

ZERO TOLERANCE TO VIOLENCE UNISON SURVEY



UNISON is concerned about the number of violent incidents to our members. Violence includes threats, verbal abuse and harassment as well as actual attacks and injury to staff by clients and members of the public. To gain more information about the risks of violence UNISON is conducting a confidential survey. UNISON does not accept that you should put up with violence at work as part of your job. It is not the individual's fault when it happens. Work related violence can be prevented and controlled, and your employer has legal duties to ensure your safety.

To help us raise the issue of violence with your employer we need more evidence of the extent and causes of violence against staff. Please complete this confidential questionnaire and return it to your UNISON representative. Please help us to help you.

1 Where do you work?

2 What is your job?

3 Are you worried about violence in your job? YES NO

4 (a) In the last year have you suffered any of the following in relation to your work? (if more than once, state how many times)

		<u>No of incidents</u>
Major injury – requiring medical assistance	<input type="checkbox"/>
Minor injury – requiring first aid	<input type="checkbox"/>
Threatened with a weapon	<input type="checkbox"/>
Threats or verbal abuse	<input type="checkbox"/>
Racial harassment	<input type="checkbox"/>
Sexual harassment	<input type="checkbox"/>
Sectarian harassment	<input type="checkbox"/>

(b) Describe details of incident(s) – when, where, whom, and what happened? (Continue on separate sheet if necessary).

5 Do you think your Manager takes your concerns about violence seriously:
YES NO

6 Do you know if there is a policy for dealing with violence at your work?
YES NO

7 Have you been given training on how to deal with violent situations?
YES NO

8 Have you been told how to report incidents, involving:

Actual injuries	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Verbal threats or abuse	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Racial, Sectarian or sexual harassment	YES <input type="checkbox"/>	NO <input type="checkbox"/>

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9 Are you aware of any measures that management have taken to deal with violence (for example, changes in staffing, the working environment, lighting, security arrangements, etc)?

YES NO Example

10 (a) If you have suffered violence at work, did your employer give you any help, for example, counselling, or paid time off work, etc?

YES NO

(b) What help were you given:

11 What could be done to prevent violence to staff and improve the help given to staff following a violent incident?

12 Is there any more information or advice relating to violence at work that you would like to share?

Are there any other comments that you would like to make?

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.....

*Name:

*Address:

*Tel No:

* Optional/You don't have to complete this section if you don't want to

IMPORTANT: The researchers are looking to gather more detailed information through a series of telephone interviews. If you are willing to help please provide contact details – interviews can be confidential if required.

Please return completed form to:

Jim Devine
Secretary, Scottish Health and Safety Committee
FREEPOST
UNISON, UNISON House
14 West Campbell Street
Glasgow G2 6BR

by no later than 14 May 2003

Thank you for helping UNISON to combat violence at work

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