



RED FLAG

WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

EDITION
19

MONDAY
5 OCTOBER 2026

SAFETYSOLUTIONSTRAINING.CO.UK

THIS WEEK'S BRIEFING

It Does Not End at the Door.

Abuse, threats, filming and online targeting can follow staff afterwards. Physical assault has not gone away. On 30 October the harassment test changes.

THE LAW

01

From 30 October, third-party harassment needs all reasonable steps.

COUNCIL STAFF

02

Pembrokeshire's leader says serious online abuse is going to police.

SOCIAL CARE

03

Filmed during the visit. Targeted after the shift. Many do not report it.

HOUSING

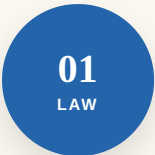
04

A South Tyneside housing officer was seriously injured by two dogs.

THE REPORT

05

Staff report when it is safe to tell you. Then you have to act.



EMPLOYMENT LAW / THIRD PARTIES / STAFF SAFETY

The Harassment Test Changes on 30 October

The duty to prevent sexual harassment already requires reasonable steps. From 30 October the published test is all reasonable steps. A separate change covers harassment by third parties.

NEW TEST 30 October 2026. All reasonable steps.	CURRENT DUTY Reasonable steps since 26 October 2024.
STATUTE Employment Rights Act 2025, sections 20 and 21.	TRIBUNAL TIME Most claims: six months from 1 October 2026.

GOV.UK updated its implementation timetable on 25 September 2026. It lists two harassment measures for 30 October 2026. Section 20 of the Employment Rights Act 2025 inserts the word "all" into the Equality Act 2010 duty to prevent sexual harassment. Since 26 October 2024 that duty has required reasonable steps. From 30 October the published test is all reasonable steps. The timetable says future dates can still change. Confirm the commencement regulations before you treat the new test as live. There is not yet a commencement regulation for sections 20 and 21. You can still fix reporting while you check.

Section 21 is the extension. An employer must not permit a third party to harass an employee. A third party is someone other than the employer or one of its employees. Customers, tenants, residents, service users and members of the public can be third parties. The employer permits the harassment only if it happened in the course of employment and the employer failed to take all reasonable steps to prevent it. Equality Act harassment is not every rude or aggressive act. It covers sexual harassment, and harassment related to age, disability, gender reassignment, race, religion or belief, sex and sexual orientation. Marriage and civil partnership, and pregnancy and maternity, are not harassment characteristics in their own right.

Not every incident of abuse is harassment in the legal sense. That does not make it irrelevant to workplace safety. Threats, filming, online targeting and doxxing can fall within that duty when they arise from work and meet the legal test. They do not fall within it automatically. An employer should not wait for behaviour to meet a legal definition before treating a foreseeable safety risk seriously. The Health and Safety at Work etc. Act 1974 still requires you to protect staff from work-related violence so far as is reasonably practicable. A harassment policy does not discharge that duty. A risk assessment does not, by itself, prove all reasonable steps under the Equality Act.

01
CTD

CONTINUED / WHAT YOU WILL HAVE TO SHOW

Can You Show the Report, and What You Did Next?

The useful test is practical. Can you show the steps, the report, and what changed? That includes filming, threats, and agency staff.

ALREADY IN FORCE

Tribunal limits moved on 1 October 2026.

APPLIES WHERE

The matter complained of is on or after that date.

INSTRUMENT

SI 2026/954. Employment Rights Act, section 152.

SEPARATE DUTY

This is not the harassment test.

On 1 October 2026, time limits for most Employment Tribunal claims moved from three months to six months. The Employment Rights Act 2025 (Commencement No. 5 and Transitional Provisions) (Amendment) Regulations 2026 brought section 152 and Schedule 12 into force that day. The longer limit applies where the matter complained of is on or after 1 October 2026. SI 2026/954 starts section 152 and Schedule 12 only. It is a different change from sections 20 and 21. Do not mix them.

Before 30 October, ask three questions. Do you have documented steps against harassment by customers, tenants, residents, service users and other third parties, and can you show they were followed? When filming, a threat or online targeting is reported, does something happen the same day? Are agency and temporary staff on the same route, and have you checked who owes them the duty? A policy is not evidence by itself. Training attendance is not evidence by itself. A risk assessment is not evidence by itself. The useful record is what staff reported, what management did, and what changed.

VINCE'S VIEW

I have sat with housing officers and social workers who stopped reporting because nothing changed, or because they were made to feel they had caused the problem. From 30 October, a silent team is not a safe team. It is a missing record. If staff report something, something should happen. If you cannot show the report and the investigation, you will struggle to show all reasonable steps.

WHAT EMPLOYERS SHOULD DO NOW

- Write down the third-party steps for each public-facing role, and keep the record.
- Treat threats, filming, online abuse and doxxing as reportable the day they happen.
- Check agency and temporary staff are on the same route, and confirm who owes the duty.
- Keep the Equality Act file and the health and safety file as two records.

legislation.gov.uk · SI 2026/954 · EHRC technical guidance

Commencement, 1 October 2026: <https://www.legislation.gov.uk/ukSI/2026/954/made>

Section 152: <https://www.legislation.gov.uk/ukpga/2025/36/section/152> · Equality Act section 26: <https://www.legislation.gov.uk/ukpga/2010/15/section/26>
EHRC, preventative duty is sexual harassment only: <https://www.equalityhumanrights.com/guidance/sexual-harassment-and-harassment-work-technical-guidance>

02
WEB

LOCAL AUTHORITY / ONLINE ABUSE / STAFF SAFETY

Council Staff Named and Abused Online

Pembrokeshire's leader has called the rise in online abuse of staff troubling. Serious cases are being reported to the police. For staff who live locally, work and home can sit very close.

SPEAKER**Cllr Tessa Hodgson, Leader of Council.****HER WORDS****A "troubling increase" in online abuse.****ACTION****Serious cases reported to the police.****PUBLISHED****Pembrokeshire Herald, 11 September 2026.**

The Pembrokeshire Herald reported the statement on 11 September 2026. Cllr Tessa Hodgson said the council had seen a troubling increase in online abuse of staff. She said naming and abusing individuals goes way beyond any legitimate scrutiny of the council. She said most staff live in the communities they serve. Serious cases, including threats, harassment and other potentially criminal behaviour, are being reported to the police. The council said it would support affected employees and stand behind its workforce. The statement did not name incidents. It did not give a figure for the increase or for police referrals.

Wales Online and Nation.Cymru carried the statement on 14 September 2026. Some of those reports spelled her surname Hodson. Pembrokeshire County Council's own record uses Hodgson. That is the spelling used here. When a member of staff is named and abused online because of their work, the impact does not necessarily stop when they leave the workplace. If they live in the community they serve, the boundary between work and home can become very thin.

A public statement is the signal. It is not the control. The practical response is the report, the evidence, the URL, the screenshot and the date, then the management decision, the welfare response, and police involvement where that is appropriate. Not every abusive post is harassment in the legal sense. Where the conduct meets the Equality Act test, from 30 October you may have to show all reasonable steps. Where it does not, the Health and Safety at Work etc. Act 1974 still applies to foreseeable abuse that arises from the work. Those are separate duties. Staff will use the route only if a report is seen, and if something useful follows.

VINCE'S VIEW

A leader speaking in public is the right first signal. The next signal is internal. If staff live where they work, a name online follows them home. Treat that as a work hazard. Read the report today. Investigate it. Tell them what you did.

WHAT EMPLOYERS SHOULD DO NOW

- Give staff a same-day route for online naming, threats and filming.
- Keep the report, the screenshot, the URL and the date, and record the police decision.
- Support the worker, then show what changed after the report.
- Review the digital footprint of public-facing roles.

Pembrokeshire Herald · Wales Online · Pembrokeshire County Council

Herald, 11 September 2026: <http://pembrokeshire-herald.com/148372/council-leader-condemns-rise-in-online-abuse-of-staff/>

Wales Online, 14 September 2026: <https://www.walesonline.co.uk/news/wales-news/council-workers-abused-harassed-police-34612581>

Council record of the leader's name, 15 May 2026: <https://newsroom.pembrokeshire.gov.uk/news/cllr-tessa-hodgson-elected-leader-of-pembrokeshire-county-council>



SOCIAL CARE / FILMING / AFTER THE SHIFT

The Abuse Does Not End When the Shift Does

UNISON's 2026 survey found higher abuse on solo visits. It also found filming and other targeting that follows social workers after the shift.

SURVEY Almost 1,800 social workers. 4 February to 1 March 2026.	SOLO VISITS 50% verbally abused in 12 months. 40% on joint visits.
ONLINE 13% bothered online. Filming: 26% of that group.	PUBLISHED UNISON, 18 June 2026. Community Care, 23 June 2026.

UNISON said half of social workers had received verbal abuse on a solo home visit in the previous 12 months, compared with two fifths, 40%, on a joint visit. More than one in eight, 13%, said they had been bothered online. Of that group, 80% had received abusive messages or emails, 29% had seen negative posts, and 26% had been filmed. That 26% is a share of those targeted online. It is not a share of all social workers. General secretary Andrea Egan said: "The abuse doesn't end when a shift does. Online abuse is now an extra hazard for staff who face being harassed on social media, filmed and sent abuse."

Community Care, reporting the same survey, said online harassment linked to solo visits was 13%, compared with 7% for joint visits. UNISON's own summary says solo visits expose social workers to almost double the risk of online harassment. Those are the published figures, using the survey's own terms. Solo visits are treated as normal. Ninety-two per cent said their bosses regard them as the norm. Twenty-six per cent had done more solo visits in the year. Seven per cent had done fewer.

The abuse does not necessarily end when the shift does. Filming can change a visit. A worker filmed in a home may become identifiable online. A difficult interaction can become a social media post about a named person. The camera may not be the problem. What happens after the camera is switched on may be. Filming is not automatically unlawful, and it is not automatically harassment. Racist or sexual content, threats and a hostile environment can meet the Equality Act test. A film on its own may not. Either way, the Health and Safety at Work etc. Act 1974 still requires a suitable and sufficient look at the risk. The first management fact is whether the worker reports it.

UNISON • Community Care

UNISON press, 18 June 2026: <https://unison.org.uk/press/2026/06/abuse-social-workers-doesnt-stop-when-shift-ends-warns-unison-report>
UNISON survey summary, 25 June 2026: <https://unison.org.uk/issue/improving-safety-social-worker-home-visits>
Community Care, 23 June 2026: <https://www.communitycare.co.uk/content/news/half-of-social-workers-verbally-abused-during-solo-home-visits-in-past-year-finds-unison>

03
CTD

CONTINUED / REPORTING AND DOXXING

More Than a Quarter Did Not Report It

Community Care reported that 27% of those who experienced abuse did not report it. Half of that group said it was part of the job.

NOT REPORTED

27% of those who experienced abuse.

WHY

Half: part of the job. A quarter: managers would ignore it.

GUIDANCE

SASW and SWU doxxing guide, 9 January 2026.

COURT

Aberdeen Sheriff Court. Reported 21 May 2025.

Over a quarter, 27%, of social workers who experienced abuse did not report it. Half of that group said they saw it as part of the job. A quarter said they thought management would ignore them. UNISON also reported that 28% feel unsafe conducting home visits, and that the same proportion are considering leaving the profession. Staff report when they believe reporting will make a difference. If abuse is treated as part of the job, the record stays empty and the next visit is no safer.

On 9 January 2026 the Scottish Association of Social Work and the Social Workers Union published a short guide on doxxing. Doxxing is the deliberate publication or sharing of personal information online, often with the intention of intimidating, harassing or undermining someone. The guide defines it as publication without consent, often to intimidate, harass, or undermine confidence in professional practice. Not every publication of a person's name is doxxing. Could information from work be used to identify, locate or target an employee away from work? The guide tells staff to tell their employer and to keep screenshots, URLs and dates. It does not replace the investigation.

One case shows what a report can do. The Press and Journal reported on 21 May 2025 that Robert Hutchison, 56, of Turriff, was sentenced at Aberdeen Sheriff Court. He was a client of an Aberdeenshire Council social worker. On the morning of Monday 26 February 2024 she switched on her work mobile and found unwanted sexual messages sent over the weekend. She reported them to her line manager. He admitted sending messages for sexual gratification that were likely to distress or alarm. Sheriff William Summers called the behaviour deplorable. Hutchison received a community payback order with 12 months' supervision and 100 hours of unpaid work, and was placed on the sex offenders register for 12 months. The reports do not say he was already on the register. The messages arrived after the shift. She reported them. That is the behaviour to protect.

VINCE'S VIEW

Investigate filming the same day. Thank the person for reporting. Do not call it part of the job.

WHAT EMPLOYERS SHOULD DO NOW

- Tell social workers, in writing, that abuse and filming are not part of the job.
- Log solo-visit abuse and online targeting, and review the log for patterns.
- Share the SASW and SWU guide with teams, including agency staff.
- When a report comes in, show the worker what you did.

Community Care · Social Workers Union · Press and Journal

27% figure, Community Care, 23 June 2026: <https://www.communitycare.co.uk/content/news/half-of-social-workers-verbally-abused-during-solo-home-visits-in-past-year-finds-unison>

SASW and SWU guide, 9 January 2026: <https://swu-union.org.uk/2026/01/reducing-the-risk-of-doxxing-a-mini-guide-for-social-workers/>

Press and Journal, 21 May 2025: <https://www.pressandjournal.co.uk/fp/news/crime-courts/6761615/robert-hutchison-sexual-messages-social-worker-turriff/>

03
CTD

CONTINUED / STAFF IDENTITY

How Identifiable Are Your Staff?

The question is not whether staff should be anonymous. It is what information the public actually needs to see.

THE QUESTION

What does the public need to see?

NAME BADGE

First name plus an identifier?

TEAMS

Does the display name show a surname?

THE PRINCIPLE

Accountability, with less exposure.

If a member of the public becomes angry with a frontline employee, how easy is it to identify that person afterwards? A full name, a surname, a photograph, a job title, an email address or an email signature can be enough. So can a website profile, a Teams display name, a letter, LinkedIn, social media or a professional register. A surname can be enough to start an online search. Ask what your organisation needs to make public.

Does a frontline worker need a full name on a badge to remain accountable? Some organisations may consider a first name plus a unique staff identifier, for example Sarah 4721 rather than Sarah Jones. The organisation would still know who Sarah 4721 is. That identifier could stay with the person throughout employment, on a name badge, on uniform, in internal systems, on Teams, in virtual meetings and in incident records. A payroll number is not automatically the right identifier. A separate operational identifier may be more appropriate. This is a question, not a rule, and not a call to remove every surname.

Ask the same question of a Teams display name in a meeting with a customer, resident, tenant or service user. Ask it of email addresses, signatures, letters, appointment notifications and other correspondence. Professional accountability does not always require maximum personal exposure. Review the digital footprint of public-facing roles. Consider how easily a determined person could move from a name, to the employer, to a profile, to personal information. That is a risk assessment of the role. Do not search individual employees.

VINCE'S VIEW

I am not arguing for anonymous staff. I am asking what a stranger needs to see after an angry visit. Controlled identification keeps accountability inside the organisation. The public still knows who they dealt with on the day. They are given less to use later.

WHAT EMPLOYERS SHOULD DO NOW

- Ask what the public needs to see. Anonymity is not the aim.
- Consider first name plus a unique operational identifier. Do not default to a payroll number.
- Ask the same question of Teams names, email, signatures, letters and appointment notes.
- Review the digital footprint of public-facing roles. Do not search individual staff.

Editorial question · No new incident or statistic

This page does not add a case or a figure. It follows the Pembrokeshire statement and the UNISON survey already cited, and the SASW and SWU doxxing guide of 9 January 2026.



HOUSING / DANGEROUS DOGS / VISITING STAFF

A Housing Visit, Two Dogs, and a Known Risk

Workplace violence remains physical as well as digital. A South Tyneside housing officer was seriously injured on 7 April 2025. One of the dogs was already under a contingent destruction order.

ROLE Housing officer, South Tyneside Homes.	INCIDENT 7 April 2025. Norham Avenue North, South Shields.
INJURIES Legs and feet. Fractured foot. Trauma therapy.	COURT Newcastle Crown Court. Reported 3 and 4 November 2025.

The Shields Gazette reported this case on 3 November 2025. Chronicle Live reported it on 4 November 2025. The officer had gone to Alison Kennard's home for an appointment on behalf of South Tyneside Homes. He saw two dogs in the garden, felt something was wrong, and started to leave. The dogs were Tyson, a Staffordshire-type dog owned by Kennard, and Hank, owned by someone else. He was bitten on the legs and feet and dragged to the ground. He suffered deep wounds and a fractured foot. The Gazette reported puncture wounds, surgery and further hospital visits.

In his victim statement he described night terrors, panic attacks and depression, and said he had to undergo trauma therapy. He said he was a world champion kickboxer before the attack and could no longer compete, train or teach. Tyson had attacked a 15-year-old girl in 2020. A destruction order followed, then an appeal. The dog was placed under a contingent destruction order and was supposed to be muzzled. He was not muzzled during this attack. The Gazette reported that both dogs were later destroyed.

Kennard pleaded guilty to being the owner of a dog dangerously out of control causing injury. Recorder Rebecca Brown sentenced her to two years' imprisonment, suspended for 18 months, with 25 rehabilitation activity days, a 12-month alcohol treatment requirement, £500 compensation and a five-year ban on owning dogs.

Shields Gazette · Chronicle Live · Newcastle Crown Court reporting

Shields Gazette, 3 November 2025: <https://www.shieldsgazette.com/news/crime/this-is-it-im-dead-council-housing-officer-and-champion-kickboxer-savaged-by-2-dogs-during-home-visit-5386727>
Chronicle Live, 4 November 2025: <https://www.chroniclelive.co.uk/news/north-east-news/tyneside-dangerous-dog-owner-avoids-32803975>

04
CTD

CONTINUED / INTELLIGENCE IS NOT A CLEARANCE

No Dog on the System Is Not a Clearance

Inside Housing has published recorded assault figures for 2025. A blank field is not a clearance. It is a gap in intelligence.

COUNCILS

4,403 recorded assaults in 2025. 201 councils.

VERBAL

82% verbal. 3,626 verbal assaults, up 18%.

PHYSICAL

8% of returns. Up 9% where both years were given.

ASSOCIATIONS

29 landlords. 3,338 assaults, up 20%.

On 2 September 2026 Inside Housing reported Freedom of Information figures gathered by Inside Housing Management. Responding councils recorded 4,403 assaults against housing staff in 2025. Eighty-two per cent were verbal. The survey takeaways say those councils recorded 3,626 verbal assaults, up 18% on 2024, and that physical assaults rose 9%. Physical assaults were 8% of the Freedom of Information returns. Twenty-nine housing associations recorded 3,338 assaults, up 20% on the year. Many landlords attributed part of the rise to better reporting, as well as harder casework and higher expectations from residents. These are the survey's own figures.

South Shields is the other lesson. There was a dog on the history. The order required a muzzle. The visit still ended in serious injury and trauma therapy. Known risk has to become usable intelligence for the next officer. "No dog on the system" is not a clearance. A blank field means nobody has recorded a dog. It does not mean there is no dog. The same applies to other foreseeable visit hazards I am stating as practice, not as named cases: discarded needles, a suspected weapon, and heavy smoking in a confined room. A previous dog incident, threat, weapon concern or other hazard should influence the next visit. Each one needs a report, and a person who reads it before that visit.

VINCE'S VIEW

I have heard "there was no dog on the system" used as if it were a safety clearance. It is not. It is a gap in intelligence. The authority to withdraw has to be real before the officer opens the gate. After an injury like this, I ask whether the next officer was told, and whether the risk assessment changed. If the worker withdrew because they believed they were unsafe, support that decision.

WHAT EMPLOYERS SHOULD DO NOW

- Treat a dog record as intelligence, never as proof an address is safe.
- Give visiting staff one route for dogs, sharps, weapons and confined-space smoking.
- Read the report before the next visit, including where the record was blank.
- Share the finding with every team that visits, including agency staff.

Inside Housing • Inside Housing Management • 2 September 2026

News, 2 September 2026: <https://www.insidehousing.co.uk/news/exclusive-data-from-inside-housing-management-reveals-rising-assaults-against-front-facing-housing-staff-98562>

Assaults Survey 2026 takeaways: <https://management.insidehousing.co.uk/insight/4-key-takeaways-from-our-assaults-survey-2026-98521>

05
RPT

REPORTING / INVESTIGATION / RISK

People Report When It Is Safe to Tell You

Staff report when they believe reporting will make a difference. Abuse, threats, filming, online targeting and physical assault all lead here.

THE TEST

Safe to tell you. Then something happens.

NEAR MISSES

Intelligence for the next visit.

WITHDRAWAL

Support the worker who leaves.

TWO DUTIES

Harassment law is not the safety duty.

Workplace violence is not simply a physical assault. Staff may meet an aggressive tone, then abuse, then intimidation, then a threat, and in some cases physical violence. Harassment can be different. It may be repeated, targeted and personal. It may continue online after the original interaction. It may involve information about the employee being shared or searched for. Recognise the escalation before it becomes an assault. The dog attack in this edition is the physical end of the same problem.

Workers stop reporting when nothing changes, they are blamed, managers ignore it, or abuse is treated as part of the job. UNISON found that more than a quarter of social workers who were abused did not report it. Pembrokeshire can condemn online abuse in public and still lose the detail if staff do not trust the internal route. A landlord can hold thousands of assault records and still send the next officer out with no usable warning. Staff report when they believe reporting will make a difference. The organisation has to show that a report leads to action.

The report should trigger investigation, review, risk assessment, communication, and where necessary a change to how the work is carried out. A near miss is still intelligence. A dog that did not bite is a fact the next person needs. Employed staff and agency staff need the same route. Not every incident of abuse is harassment in the legal sense. That does not make it irrelevant to workplace safety. Harassment and workplace violence can overlap, but they are not the same issue. Health and safety duties can apply even where an incident does not meet the legal test for harassment. From 30 October the report is also part of showing all reasonable steps. Keep that file separate from the Health and Safety at Work etc. Act 1974 record and the Management of Health and Safety at Work Regulations 1999. Use both.

05
CTD

CONTINUED / WHEN THE ORGANISATION ALREADY KNEW

The Information Was Already There

Parkcare, Priory and Dimensions were fined under health and safety law. These are not Equality Act cases.

PRIORY / PARKCARE

£363,000 and £40,000. 26 July 2023.

THE INJURY

A bite through to the bone. An alarm that failed.

DIMENSIONS

Kicked in the eye, 31 December 2009. Fined January 2012.

THE ACTS

1974 Act, sections 2 and 3. Not the Equality Act.

On 26 July 2023 Cardiff Magistrates' Court fined Parkcare Homes (No.2) Limited £363,000. BBC News reported that Priory Central Services Limited was fined £40,000. Together the fines are £403,000. The HSE register records £43,656.57 in costs against Parkcare. Mental Health Law Online records £21,828 in costs against Priory Central Services. The events were at the Priory Hospital, Aberdare, between 2014 and 2017. Seven workers and one inpatient were injured or put at risk. One worker was bitten through to the bone. Another struggled for 10 to 20 minutes to release a bite after her alarm failed. Staff had jackets that did not protect them from bites.

The HSE found no suitable and sufficient risk assessments, equipment that was not fit for violent incidents, and inadequate information and training. Concerns had been raised with Priory Central Services in November 2016. Action was not prompt, and injuries continued. There were no proper post-incident investigations. The company later accepted shortcomings in risk assessments, training and protective equipment. The findings on the record are risk assessment, equipment, alarms, training, and the failure to investigate.

The second case is older, and the date matters. On 31 December 2009 a support worker at Dimensions (UK) Ltd was kicked in the eye by a client. The HSE found that, from March 2009 to December 2010, the organisation did not have adequate processes to control that client's violence. Staff were injured more than once. In January 2012 Newcastle Magistrates' Court fined Dimensions £14,000 and ordered £30,000 in costs. The guilty pleas were under sections 2(1) and 3(1) of the Health and Safety at Work etc. Act 1974, for employees and for agency workers. Community Care reported the outcome on 18 January 2012. The next worker did not get the benefit of what was already known.

VINCE'S VIEW

If staff report something, something should happen. If a worker withdraws because they believe they are unsafe, support that decision. If an incident reveals a risk, the next worker should benefit from what was learned.

WHAT EMPLOYERS SHOULD DO NOW

- One route, used by employed and agency staff, for every visit hazard.
- Investigate without delay, look for patterns, and tell the reporter what you did.
- Update the risk assessment and make withdrawal a real authority.
- From 30 October, keep that record separate from the 1974 Act file.

HSE register · BBC News · Mental Health Law Online · Community Care · 26 July 2023 and 18 January 2012

HSE case 4578813, hearing 26 July 2023: https://resources.hse.gov.uk/convictions-history/case/case_details.asp?SF=CN&SV=4578813

BBC: <https://www.bbc.co.uk/news/uk-wales-66313666> · Case note:

[https://www.mentalhealthlaw.co.uk/Parkcare_Homes_\(No.2\)_Ltd_and_Priory_Central_Services_Ltd_\(2023\)_MHLO_2_\(HSE\)](https://www.mentalhealthlaw.co.uk/Parkcare_Homes_(No.2)_Ltd_and_Priory_Central_Services_Ltd_(2023)_MHLO_2_(HSE))

Dimensions, Community Care, 18 January 2012: <https://www.communitycare.co.uk/content/news/care-provider-fined-for-leaving-staff-at-risk-of-violence>

25 Days. The Question Is Whether the Steps Worked.

25

DAYS FROM THIS COVER DATE
TO 30 OCTOBER 2026

This page is not a repeat of the opening legal briefing. That briefing set out the change. This page asks what evidence you can produce that the preventative measures actually work.

The shift is from reasonable steps to all reasonable steps. A policy is not evidence by itself. Training attendance is not evidence by itself. A risk assessment is not evidence by itself. Show what staff reported, what management did, what changed, and whether the change reduced the risk.

A third party may be a customer, a tenant, a resident, a service user, a relative, or a stranger with a phone. Harassment and workplace violence can overlap. They are not the same duty. Health and safety duties can still apply where an incident is not harassment in law.

- Did staff have a reason to report, and were they blamed if they did?
- Did a named person investigate without delay, and look for a pattern?
- Did a risk assessment, a visit plan or a withdrawal rule actually change?
- Were agency and temporary staff given the same route and the same protection?

Monday 5 October to Friday 30 October 2026 is 25 days. Use them on the reporting route. GOV.UK, updated 25 September 2026, lists the measures for 30 October and says future dates can still change. Build the system. Confirm the regulations before you tell staff the new claim is live.

RED FLAG

WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

Six Questions Before 30 October

Can employed and agency staff report abuse, a threat, filming or a visit hazard, and know it will be read the same day?

When did a report last produce an investigation and a change to the work?

Do you support a worker who withdraws because they believe they are unsafe?

How will you show all reasonable steps against third-party harassment, including filming and online targeting, and keep that separate from health and safety?

If a member of the public wanted to identify one of your frontline workers outside work, how much information would your organisation make available to them?

Do your staff know how to respond when behaviour moves from difficult to threatening, abusive or harassing?

Safety Solutions Training is sending a separate newsletter this week on staff being recorded. Sign up on the website. The form is in the footer of every page. The heading is "Practical workplace safety insight, in your inbox". The public guide on recording is not that newsletter.

Safety Solutions Training provides practical, role-specific training for organisations whose staff face workplace violence, aggression, challenging behaviour, harassment or lone-working risks.

CONFLICT MANAGEMENT

LONE WORKER SAFETY

MANAGING CHALLENGING PHONE CALLS

PROFESSIONAL BOUNDARIES

SAFEGUARDING

DANGEROUS DOGS AWARENESS

DISCUSS TRAINING

Review your current arrangements with us.