



Standard Operating Procedure (SOP) Managing Violence and Aggression, Including Lockdown and Emergency Evacuation Plans and Testing

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Managing Violence and Aggression including Lockdown and Evacuation Plans.

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Managing Violence and Aggression including Lockdown and Evacuation Plans.

Purpose

The purpose of this SOP is to outline the procedures for managing violence and aggression within the organisation, including protocols for lockdown and emergency evacuation. This SOP also covers the regular testing and training required to ensure all staff are prepared to handle such situations effectively.

Scope

This SOP applies to all employees, contractors, visitors, and any other individuals on the premises.

Definitions

Violence: Any act of physical force or power threatened or actual, that results in or has a high likelihood of resulting in harm, injury, psychological trauma, or death.

Aggression: Hostile or violent behaviour or attitudes towards others.

Lockdown: A protocol used to protect individuals by keeping them inside a building or area during a potential or active threat.

Emergency Evacuation: The organised, phased, and supervised withdrawal of people from dangerous or potentially dangerous areas.

Responsibilities

Security Personnel: Responsible for monitoring threats, initiating lockdown or evacuation procedures, and managing the situation until law enforcement arrives.

Management: Responsible for decision-making during an incident, including initiating lockdown or evacuation, and communicating with staff and emergency services.

Employees: Responsible for following the procedures outlined in this SOP and attending all required training sessions.

Procedure

Prevention and Preparation

Training: Regular training on de-escalation techniques, recognising signs of potential violence, and the procedures for lockdown and evacuation.

Environmental Design: Implementing design features to enhance security, such as controlled access points, surveillance systems, and secure areas.

Risk Assessment: Conduct regular risk assessments to identify potential sources of violence and aggression within the workplace.

Recognising and Responding to Violence and Aggression

Identifying Signs: Be aware of warning signs such as verbal threats, aggressive body language, or the presence of weapons.

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Immediate Action: If violence or aggression is observed, employees should:

Alert Security: Notify security personnel or management immediately.

De-escalate (if safe): Attempt to calm the individual using non-confrontational language and behaviour.

Seek Safety: If unable to de-escalate, seek safety in a secure area.

Emergency Evacuation Procedures

Lockdown Procedures

Initiating a Lockdown

Trigger:

A lockdown may be initiated by security personnel or management upon recognising a credible threat to the safety and security of the premises or its occupants.

Communication:

Once a lockdown is declared, a clear, concise, and unambiguous message must be promptly broadcast to all areas of the building, confirming that a lockdown is in effect and providing initial instructions.

Where applicable, Riverside, Sirona and North Star staff who occupy the same building, together with non-staff such as contractors or visitors, must also be notified to ensure full situational awareness and compliance.

Consideration for Vulnerable Individuals:

During a lockdown, particular attention must be given to identifying vulnerable staff (e.g. individuals with disabilities, medical conditions, or those requiring additional support).

Pre-identified plans should be enacted to ensure their safety, which may include assigning responsible persons to assist them, relocating them to appropriate safe areas, or ensuring access to necessary medical or communication support.

Securing Areas:

- Lock doors and windows.
- Turn off lights and remain silent.
- Hide in a secure area away from doors and windows.
- Communication During Lockdown:
 - Use phones only for emergency communication.
 - Follow updates from security personnel or management.

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Evacuation Process:

Calmly and quickly exit the building using the nearest safe exit.

Assist individuals with disabilities or those who need help.

Move to the designated assembly point. (Outside Stokes Croft Pharmacy due to increased public awareness and CCTV in operation).

Post-Evacuation:

Headcount: Conduct a headcount to ensure all personnel are accounted for.

Further Instructions: Await further instructions from emergency services, security staff or management.

Coordination with Emergency Services

Notification: Immediately notify local police force or emergency services when a violent or aggressive incident occurs.

Collaboration: Provide all necessary information to emergency services and assist them as required during the incident.

Testing and Drills

Regular Drills: Conduct lockdown and evacuation drills at least twice a year to ensure all staff are familiar with procedures.

Scenario Testing: Run scenario-based training sessions to simulate different types of violent or aggressive incidents.

Review and Feedback: After each drill or real incident, conduct a review to identify areas for improvement. Update the SOP accordingly.

Post-Incident Procedures

Debriefing: Hold a debriefing session with all involved parties to discuss the incident and response.

Support Services: Provide access to counselling and support services for employees affected by the incident.

Reporting: Document the incident thoroughly, including actions taken and lessons learned.

Review and Updates

This SOP should be reviewed annually or after any significant incident or drill to ensure it remains effective and up to date. Changes should be communicated to all employees and included in future training sessions.

Conclusion

The safety and security of all individuals on the premises are of paramount importance. Adherence to this SOP will help to manage violence and aggression effectively, ensuring a safe environment for everyone.

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