validated self-assessments. The Violence Reduction Steering Group has responsibility for overseeing compliance with the standard and monitoring implementation of the actions to address any shortfalls.

### **3. Proposal**

It is proposed that the Board accept this paper as assurance that the Violence Prevention and Reduction Steering Group are providing assurance that the standard has been

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<sup>2</sup> A separate, more detailed paper sets out the Trusts approach to reducing violence and aggression against our staff and the assessed GAPS in the compliance with the standards and supporting action plan.

adopted and any deficiencies identified will be mitigated and an action plan will be provided and complied with

#### **4. Financial Implications**

There are no financial implications with regards this paper.

#### **5. Risk**

There is a risk, CRRO3 “Violence due to organic, mental health or behavioural reasons” on the Corporate Risk Register which is currently scored at 16. This risk is reviewed and updated on a regular basis by the Head of Mental Health Legislation in conjunction with the Deputy Chief Nurse. The risk was last reviewed at the Trust’s Risk Management Committee in December 2023. It is due for review again in June 2024<sup>3</sup>. The Risk Management Committee is provided with information on the controls in place to mitigate the risk as well as details of further actions being undertaken to reduce the level of risk further. There is no proposed change to the score of 16.

#### **6. Communication and Involvement**

A number of stakeholders have been involved in the development of the Violence Prevention and Reduction Standard. All stakeholders have a responsibility with regards to the management and reduction of violence and aggression and challenging behaviours. Stakeholders consist of staff and organisational representatives.

#### **7. Equality Analysis**

The Leeds Teaching Hospitals NHS Trust is committed to ensuring that the way that we provide services and the way we recruit and treat staff reflects individual needs, promotes equality and does not discriminate unfairly against any particular individual or group. Those involved in contributing to this paper and the different work streams involved in this subject continue to assess the impact upon equality. Those involved in the different work streams involved in this subject continue to assess the impact upon equality.

#### **8. Publication Under Freedom of Information Act**

This paper is in the public domain and as such would be released as requested under FOI.

#### **9. Recommendation**

The report was scrutinised by the Workforce Committee and provides assurance that the Trust has in place the necessary governance and assurance arrangements to reduce the incidence of violence and aggression and has in place assurance with regards to the Violence Prevention and Reduction Standard.

#### **10. Supporting Information**

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<sup>3</sup> The risk is due to RMC in June 24, however the newly appointed Violence Reduction Co-ordinator is reviewing the risk and mitigation against the risk as a priority

The following papers make up this report:

- Workforce Committee detailed paper on Violence Prevention and Reduction Standard (which includes the self-assessment and assurance on progress of delivery and planned timescales) – the paper was scrutinised and commended for the assurance provided at WFC on 22 May 2024

Dan Jones – Violence Prevention and Reduction Coordinator and Operational Lead