

New Process

NOTIFICATION OF DOG ATTACK TO SECURITY

ROYAL MAIL GROUP EMPLOYEE INSTRUCTIONS:

1. SAFETY FIRST - Remove yourself to a place of safety.
2. If you are able to continue with your duties (Level 1-2 injury), you must **Call 101 immediately** upon your return to the office.
3. If your injuries are significant (Level 3 or above injury) you must **immediately Call 999 from the place of safety**; requesting an ambulance and the require Police attendance.
4. Inform the Police that you want to report what has happened showing the impact the attack has had on you. Note the crime or incident number.
5. If you need to leave the scene for medical treatment, arrange a time for the Police to speak with you.
6. If the Police are attending, remain in a location where you have agreed to meet the Police and report the incident to your Manager.
7. Only if safe to do so, obtain photographic/video evidence of the address (where the attack took place), the dog and/or the person in charge of the dog via a mobile device. This will assist your Manager as part of their investigation/ reconstruction of the incident and also the Police investigation.
8. Take/request photographs of any injuries, both before and after medical treatment. Ensure one image clearly shows your injuries. In addition, retain, label and store any damaged clothing or equipment as evidence. **Do Not Dispose of Or Clean** any blood strained uniform or garments.
9. Support your Manager to gather the evidence of the incident.

10. Support positive action by the Business and the Police.

- a. In the event of a Level 1-2 injury (see Appendix A below), the Police will consider a range of options (listed in Appendix B below). The Police may contact you to discuss these. Before you agree to an option, you should discuss the case with your CWU Health and Safety Representative.
- b. In the event of a Level 3 injury or above (see Appendix A below), you should insist on a prosecution unless **very exceptional** circumstances exist. Do Not Agree to any alternative solution (disposal) without first discussing with your Union Representative and the member of Group Security looking after your case.

ACTIONS BY ROYAL MAIL GROUP LINE MANAGEMENT/ EMPLOYEE'S LINE

MANAGER

Managers are responsible for ensuring the safety and wellbeing of their staff. They MUST:

Employee Name:		Completed
Date:		✓
1.	Ensure that the employee has completed the actions they are due to complete in the Royal Mail Group Employee Instructions.	
2.	Ensure the employee has access to medical treatment, where required.	
3.	If the injuries are Level 1 or Level 2, ensure that the employee has called 101 or has/ will report the incident in person at the Police Station and obtained a crime reference number.	
4.	Contact the local Dog Warden or the Local Authority Officer responsible for recording dog attacks and ensure that the incident is recorded.	
5.	Should the injuries be significant, Level 3 or above, ensure the employee has called 999 and reported the crime to the Police. If 999 has not been called, the victim must immediately call 999 (especially if the dog is still loose or the person in charge of the dog is present at the scene) or 101 (the non-emergency number).	
6.	Ensure details of the dog involved in the attack is recorded on WRAP.	
7.	Assess the injury (see Appendix A below).	
8.	Commence your investigation in accordance with Royal Mail Accident Reporting Standards. Ensure an account of what happened has been recorded, damaged clothing and equipment has been secured, an assessment and photographs of the injury have been recorded and secured.	
9.	Ensure that Work Place Safety and All Area Safety Representatives are informed and updated on progress.	
10.	Obtain a signed consent from the victim [Doc 1].	
11.	Report the incident to the Security Help Desk on: <u>0207 239 6655 and obtain an Incident Number.</u>	
12.	Retain this document locally for internal audit purposes	

Royal Mail Line Management and Parcelforce Worldwide Management only:-

1. Record details of every dog attack on the USO Sharepoint site.
2. Consider the appropriate action level to take e.g. a letter or suspension
3. In the event of suspension only, reintroduce deliveries after risk assessment has been completed and the risk of further attacks has been controlled.
4. Update the USO Sharepoint with actions taken.

Doc 1 Consent Form

Regarding Dog Attack on [enter name] [enter date of incident]

Crime Reference Number [enter CRN]

I hereby give consent for the Royal Mail Group to act on my behalf.

I request the Police and Crown Prosecution Service (CPS)/ Procurator Fiscal (PF)/ Director of Public Prosecutions for Northern Ireland (DPP NI), to share information with the Royal Mail regarding the above incident.

I also request that any information I am entitled to under the Victim Code is supplied to the Royal Mail upon request, including (but not limited to) the following:

- A written acknowledgement that I have reported a crime, including the basic details of the offence;
- Be informed about the police investigation, such as if a suspect is arrested and charged and any bail conditions imposed;
- Be informed if the suspect is to be prosecuted or not or given an out of court disposal;
- Seek a review of the police or prosecutor's decision not to prosecute in accordance with the National Police Chiefs Council (NPCC) and any Victims' Right to Review schemes;
- Be informed of the time, date and location and outcome of any court hearings;
- Make a complaint if you do not receive the information and services I am entitled to, and to receive a full response from the relevant service provider.

Signed.....the victim of the above offence

Printed.....

Date.....

Details of the Victim Code can be found at:

<https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Appendix A

Assessing the Injury

In order to pursue the correct course of action, managers are required to assess the seriousness of any injury. The following injury scale should be used:

Level 1 – Superficial injury e.g. scratch, bite, minor lacerations (scrape, tearing, grazing, minor damaging of the skin) but no puncture wounds and no bleeding.

Level 2 - Moderate injury e.g. small puncture wounds from a single bite where the dog did not hold on or bear down; possible lacerations in only one direction, minor cut to skin, small amount of bleeding requiring some degree of first aid (cleaning of wound and possible use of a dressing).

Level 3 - Significant injury e.g. puncture wounds from a single bite where dog held on and bore down or indicating dog held on and shook its head from side to side. Injury is medium to deep cut to skin, continual bleeding, requiring professional medical assistance.

Level 4 - Serious injury e.g. likely to result in permanent physical and health disability, puncture wounds from multiple bites, where dog held on and bore down indicating dog held on and shook its head from side to side, gaping wound, amputation or flesh removed, loss of part of finger.

Level 5 - Fatality - Victim killed.

Appendix B

There are a range of options (often referred to as disposals) to deal with a case, some of which may or may not be appropriate or applicable in any given set of circumstances.

- a. **Warning Letter** - This will warn an offender of the consequence of a further incident giving them the opportunity to take measures to prevent re-occurrence. It can be presented to a court if further action is taken in the future.
- b. **Acceptable Behaviour Contract (ABC)** - This is an agreement between the Police and offender by which the offender agrees to certain things. Where an offender fails to abide by an ABC this can be used as evidence in any future proceedings. Failing to comply with an ABC is not a criminal offence.
- c. **Community Protection Notice** - This is a statutory notice served on the offender. The Police can use these where an offender has failed to take account of a warning letter or ABC. Police can specify activities which must be undertaken such as securing the dog, fitting a letterbox guard, fixing locks to gates, etc. Failure to comply with this notice is an offence and can result in prosecution or a fixed penalty notice along with seizure of property (including the dog).
- d. **Police Caution** - This is usually given to offenders for low level offences where there is no recent offending history and there is a low risk of re-offending. A caution can only be given in cases where an offender admits the offence. In addition to a formal warning the offender will have their fingerprints, photographs and DNA taken and placed onto the National Database and Police National Computer.
- e. **Conditional Caution** - This is the same as a Police Caution but has the option for the Police to add conditions. This might include a small compensation award for personal injury/damage to clothing or an activity that the offender must undertake. If the offender fails to comply with the requirements of the Conditional Caution, it will be rendered void and a prosecution will be commenced.
- f. **Control/Destruction Order** - A court will consider whether a dog should be kept under proper control or destroyed. Use of this varies across Police Force/Local Authority areas and may not be available in your area. In order to be successful it must usually be shown that there were previous incidents involving the same dog.
- g. **Prosecution** - The case will go to court. The offender will have an opportunity to plead guilty or not guilty. In the event the offender is convicted, he/she will be sentenced to a fine, a community order or prison (depending on the seriousness of the offence). The court can also award compensation to the victim. Finally, the court may disqualify the offender from owning a dog and/or destroy the dog or order that the dog be kept under control.