



RED FLAG

WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

EDITION
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THIS WEEK'S BRIEFING

Residential Sites, Hospital Doors and Bonfire Nights: The Harassment Law Changes Meet the Front Line

The Employment Rights Act 2025 changes to harassment law took effect in Great Britain on 30 October 2026, and the week's news shows exactly where they will be tested. Staff who work alone in sheltered and supported housing schemes face risks that are easy to underestimate because the setting feels familiar. A housing association in the North West described the injunctions it has used to protect officers threatened with violence, one involving a hammer at a sheltered scheme. A hospital worker in Kent was racially abused and punched at a bus stop after asking a man to leave, and security staff at a Nottingham hospital were racially abused and one was bitten. London Ambulance Service set out how its Violence Reduction Unit now supports around 640 active police investigations into attacks and abuse on its staff. Fire crews in Greater Manchester head into the bonfire period after recorded attacks on firefighters rose last year. And the Health and Safety Executive opens Stress Awareness Week on this cover date with a reminder that stress is a risk to be assessed like any other.

HOUSING

Lone working in sheltered and supported housing: why residential sites are not automatically low risk.

01

HOUSING

A housing association uses injunctions to protect officers from threats and a hammer-wielding resident.

02

HEALTH

A hospital worker is racially abused and punched; hospital security staff are abused and bitten.

03

AMBULANCE

London Ambulance Service's Violence Reduction Unit supports around 640 active police investigations.

04

FIRE AND RESCUE

Greater Manchester launches "Bang Out Of Order" after attacks on firefighters rose.

05

01
RES

HOUSING / RESIDENTIAL SCHEMES / LONE WORKING

Residential Schemes Are Not Low-Risk Workplaces: Lone Working in Sheltered and Supported Housing

Scheme managers, support workers and site staff often work alone in buildings they know well. Their arrangements deserve the same planning as a home visit in the community.

WHO WORKS ALONE

Scheme managers, support workers, wardens, concierge, cleaning and maintenance staff

WHERE

Sheltered and supported housing schemes, communal areas, individual flats, isolated site offices

LEGAL FRAMEWORK

Health and Safety at Work etc. Act 1974, section 2;
Management of Health and Safety at Work Regulations 1999, regulation 3

THIS WEEK

Torus sheltered scheme injunction after a customer waved a hammer at staff (item 02)

Staff working in sheltered accommodation, supported housing and other residential sites often work alone on site. They may visit individual flats, deal with disputes between residents, respond to unexpected situations in communal areas and meet visitors and contractors they do not know. Risks can also arise outside scheduled appointments, including when staff are moving between buildings, locking up, leaving a property or working without a colleague nearby.

Because the setting is familiar and the work is routine, residential sites can be treated as lower risk than visits in the community. The arrangements that protect a housing officer on a doorstep, such as warning markers, check-in calls, a monitored lone worker device and a clear rule on when to withdraw, may not be applied with the same rigour to staff based on a scheme. Item 02 in this edition shows why that matters: Torus obtained an emergency injunction after a customer waved a hammer at the team at one of its sheltered housing schemes. A survey of 2,500 lone workers in the UK and Ireland, published in March 2026 by the lone worker device provider SoloProtect, found that half had avoided a task or location because they felt unsafe.

Under section 2 of the Health and Safety at Work etc. Act 1974, employers have a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees, and the Health and Safety Executive says this includes protecting them from work-related violence. The Management of Health and Safety at Work Regulations 1999 require a suitable and sufficient risk assessment. The Health and Safety Executive defines work-related violence as any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. For residential services, the assessment should reflect the work actually done on site: who works alone and when, access to relevant warning information, isolated locations, how staff summon help, and who responds when they do.

VINCE'S VIEW

From years of delivering lone worker training to housing organisations, my view is that residential sites should never be regarded as automatically low risk simply because staff work there regularly. A scheme manager may know the building and the people in it extremely well, and that familiarity is valuable. But risk information still needs to be current, and staff on site also meet visitors and other people they do not know. On our courses we regularly discuss the importance of up-to-date risk information, reliable communication and knowing when to withdraw from a situation. I would particularly encourage housing providers to look at staff working alone in sheltered and supported housing schemes. Do they have the same emergency support arrangements as housing officers making visits in the community? A lone worker device is useful, but only if staff carry it, understand how to activate it and know that someone will respond. That is something organisations should be testing regularly, not discovering during an emergency.

WHAT EMPLOYERS SHOULD DO NOW

- Review residential scheme lone working arrangements. Identify staff working alone in sheltered accommodation, supported housing, communal areas and isolated offices, and confirm that suitable emergency communication arrangements are in place.
- Check how risk information is shared. Make sure relevant previous incidents, warning markers and significant changes are recorded, reviewed and made available to the staff who need them, with appropriate confidentiality safeguards.
- Test emergency escalation procedures. Confirm who responds to an alarm, how a worker's location is established and what happens when a worker misses an expected check-in.
- Reinforce withdrawal and incident reporting. Staff should understand when to leave an unsafe situation, how to get help and how managers will support them afterwards.

Health and Safety Executive • [legislation.gov.uk](https://www.legislation.gov.uk) • SoloProtect

<https://www.hse.gov.uk/violence/employer/index.htm>

<https://www.hse.gov.uk/violence/employer/the-law.htm>

<https://www.legislation.gov.uk/ukpga/1974/37/section/2>

<https://www.legislation.gov.uk/uksi/1999/3242/regulation/3>

<https://www.soloprotect.com/uk/blog/how-safe-are-lone-workers-in-2026>

Health and Safety Executive, *Violence at work: guidance for employers, and Violence at work: the law. Health and Safety at Work etc. Act 1974, section 2. Management of Health and Safety at Work Regulations 1999, regulation 3. SoloProtect, How safe are lone workers in 2026?, published 23 March 2026 (survey by a lone worker device provider; UK and Ireland sample).*

02
HSG

HOUSING / HOUSING ASSOCIATION / STAFF PROTECTION

Injunctions Used to Protect Housing Officers From Threats and a Hammer

Torus sets out how it has used the courts to protect its teams in St Helens, as new anti-social behaviour powers arrive.

LANDLORD

Torus, St Helens

CASE 1

Threats of violence to Torus team members; injunction obtained, no breaches to date

CASE 2

Customer waved a hammer at a sheltered scheme team and damaged a customer's car

ORDER

Interim injunction and power of arrest made final in September, in place until June 2027

On 26 October 2026, housing association Torus published an anti-social behaviour update setting out recent enforcement cases from its Safer Estates Team. Torus says that in one St Helens case, team members received threats of violence from a customer with links to organised crime. Torus obtained an injunction to protect its team, and there have been no breaches to date. In a second case, a customer threatened the team at a sheltered housing scheme, waving a hammer, and damaged another customer's car. Torus obtained an emergency injunction; the interim injunction and power of arrest were made final in September and remain in place until June 2027. The update also notes the new anti-social behaviour powers that came into force on 26 October 2026, including Respect Orders, which Edition 22 covered.

The update is the landlord's own account rather than independent news, but it shows a housing provider treating threats to its staff as enforcement business. The second case is a reminder that the risks described in item 01 are not hypothetical: the team was threatened on site, at a sheltered scheme, not on a visit.

The Health and Safety at Work etc. Act 1974 requires housing providers, as employers, to protect staff from foreseeable violence so far as is reasonably practicable. Injunctions under Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014 can have a power of arrest attached where the conduct includes violence or threatened violence against other people, or there is a significant risk of harm to others. Since 26 October 2026, the Crime and Policing Act 2026 has limited new Part 1 injunctions to youth injunctions (ages 10 to 17) and housing injunctions (ages 18 and over); injunctions granted, or applied for, before that date continue under the previous rules.

VINCE'S VIEW

What I like about this update is that the landlord treats threats to its own staff as enforcement business, not a hazard of the job. An injunction with a power of arrest gives officers something real to rely on, and telling staff it has been done shows them their reports lead somewhere. But the order only follows the incident. The protection that matters on the day is a risk flag on the file, a joint visit where there is history, and an officer who knows how to step back from a raised hammer. If someone becomes threatening, blocks an exit or introduces a weapon, the priority changes immediately: personal safety comes before completing the task. That is what our Lone Worker Safety and Conflict Management courses are built around.

WHAT EMPLOYERS SHOULD DO NOW

- Flag any tenant who has threatened staff. Put the marker on every system officers use, including contractors' job sheets, and review it before each contact.
- Require joint visits or office appointments for flagged tenants. Do not leave the decision to the individual officer on the day.
- Consider an injunction or other legal action when staff are threatened. Tell the staff involved what has been done and what to do if the order is breached.
- Brief sheltered scheme and estate staff on what to do if someone produces a weapon. Include how to withdraw, where to go and how to raise the alarm.



HEALTH / HOSPITALS / RACIST ABUSE AND ASSAULT

Hospital Worker Racially Abused and Punched After Asking a Man to Leave

The court heard that the man, who has 102 offences on his record, admitted the attack at Medway Maritime Hospital, and a separate case in Nottingham saw hospital security staff abused and bitten.

LOCATION Medway Maritime Hospital, Gillingham, Kent	INCIDENT 12 October 2026, just after 2pm
CHARGES ADMITTED Racially aggravated harassment, racially aggravated assault, assault	SECOND CASE Queen's Medical Centre, Nottingham: 32 weeks in prison

On 24 October 2026, KentOnline reported that Kevin Lusher, 62, of Chatham, had admitted attacking a hospital worker at Medway Maritime Hospital. The court heard that Lusher was rude to reception staff just after 2pm on 12 October and was asked to leave. A member of staff followed him to a bus stop, where Lusher racially abused the worker twice and punched him in the face. He then continued to goad the worker, and police were called. Lusher admitted racially aggravated harassment, racially aggravated assault and assault at Sevenoaks Magistrates' Court on 13 October before District Judge Claire Luxford. The court heard he has 102 offences on his record, including 23 racially aggravated offences. In a statement, the worker said: "I was only doing my job and I don't consent to getting hurt." A pre-sentence report was ordered and Lusher was bailed to appear at Medway Magistrates' Court on 17 December.

On 29 October 2026, West Bridgford Wire reported that Charley Wright, 34, had been jailed for 32 weeks after repeatedly racially abusing security staff at the Queen's Medical Centre in Nottingham and biting one of them. She pleaded guilty to offences including two racially aggravated public order offences, assault by beating and assault of an emergency worker, which also breached an existing suspended sentence order. Sergeant Alex Thomas of Nottinghamshire Police said: "Each of the people she targeted were just trying to do their job when they were subjected to Wright's horrible behaviour."

The Health and Safety at Work etc. Act 1974 requires employers to protect staff from foreseeable violence so far as is reasonably practicable, and the Management of Health and Safety at Work Regulations 1999 require a suitable and sufficient risk assessment. Both incidents involve racist abuse of staff by members of the public. Since 30 October 2026, under changes made by the Employment Rights Act 2025, employers in Great Britain can be liable under the Equality Act 2010 for harassment of their employees by third parties, such as patients and visitors, in the course of their employment, where the employer has not taken all reasonable steps to prevent it. Both of these incidents happened before that date.

VINCE'S VIEW

Two things stand out. The Medway worker was hurt after following a man off site to a bus stop, away from colleagues, cameras and help. And both cases involved racist abuse from members of the public, exactly the kind of third-party harassment the new law now asks employers to plan for. Asking someone to leave is one of the highest-risk moments in any reception or security role. Staff are often very good at trying to calm an agitated person, but they should also recognise when continuing the conversation is no longer safe. They need a clear rule on when to stop, when not to follow, and when to hand over to security or police. Our Conflict Management and Scenario-Based Frontline Training courses rehearse that moment, so the safe choice becomes the automatic one.

WHAT EMPLOYERS SHOULD DO NOW

- Set a clear rule on leaving the site. Staff should not follow aggressive visitors off site or out of sight of colleagues.
- Record racist and other discriminatory abuse as a specific incident type. That way patterns are visible and can be acted on.
- Rehearse the "asking someone to leave" conversation. Include when to withdraw and when to call security or police.
- Support the staff member after any incident. Keep them informed about police and court outcomes.

04
AMB

HEALTH / AMBULANCE SERVICE / VIOLENCE REDUCTION

"Abuse and Aggression Are Not Part of the Job"

London Ambulance Service's Violence Reduction Manager explains how the trust pursues justice for staff who are attacked or abused.

VIOLENCE REDUCTION UNIT

First ambulance trust to set one up, five years ago

ACTIVE INVESTIGATIONS

About 640 police investigations supported

SEXUAL ABUSE REPORTS

Crews and call handlers report sexual abuse "every single day"

CLOSED CASES

Can be referred back to police for review, with the colleague's consent

On 30 October 2026, London Ambulance Service NHS Trust published an account by its Violence Reduction Manager, Louise Murray, who has spent nearly 25 years on the frontline and in violence reduction. She describes being locked inside a patient's home with her crewmate for more than 15 minutes earlier in her career. London Ambulance Service was the first ambulance trust to set up a Violence Reduction Unit, five years ago, and the unit now supports about 640 active police investigations. With the colleague's consent, the team can ask police to review a case that has been closed; one such case went on to the Crown Prosecution Service and ended in a conviction. The article also refers to a recent case in which a paramedic was sexually assaulted by a patient; the man was jailed for 18 weeks. Ms Murray writes that ambulance crews and call handlers report sexual abuse every single day, and that abuse and aggression are not part of the job.

The account follows the trust's "Abuse on the line" release of 22 October 2026 on sexual harassment of 999 and 111 staff. The Mirror reported the same day that the trust recorded 462 incidents between July 2025 and July 2026, about a third of them from its 999 and 111 control rooms. These figures are dated before this edition's window and are given as context.

The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply to violence towards ambulance staff, including verbal and sexual abuse over the telephone. Since 30 October 2026, employers in Great Britain must take all reasonable steps to prevent sexual harassment of their employees, including by callers and patients, and can be liable for harassment of their employees by third parties such as callers and patients unless they took all reasonable steps to prevent it (see the Legislative Spotlight). Common assault or battery of ambulance crews while they are working is also covered by the Assaults on Emergency Workers (Offences) Act 2018, which applies in England and Wales and raises the maximum sentence.

VINCE'S VIEW

The most useful line here is the simplest: closed cases can be reopened. Too many staff are told nothing can be done, stop reporting, and the organisation loses sight of the risk. When I ask delegates whether they have experienced verbal abuse, threats or intimidation at work, many recognise that they have. When I ask whether they reported it, the answers can be very different. I make the point that reporting is not simply about recording what happened to one person; it may help protect the next colleague who deals with the same individual. A dedicated team that follows each case through to the police and the courts sends exactly that message. Control room staff matter just as much as crews; sexual abuse down a phone line is still abuse at work. Our Managing Challenging Phone Calls course gives call handlers the words to set limits and end calls safely, and Conflict Management covers the doorstep and the back of the vehicle.

WHAT EMPLOYERS SHOULD DO NOW

- Give staff one clear route to report abuse. Include telephone and sexual abuse, and confirm that every report is acted on.
- Name someone to liaise with police on each case. Keep the colleague updated at every stage.
- Review closed cases where the colleague wants them looked at again. Make it clear that a closed case is not always the end of the matter.
- Give call handlers authority to end abusive calls. Follow every abusive call with a debrief.

London Ambulance Service NHS Trust • The Mirror

<https://www.londonambulance.nhs.uk/2026/10/30/i-dont-want-anyone-to-feel-alone-fighting-for-justice-after-attacks-on-ambulance-workers/>
<https://www.londonambulance.nhs.uk/2026/10/22/abuse-on-the-line-london-ambulance-service-reveals-shocking-sexual-harassment-of-999-and-111-staff/>
 London Ambulance Service NHS Trust, published 30 October 2026. Louise Murray. "I don't want anyone to feel alone": Fighting for justice after attacks on ambulance workers. London Ambulance Service NHS Trust, published 22 October 2026. Abuse on the line: London Ambulance Service reveals shocking sexual harassment of 999 and 111 staff (context). The Mirror, published 22 October 2026, Sam Elliott-Gibbs (context).



FIRE AND RESCUE / EMERGENCY SERVICES / BONFIRE PERIOD

Attacks on Firefighters Rose Last Year. Greater Manchester Says "Bang Out Of Order"

Fire, police and the city region's 10 councils launch a joint campaign ahead of Halloween and Bonfire Night.

ATTACKS ON FIREFIGHTERS 20 recorded, 1 September to 10 November 2025, up from 17 in 2024	FIREWORK NUISANCE 1,020 anti-social behaviour incidents, up from 1,003
DELIBERATE FIRES 935, down from 1,205	HOAX CALLS 767, down from 913

On 29 October 2026, Greater Manchester Fire and Rescue Service launched its "Bang Out Of Order" campaign with Greater Manchester Police, the Greater Manchester Combined Authority and the city region's 10 local councils. The service said 20 attacks on firefighters were recorded between 1 September and 10 November 2025, up from 17 in 2024. Over the same period there were 1,020 anti-social behaviour incidents involving nuisance from fireworks, 935 deliberate fires and 767 hoax calls. Matt Hamer, Director for Community Safety and Training, said: "Our firefighters are there to protect communities and should never face abuse, violence or intimidation while carrying out their duties." Superintendent Mike Russell of Greater Manchester Police said: "Any form of attack on emergency service workers is appalling, and will be treated with zero tolerance."

The figures cover last year's bonfire period, and the campaign is a launch rather than a single incident. The same evenings put pressure on everyone who works in the community after dark, not only emergency crews.

Under the Assaults on Emergency Workers (Offences) Act 2018, which applies in England and Wales, common assault or battery of firefighters, paramedics, police and other emergency workers while they are working carries a higher maximum sentence, and the Sentencing Act 2020 requires courts to treat more serious assaults on emergency workers as aggravated. Fire and rescue authorities, as employers, also have duties under the Health and Safety at Work etc. Act 1974 to protect crews from foreseeable violence so far as is reasonably practicable.

VINCE'S VIEW

The bonfire period is the most predictable spike in the calendar, which makes it the easiest to plan for. The same evenings put pressure on housing patrols, wardens, concierge teams, care staff on evening calls and transport crews. If your people are out over the next week, this is the time to check who knows where they are and what they do if a situation turns. We emphasise practising the use of lone worker alarms until activation becomes familiar. In a frightening situation, workers should not have to stop and think about which button to press or who will receive the alert. Where a device has a monitored "stay with me" function, staff should understand how and when to use it as an early precaution, rather than waiting until a situation has become an emergency. Our Lone Worker Safety course covers dynamic risk assessment and withdrawal for exactly these nights.

WHAT EMPLOYERS SHOULD DO NOW

- Review evening and weekend rotas for the bonfire period. Avoid single staffing in known hotspots.
- Brief staff on local hotspots and agree a withdraw-first rule. Make it clear that leaving early is the right call, not a failure.
- Check lone worker check-in and escalation arrangements before 5 November. Test devices, location information and who receives the alert.
- Record every incident, including verbal abuse. Next year's planning then has real data behind it.

All Reasonable Steps: The Harassment Law Changes Now Apply in Great Britain. Can Employers Show Their Preventative Steps?

Employers in Great Britain must now take all reasonable steps to prevent sexual harassment of their employees, and can be liable for harassment of employees by third parties unless they took all reasonable steps to prevent it.

30 October 2026

DATE THE EMPLOYMENT RIGHTS ACT
2025 HARASSMENT CHANGES TOOK
EFFECT IN GREAT BRITAIN

IN FORCE

30 October 2026

DUTY TO PREVENT SEXUAL HARASSMENT

Reasonable steps raised to all reasonable steps

THIRD PARTIES NAMED BY EHRC

**Customers, clients, contractors, service users,
members of the public**

UPDATED GUIDANCE

**EHRC technical guidance and refreshed 8-step
guide**

On 30 October 2026, the Equality and Human Rights Commission (EHRC) published updated technical guidance on harassment at work and a refreshed 8-step guide for employers on preventing sexual harassment, as stronger duties took effect that day. The EHRC said the legal obligation on employers rises from "reasonable steps" to "all reasonable steps" to prevent the sexual harassment of their workers. Its updated technical guidance states that from 30 October, employers are liable for the harassment of their workers by third parties, such as customers, clients, contractors, service users and members of the public, unless they have taken all reasonable steps to prevent it. Its practical examples for third-party harassment include risk assessment, behaviour-based training, avoiding lone working and practical training on how to de-escalate. Dr Mary-Ann Stephenson, Chair of the EHRC, said: "The law now requires employers to take all reasonable steps to prevent sexual harassment. This means looking at where risks arise, acting before incidents happen and checking that preventative measures are effective."

The government's announcement the same day said the changes apply from Friday 30 October and come as part of the Employment Rights Act, which it said will benefit over 18 million workers. Kate Dearden MP said: "From today, employers must start taking stronger action to protect their staff, listening when people speak up and acting before problems emerge."

The legal position, in Great Britain. Since 26 October 2024, section 40A of the Equality Act 2010, inserted by the Worker Protection (Amendment of Equality Act 2010) Act 2023, has required employers to take reasonable steps to prevent sexual harassment of their employees. From 30 October 2026, the Employment Rights Act 2025 makes two changes. First, the standard in section 40A is raised to all reasonable steps. Second, employers can now be liable for harassment of their employees by third parties, such as patients, tenants, service users, customers and members of the public, where it happens in the course of their employment and the employer has not taken all reasonable steps to prevent it. This covers harassment related to a protected characteristic, such as race, as well as sexual harassment. Acas guidance lists steps such as risk assessment, recording incidents, a clear policy, training in staff safety and de-escalation, and telling customers the consequences of harassment, with additional measures such as staffing, personal alarms and cameras where risk is higher. Section 40A is not a general violence or lone-working duty.

For housing associations, local authorities, the NHS and charities, contact with residents, patients, service users and members of the public is a routine part of delivering services, so the response should reflect the work each role actually involves. A housing officer who receives repeated sexual comments during home visits may need different preventative measures from a contact centre employee receiving sexually abusive telephone calls. The Equality Act 2010 provisions apply to harassment as defined in that Act: unwanted conduct related to a protected characteristic, such as race, or of a sexual nature, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Verbal abuse can meet that definition, but an employer is not automatically liable for every incident of abuse or aggression: liability for harassment by a third party arises only where it happens in the course of employment and the employer has not taken all reasonable steps to prevent it. The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 continue to apply to the risk of violence.

This week's items show where the change will be tested. The hospital staff in item 03 were racially abused by members of the public, although both incidents happened before 30 October 2026. London Ambulance Service says its crews and call handlers report sexual abuse every single day (item 04).

LEGISLATIVE SPOTLIGHT

All Reasonable Steps: The Harassment Law Changes Now Apply in Great Britain. Can Employers Show Their Preventative Steps?

VINCE'S VIEW

For frontline organisations, this is the change that brings harassment and staff safety together. The higher standard for preventing sexual harassment now applies in Great Britain, but I would encourage employers not to think of it as a one-off compliance exercise. The question is no longer only "did we have a policy?" but "did we take all reasonable steps where our people are actually exposed?" That means the doorstep, the reception desk, the phone line, the scheme office and the evening visit. Notice that the EHRC itself names avoiding lone working and de-escalation training. In our training we regularly discuss inappropriate language, threatening behaviour and sexual comments directed at staff, and people are sometimes unsure what to report when it comes from a tenant, patient or service user. Staff should not be expected to tolerate harassment because someone is receiving a service, but the responsibility cannot rest with the employee alone. I would be concerned about any organisation treating this as simply another online training exercise. The question I would ask is straightforward: if a member of staff reports repeated harassment by a service user, what actually changes before their next appointment? Your evidence will include your risk assessments, your incident records and your training records. Our Conflict Management, Lone Worker Safety, Professional Boundaries and Managing Challenging Phone Calls courses all support that evidence.

WHAT EMPLOYERS SHOULD DO NOW

- Update risk assessments for public-facing roles. Include harassment by patients, tenants, service users and the public, role by role, across visits, telephone calls, reception duties and online contact.
- Check your policy against the EHRC's updated guidance. Read the technical guidance and the Employer 8-step guide: Preventing sexual harassment at work, and close any gaps.
- Review repeat-offender arrangements. Make sure reports about tenants, patients or service users trigger management action, with warning information and safeguards considered before further contact.
- Train staff and managers, and record the decisions. Cover de-escalation, boundaries, reporting and clear authority to end an interaction or leave, and keep evidence of the steps taken and why.

Equality and Human Rights Commission • GOV.UK • legislation.gov.uk • Acas

<https://www.equalityhumanrights.com/news/employers-urged-act-stronger-workplace-harassment-duties-take-effect>

<https://www.equalityhumanrights.com/guidance/sexual-harassment-and-harassment-work-technical-guidance>

<https://www.gov.uk/government/news/new-action-to-tackle-harassment-at-work>

<https://www.legislation.gov.uk/ukpga/2025/36/section/21>

<https://www.acas.org.uk/harassment-at-work/preventing-harassment>

<https://www.equalityhumanrights.com/employer-8-step-guide-preventing-sexual-harassment-work>

Equality and Human Rights Commission, published 30 October 2026. Employers urged to act as stronger workplace harassment duties take effect. Equality and Human Rights Commission, Sexual harassment and harassment at work: technical guidance (last updated 30 October 2026). GOV.UK (Department for Business, Innovation, Science and Trade and Office for Equality and Opportunity), published 30 October 2026. New action to tackle harassment at work. Employment Rights Act 2025, section 21. Acas, Preventing harassment (guidance page, last updated 30 October 2026). Equality and Human Rights Commission, Employer 8-step guide: Preventing sexual harassment at work (last updated 30 October 2026).

RED FLAG

WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

Training Built Around What Your Staff Actually Face

Safety Solutions Training Ltd delivers practical, role-specific training for housing associations, councils, charities, social care providers, the NHS and the third sector, delivered by experienced associate trainers.

CONFLICT MANAGEMENT

LONE WORKER SAFETY

DANGEROUS DOGS AWARENESS

PROFESSIONAL BOUNDARIES

SCENARIO-BASED FRONTLINE
TRAINING

MANAGING CHALLENGING PHONE
CALLS

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Role-specific. Practical. Defensible.