

# Registration Form

## Violence and Aggression Management in Built Environments

*Designing out violence - building in safety*

**8th September 2010**

*I wish to reserve a place on the above course:*

Please type or use BLOCK CAPITALS

SURNAME..... TITLE .....

FIRST NAME (S).....

NAME AND ADDRESS OF COMPANY OR ORGANISATION.....

.....

.....

JOB TITLE.....

ADDRESS FOR CORRESPONDENCE (if different from above) .....

.....

.....

TELEPHONE NUMBER.....

EMAIL.....

### **Cancellations:**

Refunds of fees (less a 10% cancellation fee to cover administration costs) will only be made for cancellations received in writing at least 28 days prior to the start of the course. We regret that no refunds will be made during the 28-day period but a substitute delegate may attend in your place

### **Joining instructions:**

Final course details including accommodation information will be sent approximately 10 days before the start of the course.

**Violence & Aggression Management  
in Built Environments (VAMBE)**  
*Designing out violence – building in safety*

**September 8<sup>th</sup> 2010**  
**Venue: The Bromsgrove Hilton**

The Violence & Aggression Management in Built Environments (VAMBE) conference is a unique venture to bring together the knowledge leaders from the arenas of Health & Safety, Public Health, Criminology and the Prison System, to provide succinct practical guidance in preventing and managing aggression and violence in places where there are large volumes of people, and smaller numbers of workers.

***Programme Leads:***  
**Craig Jackson**  
**Professor of Occupational Health Psychology**

**David Wilson**  
**Professor of Criminology**

# Violence and Aggression Management in Built Environments

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The Violence & Aggression Management in Built Environments (VAMBE) conference is a unique venture to bring together the knowledge leaders from the arenas of Health & Safety, Public Health, Criminology and the Prison System, to provide succinct practical guidance in managing aggression and violence in places where there are large volumes of people, and smaller numbers of workers.

This conference will be of interest to those who work in the fields of

- Estates / Venue Management
- Security
- Prison services
- Custodial / Janitorial
- Entertainment venues
- Schools and Colleges
- Transportation
- Sports
- Campuses
- Hospitals and Healthcare

Employees who deal directly with the public may face aggressive or violent behaviour. They may be sworn at, threatened or even attacked. Incidents in which employees are abused, threatened or assaulted by members of the public, patients, or offenders in circumstances arising out of the course of his or her employment, are clearly acts of violence and aggression. This conference is aimed at providing practical advice on how to tackle the situation and sustain procedures for dealing with violence and aggression at work. Verbal abuse and threats are the most common types of incident, and although physical attacks are comparatively rare, the impact left behind can be massively disproportionate, and the harm done to the individual and organisation can be long-lasting. Where there is no physical injury, there can still be considerable emotional stress; threats may indicate a risk of actual injury. Malicious damage to an employee's property can also cause distress and fear of future physical attack.

Increasingly large numbers of working people may find themselves at increased risk of suffering violence or aggression in the course of their jobs, whether they are employed in work spheres that routinely involve conflict, or whether they are in mundane workplaces where violence is not usually anticipated, the need to protect workers from the harmful effects of violence is necessary and timely.

# Violence and Aggression Management in Built Environments

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**£285 including refreshments, lunch and delegate pack**

**CPD approval will be applied for**

**Speakers:**

**Professor David Wilson**  
*Criminologist*

**Professor Craig Jackson**  
*Workplace Psychologist*

**Professor Michael Brooks**  
*HMP Grendon*

**Mark Williams-Thomas**  
*Security Consultant and Child Protection Expert*

**Sarah Setterfield**  
*Image Consultant at [impact4success.com](http://impact4success.com)*

**Other speakers to be confirmed**

Further details and booking information can be obtained from:

Ms Janie Acton  
c/o Institute of Occupational & Environmental Medicine  
Birmingham University  
Edgbaston  
Birmingham  
B15 2TT

Email [j.acton@bham.ac.uk](mailto:j.acton@bham.ac.uk)  
Tel: 0121 414 6021

**Fees: £295 (VAT not applicable)** for this 1-day course.

**Payment methods:**

Cheques/Paypal payment must accompany all applications.

Please make cheques payable to "Health Research Consultants" and returned with the registration form on the reverse of this leaflet to Janie Acton.