



**LEICESTERSHIRE & RUTLAND**  
**CRICKET FOUNDATION**

## **Zero Tolerance Policy**



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## **1. Background**

Leicestershire & Rutland Cricket Foundation (L&RCF) is committed to providing a safe and secure working environment and acts or threats of physical violence, intimidation, harassment, verbal abuse or coercion which an employee is subjected to during the course of their duties will not be tolerated.

The Foundation will deal with all instances of violence and abuse in a robust and proactive manner. The Zero Tolerance Policy and associated policies and procedures have been put in place to reduce risk and enable staff to report a concern so that it can be managed effectively.

An act of work-related violence or aggression is defined as any incident in which a person is faced with an aggressive or violent situation, is verbally or physically abused, threatened or assaulted whilst undertaking duties expected of them in the course of their employment, regardless of the location at which it occurs.

## **2. Roles & Responsibilities**

Managers should ensure that the Foundations policy and agreed procedures are communicated to service users and visitors and that they are made fully aware that the Foundation will report any assaults on employees to the police. Notices to this effect are displayed prominently within service areas.

## **3. Key Responsibilities**

- Encourage and support staff to report all incidents of abuse.
- Establish a safe system of working and ensure that they have specific guidance for their service areas which are written and communicated appropriately to staff. This should include arrangements for lone/mobile workers.
- Carry out an assessment of the risk of violence/abuse within their working environment.
- Ensure that staff are provided with a safeguarding induction.
- Ensure that records of risk assessments and training are maintained, and that all reporting documentation has been completed.
- Ensure that staff receive relevant and timely support following incidents.
- Investigate reported incidents.
- Inform staff of the outcome of investigations.
- Take appropriate action against service users who assault, threaten or abuse staff.
- Evaluate the effectiveness of any measures undertaken.



## **4. Employees**

All employees will conduct themselves in such a way as to reduce the possibility of any conflict and will not act in a way that would create a violent, abusive, or unsafe workplace environment for themselves and others. If confronted with a situation that has the potential to escalate into an abusive/violent incident an employee must make a serious attempt to remove themselves from the situation and report the event to their Line Manager.

All employees have the responsibility to:

- Identify high-risk situations and agree action plans with their Line Manager as part of the risk assessment process.
- Report and complete incident reports in an accurate and timely manner.
- Undertake all training identified as appropriate to their role.
- Always work in a professional way and be aware of how their own behavior might be perceived by others.
- Consider the safety of others who may be affected by their actions or omissions.
- Make appropriate use of any personal safety equipment and facilities provided.

## **5. Risk Assessments**

Prevention of violence/abuse at work must start with a full assessment of the risks. Risk assessments should be carried out in line with the council's Health and Safety Policy and appropriate control measures will be implemented to protect individuals in their working environment.

Risk assessments should be in place to cover all reasonably foreseeable risks of violence or abuse.



In carrying out a risk assessment, the following may indicate that there is a risk of violence or abuse:

- Dealing with intoxicated or angry/distressed members of the public.
- Dealing with members of the public suffering from a mental illness or stress.
- Members of the public who are confused, disorientated/suicidal/or have a known criminal history.
- High-risk areas with contentious issues or complaints.
- Lone working.
- Situations where money, or other valuables may be the target for theft.
- When withholding or withdrawing a service/benefit.

The list shown above is not exhaustive and managers must take care to assess all possible personal security risks within their responsibility. Police assistance should be sought where the presence of drugs/weapons have been detected and/or to deal with violence or threatened /suspected violence.

When dealing with a known or suspected violent or abusive individual, under no circumstances should staff see such people on their own. They should seek advice from their line manager before face-to-face meetings are arranged.

## 6. Training

Training will be provided for appropriate employees to manage conflict/personal safety aimed at equipping them to handle conflict and understand the issues of personal safety and the need for appropriate risk assessment and control measures.

Line Managers are responsible for ensuring their staff receive the training appropriate to their needs for their job roles as identified in the risk assessment. The type of training will depend on the area of work and the risk assessments associated with those activities.

Some of the training interventions that may be identified include:

- Risk Assessment
- Customer care
- Dealing with aggression
- Complaint handling
- Incident reporting



## **7. Training**

In the event of an employee being threatened, receiving verbal abuse, or being physically assaulted in the workplace, the Line Manager and Stadium Manager should be contacted immediately. A record must be made in any such event.

Consideration must be given to reporting the matter to the police; this should be done in conjunction with, and the agreement of, the employee who has been subject to the treatment. The Line Manager will ensure all possible preventative action is taken to minimise the risk of a similar incident occurring.

Actual incidents of violence and near misses will be reviewed as soon as possible after they occur, to assess whether there are any improvements that can be made to the risk assessment.

## **8. Police Involvement**

Employees and volunteers are entitled to ask the police to investigate alleged incidents of assault against them. Line Managers should fully support staff wishing to take this course of action. Where there has been an act of violence in the workplace and the individual wants to prosecute, the Foundation and individual concerned will take advice from the police as to the appropriate course of action.

In the case of verbal abuse, the Foundation may need to consider the seriousness of the incident before involving the police. For example, someone swearing at a member of staff could be dealt with administratively through warning letters about their behavior. However, where verbal abuse involves threats, or the use of weapons, the police should always be informed.

Hate Crime; no incident which is perceived as a hate incident or crime is too minor to report and staff are encouraged to report all such incidents as soon as they occur.

An incident report form must be completed by the employee subjected to the abuse/assault and forwarded to the relevant Line Manager and the Stadium Manager. On receipt of the incident form, the Line Manager will ensure any necessary support arrangements are provided.

Following a specific violent or aggressive incident by a member of the public/service user/visitor, and after appropriate consultation, the Foundation management will consider the possibility of banning the alleged offender(s) from the premises.



## **9. Process of Reporting**

- Incident occurs
- The victim(s) or person acting on their behalf should seek immediate support from a Line Manager or other appropriate staff in line with event plans.
- The victim(s) and any other people affected by the incident should be assessed for any immediate medical attention or trauma support.
- The person(s) responsible should be identified to the appropriately nominated Line Manager or security staff; arrangements should be made to escort them away from the location of the incident and a plan implemented to identify them and if required refer to the police service (if required and achievable).
- The victim(s) any other people who may have witnessed the incident or have any information about it should be asked to provide an account of what happened to the appropriately tasked Line Manager or responsible person.
- A decision will be made by the person in charge of the event, or a senior manager within the Foundation about ownership of the incident and its investigation (and liaison with any other services or organisations required).
- The victim(s) and any other people who witnessed the incident should be informed of the name and role of the person charged with investigating the incident; they should also receive regular updates on the progress of the case; through to the end result.

A record of all such incidents must be maintained by the Foundation and this should reflect the reporting of all such incidents, relevant details, and outcomes.