



COMMUNITY TRADE UNION JOINS ICM

Community has joined the Institute of Conflict Management as a corporate member. The ICM and Community have been discussing ways in which the Justice Sector can be assisted to increase and maintain standards in relation to preventing and managing violence and assaults to staff. According to Community, its members working in justice and custodial services across the UK have consistently reported that standards and safety in the sector have seriously deteriorated over the last five years. So Community has launched a campaign to tackle what it calls a ‘race to the bottom’ and to create a safer justice sector. Members of Community will have access to ICM newsletters and bulletins to keep them informed on violence at work issues. Community’s Campaign for a Safer Justice Sector aims to secure a safer justice and custodial sector for everyone. Working with their senior workplace reps in the sector they have developed a Safe Operating

Solutions charter. They believe should be the minimum standards under which staff should be expected to work. Community wants all providers of justice and custodial services that are awarded through government procurement processes to adhere to the following five standards:

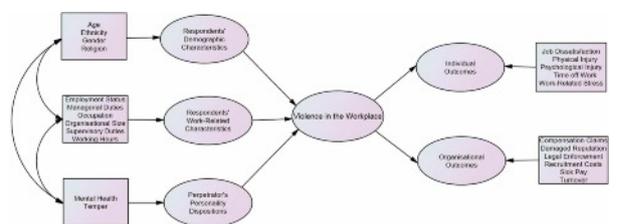
- REDUCTION OF VIOLENCE AGAINST STAFF**
- AGREED STAFFING LEVELS**
- HEALTH AND SAFETY DELIVERY**
- CONSISTENT AND EFFECTIVE TRAINING**
- POSITIVE PARTNERSHIPS WITH LOCAL EMPLOYERS AND COMMUNITY GROUPS TO REDUCE RE-OFFENDING**

Community is calling on governments right across the UK to enact these principles by ensuring that all new contracts adhere to the charter and by reviewing all current contracts to ensure they meet these minimum standards.

NEW DATA SHOWS THAT 22% OF VIOLENT CRIMES PERPETRATED IN THE WORKPLACE

At the recent Partnership on Work-related Violence (POWV), chaired by the ICM, Julian Edwards (Open University) and Paul Buckley (HSE) presented their paper entitled “Customer-perpetrated work-related violence: prevalence and trends in Britain” published in Occupational Medicine in 2016. The aim of their research was to examine the prevalence and causes of customer-perpetrated WRV in Britain over a 12 year period. Demographic, work and perpetrator’s personality characteristics were examined as predictors of WRV, using data from the Crime Survey of England & Wales across 2001-2013. In 2013 the Crime Survey for England & Wales (CSEW) estimated that there were 649000 incidents of WRV, comprising 332,00 assaults, and 317,000 threats. Results from the CSEW (2012/2013) showed that workers in caring and social professions and managers and senior officials have a higher risk of WRV. The paper outlines that “Newly reported annual data from a sample of victims of customer perpetrated crime from the CSEW across 12 years showed on average that over a fifth (22%) of all violent crimes committed in the UK took place at work.” Further analysis showed that differences in gender, age

as well as managerial/supervisory duties, working hours, employment status, organizational size and occupation were significantly related to incidents of WRV. Perpetrators’ personality characteristics were also perceived as predictors of WRV.



Results from this study now allow the development of a proposed working model of WRV. The figure above provides a graphical representation of the associations between variables.

The paper can be downloaded from: <https://academic.oup.com/occmed/article/66/7/522/222634/Customer-perpetrated-work-related-violence?searchresult=1>

Most school support staff have been assaulted by pupils



One in five is attacked at least once a week, survey for the GMB union reveals, as police report 50% rise in incidents

More than half of school support staff have been attacked at work, according to research that suggests the problem is on the rise.

In a survey for the GMB union. 54% of teaching assistants say they have been physically abused or assaulted.

Almost one in five – 18% – of the assistants polled say they are attacked at least once a week. One in ten are abused once a month, while 9% say it happens once a term, and 17% within the past year. Almost a quarter also say they are verbally abused at least once a week.

– 29% of staff – have been injured at school and more than one in five – 21% – say it has negatively affected their working life.

Staff report being strangled, punched, kicked and having tables and chairs thrown at them. Some admit that they are in fear of violent gangs operating within their schools. Some have had false allegations of abuse levelled against them by pupils.

“I was extremely shocked and frightened and feel emotionally exhausted,” says one respondent, who had been attacked by a child and asked not to be named. “I am very worried this child will attempt to attack me again. I have said I don’t want the child anywhere near me.”



Another blames their school’s culture. “Heads and senior management should show that they are backing their staff by setting appropriate measures when a pupil shows signs of

violence,” the assistant says. “Will it take a death before schools take notice? Maybe this is a factor why so many teachers leave the profession.”

Karen Leonard, a GMB national officer, said: “No one should have to put up with being attacked while at work – and our members are no different. The results of this survey make truly disturbing reading, with teaching assistants, caretakers, lunchtime supervisors and more experiencing shocking levels of violence. Many are left with terrible mental and physical scars. GMB demands a zero-tolerance approach to violence in schools – with proper, reliable support systems in place for those who do experience it.”

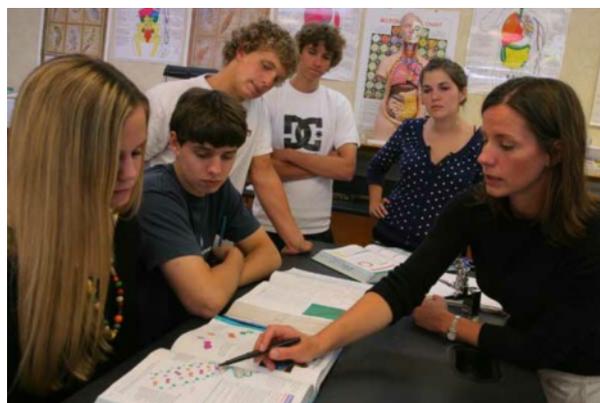
Union representatives are calling for a zero tolerance approach to school violence.

A survey for the ATL teachers’ union last year found that four out of 10 teachers had experienced violence from pupils in the past 12 months. Of those, about half were kicked or had an object thrown at them.

Figures released under the Freedom of Information Act reveal that across Britain there was a 50% rise in classroom incidents recorded by the police between 2014 and 2016.

Police have been called to schools about 700 times in the past three years to confiscate weapons from pupils. Figures from 28 local forces show 192 weapons were seized at schools in 2014, 221 in 2015 and 283 last year.

One factor appears to be a rise in children with special needs in the school system. A teaching assistant from



the East Midlands told the Observer that she had been off sick for several months since being put in charge of a violent eight-year-old boy with special needs.

She was forced to leave the room after one outburst but was told to return to the boy. “In 10 minutes I was back out of the room,” she said. “I’d been kicked, spat at, punched and had a table thrown at me, so I left and I haven’t been back. I’ve learned that the child now only comes to school in the mornings. More and more children are getting like that; they are running round school and the teaching assistants are having to follow them everywhere.”

The assistant, who has been sent for scans and is having steroid injections to treat injuries she received during three months of attacks from the child, said she did not blame the pupil.

“He doesn’t know any better, he’s a child. It’s heartbreaking to see these children like this. They’ve got behavioural, family, home problems. They need somebody qualified to deal with them. It’s just made me sickened. The school is letting the child down and there was no support for me from the head.”

(Source: [The Guardian](#))

UK watchdog criticises treatment of deportees on charter flights



First annual report from watchdog covering charter flight deportations raises concerns over use of force and restraint.

The enforced removal of some people from Britain on escorted chartered flights falls short of humane treatment, with some leaving the country in waist restraint belts or leg restraints almost as a default, according to an official watchdog.

The first annual report from the independent monitoring board covering charter flight deportations says that people being deported were generally treated fairly on Home Office charter flights but some aspects of their enforced removal fell short of providing basic dignity.

The board's report on removals in 2016 highlighted the use of force or restraint, which in some cases "appears to be a hasty reaction to a mild statement to the escorts of unwillingness to leave". Often the restraint is not removed until after the aircraft takes off.

The work of the monitoring board was formally approved by Home Office ministers in 2015. It came after the death of Jimmy Mubenga, who suffocated after being restrained by three G4S security guards in his seat during his enforced removal from Britain. The removals are now carried out by a different escorting contractor, Tascor.

The report covers the treatment of those being removed on six charter flights in 2016 to Lagos, Accra, Jamaica, Islamabad and Tirana. The watchdog found that those being removed had to endure long periods of up to seven hours of detention on coaches before their removal.

They also faced being denied dignity and privacy while using toilet facilities and had inconsistent access to the chief immigration officer present on every flight with the private security staff deciding who was allowed to get official advice about their cases.

The report reveals that on every flight some returnees left the UK under physical restraint. The flight to Jamaica in September 2016 saw 26 out of the 42 people being removed leaving in restraints. In most cases this involved the use of a waist restraint belt but a few were also placed in leg restraints. Those who refused to wear the waist belts could also be handcuffed first.

The monitoring board says it remains concerned about the extent of the use of force and restraint in the Jamaica operation despite Home Office explanations in which 66% of those being returned were restrained.

The Jamaica flight was described in advance as "potentially problematic" and the watchdog wonders

"whether the operation may have been talked up to Tascor staff to such an extent that approved restraint techniques were deployed almost as a default reaction, erring on the side of caution rather than individually assessed and each judged to be necessary, reasonable and proportionate." The monitoring board reports that despite the high use of waist belts the flight passed off peacefully, although one deportee who had been discharged directly from prison remained in his belt until the flight landed.

DO YOU REMEMBER THESE?:

NATIONAL OCCUPATIONAL STANDARDS ON PREVENTING & MANAGING WORK RELATED VIOLENCE

These 14 module standards have been available since 2000 and can help inform your training and organisational processes in relation to work related violence prevention & management. The ICM sourced funding for their development and contributed to revisions. These are available from the SkillsCFA:

www.skillscfa.org



PMWRV1 Make sure your actions contribute to a positive and safe working culture

PMWRV2 Identify, assess and review the risk of violence to workers

PMWRV3 Protect yourself and others from the risk of violence at work

PMWRV4 Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness

PMWRV5 Implement policy and procedures to reduce the risk of violence at work

PMWRV6 Promote a safe and positive culture in the workplace

PMWRV7 Resolve and evaluate work-related incidents

PMWRV8 Support individuals involved in violent incidents at work

PMWRV9 Investigate and evaluate incidents of violence at work

PMWRV10 Make sure communication is effective following an incident of violence at work

PMWRV11 Develop and maintain an effective management information system for incidents of violence at work

PMWRV12 Manage aggressive communication within an organisation

PMWRV13 Make sure your own actions minimise the risk of aggressive communication

PMWRV14 Manage lone workers

One in three LGBT people have been harassed or bullied at work, says TUC



More than one in three (36%) of LGBT people have been harassed or bullied at work, according to a major new study published by the TUC

today (Thursday), ahead of Pride in London and the TUC's LGBT conference.

More than 5,000 LGBT people responded to the survey, making it the most comprehensive workplace survey of LGBT people in the UK.

- Harassment and discrimination: More than one in three (36%) of LGBT workers have been harassed or bullied at work. Nearly two in five (39%) LGBT workers have been harassed or discriminated against by a colleague, more than one in four (29%) by a manager and around one in seven (14%) by a client or patient. This harassment and discrimination could include anything from "jokes" at the expense of LGBT people, to bullying, or blocking someone's career development.
- Being out at work: Only half (51%) of LGBT people – and just one in three (36%) young people – are out or open about their sexuality to all their colleagues at work. More than one in four (27%) of bisexual respondents hide their sexuality at work.
- "Outing": Almost one in three (30%) trans respondents have had their trans status disclosed against their will.

TUC General Secretary Frances O'Grady said: "Britain is fast becoming a more equal and accepting country. But it's shocking that in 2017 so many lesbian, gay, bi and trans people around the UK still experience discrimination and harassment at work just because of their sexuality or because they are trans.

"Let's be clear – homophobia and transphobia at work is undermining, humiliating and can have a huge effect on mental health. LGBT workers are often left feeling ashamed and frightened. It has no place in a modern workplace, or in wider society.

"Employers must be clear that they have a zero tolerance attitude to harassment of their LGBT staff – and stand ready to treat any complaint seriously.

"Many unions have a network for LGBT staff – and reps who are ready to stand up for LGBT workers facing harassment and discrimination. So if you're worried about what's going on in your workplace, you should join a union."

Third of UK workers experiencing anxiety, depression or stress, survey finds



More than a third of the UK workforce is experiencing anxiety, depression, or stress, according to a survey of employees in junior and senior roles.

Mental health problems are said to affect around one in six people in any given week. Of 2,000 workers who responded, 34 per cent said they had a health and wellbeing problem.

The findings, published by management consultancy firm PwC, come as NHS managers warn that the Government's commitment to improving mental health services is being undermined by rising demand, staff shortages and the failure of funding to reach the front line.

The survey found two in five, 39 per cent, of employees said they had taken time off work or reduced their responsibilities due to their health.

And nearly a quarter, 23 per cent, said they do not think their organisation takes employee wellbeing seriously.

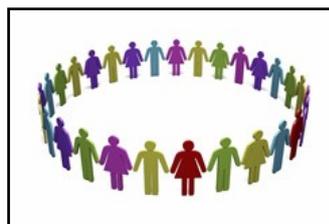
Theresa May has promised to reform mental health legislation and the Queen's Speech said the Government will "ensure that mental health is prioritised in the NHS in England".

However, of those who had taken time off work for health reasons, 39 per cent said they did not feel comfortable telling their employer about the issue.

Previous research by mental health charity Mind found that nearly half (48 per cent) of all public sector workers have been forced to take time off because of problems with their mental health.

Madeleine McGivern, head of workplace wellbeing programmes at Mind, told The Independent at the time he lack of support for employees suffering from mental ill health was "concerning", and said although the numbers were higher in the public sector, they were also considerable in the private sector and so support must be improved "across the board".

(Source: The Independent)



Teaching union calls for school lockdown plan

NASUWT The Teachers' Union

Schools need a coherent strategy for lockdown procedures in case of a dangerous event taking place on their premises, a teaching union said.

The NASUWT said schools currently had ad hoc drills to deal with various threats and called on the government to put together a comprehensive plan.

More than 200 head teachers in West Yorkshire have attended council-run seminars providing advice on lockdowns.

The government said it "constantly reviewed" security guidance it issues.

The seminars, run in collaboration with police, the fire service and the North East Counter Terrorism Unit, give advice on managing a potentially violent or dangerous event in or around a school.

Five have been held since the beginning of 2016, with organisers aiming to have covered every school in West Yorkshire by Easter 2018.

Scenarios covered include noxious fumes from a fire or chemical incident, weapons in school, animals in school grounds, aggressive pupils or parents and bomb threats.

Huddersfield's Reinwood Junior School is one of several in West Yorkshire which carries out lockdown drills, with pupils and staff practising twice a year.

After a pre-recorded alarm and message is played from the tannoy, pupils get under tables, teachers lock classroom doors, lights are turned off and window shutters pulled down.

Ian Darlington, Year Six teacher at the school, said it was better to practise so that it "almost becomes second nature" to the pupils.

"Initially it might appear that we are raising concerns, raising children's fears, but in actual fact they're quite calm doing it now," he said.

"They understand the importance of doing it and it doesn't worry them."

Chris Keates, NASUWT General Secretary, said: "Responsibility for ensuring security and terrorism

preparedness should be the responsibility of the whole governing body.

"It would not be appropriate for the government simply to require schools to have preparedness plans in place and assume that they are able to do this.

"Schools will already have plans in place to respond to a range of emergency scenarios, but it's important that they are given specific advice and support on what additional provisions are considered necessary and the support and advice to implement them."

A Department for Education spokesperson said: "Schools have a legal responsibility to ensure staff and pupils are safe.

"We provide a range of support for schools and constantly review guidance to ensure it is comprehensive and up to date."

Nursing shortage may worsen



New figures, from UCAS, reveal the number of people applying to study nursing this September has fallen by almost a quarter in England after the training bursary was removed.

The figures, which show a dramatic decline in mature students and male applicants, come just days after the NMC warned that more nurses were leaving than joining the official register.

It casts doubt on the ability to train enough nurses to fill the 40,000 vacant nurse posts in England.

RCN Chief Executive Janet Davies said: "When the NHS is struggling without enough staff to provide safe care, extra effort is needed to bring more nursing staff through training. Despite Government promises, the number of training places has not increased and student interest has fallen dramatically.

"The low pay in the profession – kept below inflation by the 1 % cap – means most students will never earn enough to repay the large loans. The move makes university seem out of reach for too many potential nurses at a time when they are needed most.

"The nursing shortage will get even worse unless ministers support people into training and scrap the cap on pay to keep experienced staff," she added.



Acid attacks: delivery drivers stage protest outside parliament

Delivery drivers led by Javed Hussain, the victim of an acid attack last week, have held a noisy protest outside parliament demanding protection from violence.

Hundreds of motorcycle and moped riders, who say they fear for their safety while working, brought traffic around Parliament Square to a standstill with their vehicles on Tuesday.

They say the attack on Hussain, who had his scooter stolen in one of five alleged acid-throwing incidents in east London on Thursday night, reflects an environment in which they and their vehicles are constantly targeted.

“We are scared. [The] government’s not taking enough action, [the] government’s not providing enough police,” said Hussain, who organised the demonstration. “I am a victim of an acid attack, I don’t want anyone else to experience the feeling of it. I felt fire on my face ... Who is going to give us our dignity? I want to ask the prime minister, who is sleeping [on the job] right now.”

Hussain said many delivery drivers were refusing to work after 8pm because they did not feel safe and many were considering leaving the job even if they had to “live on the streets”. He promised more demonstrations if drivers were not listened to. “This has happened so many times, that’s why all the drivers are angry,” he said.

Delivery drivers, some wearing the distinctive liveries of their employers, tooted their horns, revved their engines, and chanted: “No more acid attacks.” They blocked off the north side of Parliament Square with their vehicles and marched around the square holding a large banner, which read: “Stop acid attacks, bike theft, motorcycle crime.”

Wellington Silveira, 33, from Brazil, said he had been in London working as a delivery driver for about 10 years, but things had deteriorated to the extent that he was thinking of moving out of the city.

“I work in Islington, north London,” said Silveira, who works for UberEats and Deliveroo. “All day I have these problems; people trying to steal my bike. It’s not safe. I stop work at 10pm because it’s too dangerous.”

Bilal Zari, 32, said: “It’s about us being able to provide a service to people and put food on the table for our family. We are hard-working people.”

Zari said he had been threatened with reduced hours if he attended the demonstration, but had gone along anyway. “I am a father, I have two kids, [aged] two and three: that’s more important,” he said.



While Hussain said he was not blaming police, Silveira and Zari demanded tougher action by officers.

Hussain, an UberEats delivery driver, was on his moped at the corner of Queensbridge Road and Hackney Road when two men on a moped pulled up alongside and threw acid on him.

It was the first of five acid attacks to take place in a three-mile radius. He believes his helmet saved him from more serious injuries, but one of the alleged victims could lose sight in one eye.

Will Shu, the chief executive of Deliveroo, sent an email to his drivers on Tuesday pledging to protect them. He said a contact line has been set up for them to report concerns and no driver would have to work in an area where they felt unsafe.

A 16-year-old boy, who cannot be named because of his age, appeared in a youth court in east London on Monday accused of carrying out attacks on six victims on 13 July. He denies charges including wounding, robbery and possession of a weapon.

