



# **GENERAL SERVICES ASSOCIATION**

## **INFORMATION PACK**

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## **GENERAL SERVICES ASSOCIATION**

### **MISSION STATEMENT**

“The Association is Committed to Developing and Disseminating Best Practice in the Prevention and Management of Aggression and Violence on a National and International level”

## **FOREWORD FROM HONORARY PRESIDENT**

The system Control and Restraint General Services, from which this Association takes its name, was initiated in November 1988. It devolved, in part, from the earlier work of the Physical Education Branch of the Prison Service in devising ways to enable staff to cope safely, effectively and lawfully with minor and larger scale disruption in establishments.

From September 1981, the Prison Service had already made basic and Instructor training available to UK Health Service Trusts whose staff were responsible for secure and medium secure provision, to Special Hospitals and to the Scottish State Hospital at Carstairs. Programmes were chiefly concerned with the safe containment of and, where necessary, the removal to a quieter place, dangerously threatening or fighting subjects, together with a range of other techniques which might be needed in disruptive situations. A certain amount of basic one-to-one personal defence was also covered.

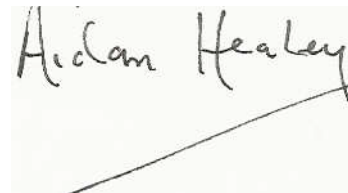
By the late 1980's, it had become increasingly clear that the need and demand for guidance and training in the safe management of violent behaviour had gone well beyond that of staff working in secure care settings. Staff in other clinical areas, in general hospitals and psychiatric units, in the fields of social and educational care, and those working in the community at large were among those whose daily task involved exposure to possible aggression.

Accordingly, in November 1988, Control and Restraint General Services was introduced and adapted to meet the varying and more specific needs of those in the public sector. An indication of areas covered, and Service Users is spelt out in the section of this Information Pack dealing with Objectives, Philosophy and Values.

Since its initial formation, the scope of General Services has steadily increased across a wide range of organisations, both in the UK and overseas. There are now upwards of two thousand General Services Tutors whose task is to set up training programmes to meet the operational needs of staff and to provide for the necessary ongoing support.

In June 1996, because of the extent and diverse nature of their remit, General Services Tutors felt it would be valuable to form an Association which drew together those working in all areas to review current practice and to provide information, guidance and support to members, to share operational experience and – most importantly – ensure that the principles and values of General Services were fully maintained.

No reputable techniques for dealing safely with violent incidents can ever be totally effective in every emergency. General Services training aims to go as far along this difficult road as possible, consistent with the law and with good professional practice. The Information Pack, in some respects, defines this journey. I hope you may find it useful and interesting and feel free at all times to make contact with the Trustees of the Association, with members of the Executive Group, or a colleague who may be in a position to meet a particular need.

A handwritten signature in black ink that reads "Aidan Healey". The signature is written in a cursive style and is positioned above a horizontal line that extends across the width of the signature.

***Aidan Healey, OBE***  
**Honorary President**  
**October 2005**

## **OBJECTIVES, PHILOSOPHY AND VALUES**

- To develop and disseminate best practice in the prevention and management of aggression and violence on a national and international level
- To protect, preserve and assist in protecting and preserving the health and safety of the public, particularly those in need of special care and treatment and those responsible for providing it
- To maintain and increase provision of training in the safe management of aggression for Nurses, Doctors, Ancillary Workers and security staff responsible for the safety of the public who come as patients, visitors or escorts to NHS or private hospitals or to Special Units and to schools and other services
- To maintain and increase training advisory services in safe practice for those members of the public working in the wider community, particularly those responsible for the care, support and treatment of adults or children in residential homes, for Outreach Services, after care provision and for safely meeting emergencies
- To maintain and increase provision of training, advice and support for staff looking after all adults, children and young people with potential for seriously disruptive and violent behaviour
- To maintain and increase the provision of safe services for those in Special Needs or mainstream education by training staff in appropriate means of restrictive physical intervention where this is essential in the interest of safety
- To establish and maintain effective working relationships with Government departments, staff associations, companies, organisations, universities, other professional bodies, having particular regard to those which most closely affect

the approach, planning, curricula and standards of training undertaken by members

- To promote and make readily available, without restrictive practice of any description, such research and evaluation in managing aggression as might be valuable to members and to other organisations
- To encourage and support members individually or collectively wherever they are engaged in training, in an operational setting or undertaking research, and to promote their general welfare
- To maintain and increase, so far as resources allow, the Company's regular financial support for charitable organisations providing for those in serious need at home and abroad

## **GENERAL SERVICES ASSOCIATION ROLES AND RESPONSIBILITIES**

### **Company Limited by Guarantee**

The Association is a Company Limited by Guarantee. Companies Limited by Guarantee are private limited companies where the liability of its members is limited.

A guarantee company does not have a share capital, but has members who are guarantors instead of shareholders. Limitation of liability takes the form of a guarantee from its members to pay a nominal sum in the event of the company being wound up while they are a member or within one year of their ceasing to be a member.

The amount of money that is guaranteed for Association members is a maximum of £1 and is stated within the constitution of the Association (the Memorandum & Articles of Association).

### **Roles and Responsibilities**

#### **The Board of Directors**

The Board of Directors consists of up to twelve individuals elected at the Annual General Meeting (AGM) of the Association. From within its membership, the Board appoints a Chair Person, Deputy Chair Person, General Secretary, Deputy General Secretary and Treasurer. One third of the Board resigns each year, prior to the AGM, and may be re-elected or replaced by new Trustees. The Board has a set of objectives which include:

- To raise funds and receive contributions but not to undertake any substantial permanent trading activities.
- To employ such staff as may be necessary in pursuit of the Association's Objectives.
- To co-operate with other charities, voluntary bodies and statutory authorities operating in furtherance of the Association's Objectives.

- To appoint and constitute such advisory committees as the Board of Directors may think fit.
- To take any other lawful steps as may be necessary to achieve the Association's Objectives.

### **The Senior Tutor Group**

The Senior Tutor Group is the Association's advisory body. It provides advice, guidance and support in all aspects of the Association's development. In particular, the Group influence and manage the Association's Core Curriculum and range of Additional Techniques.

Members of the Senior Tutor Group also have responsibility for the design, delivery and evaluation of Tutor training and Update courses, and are responsible for contributing to the on-going development of the Association's systems and processes and work closely with the Executive Group and Directors to achieve this.

The Group is made up of individuals who will have a minimum of three years experience as a General Services Tutor, and who have met the appropriate criteria within the application process. Senior Tutor status is subject to clear criteria, outlined in the Senior Tutor Policy Document.

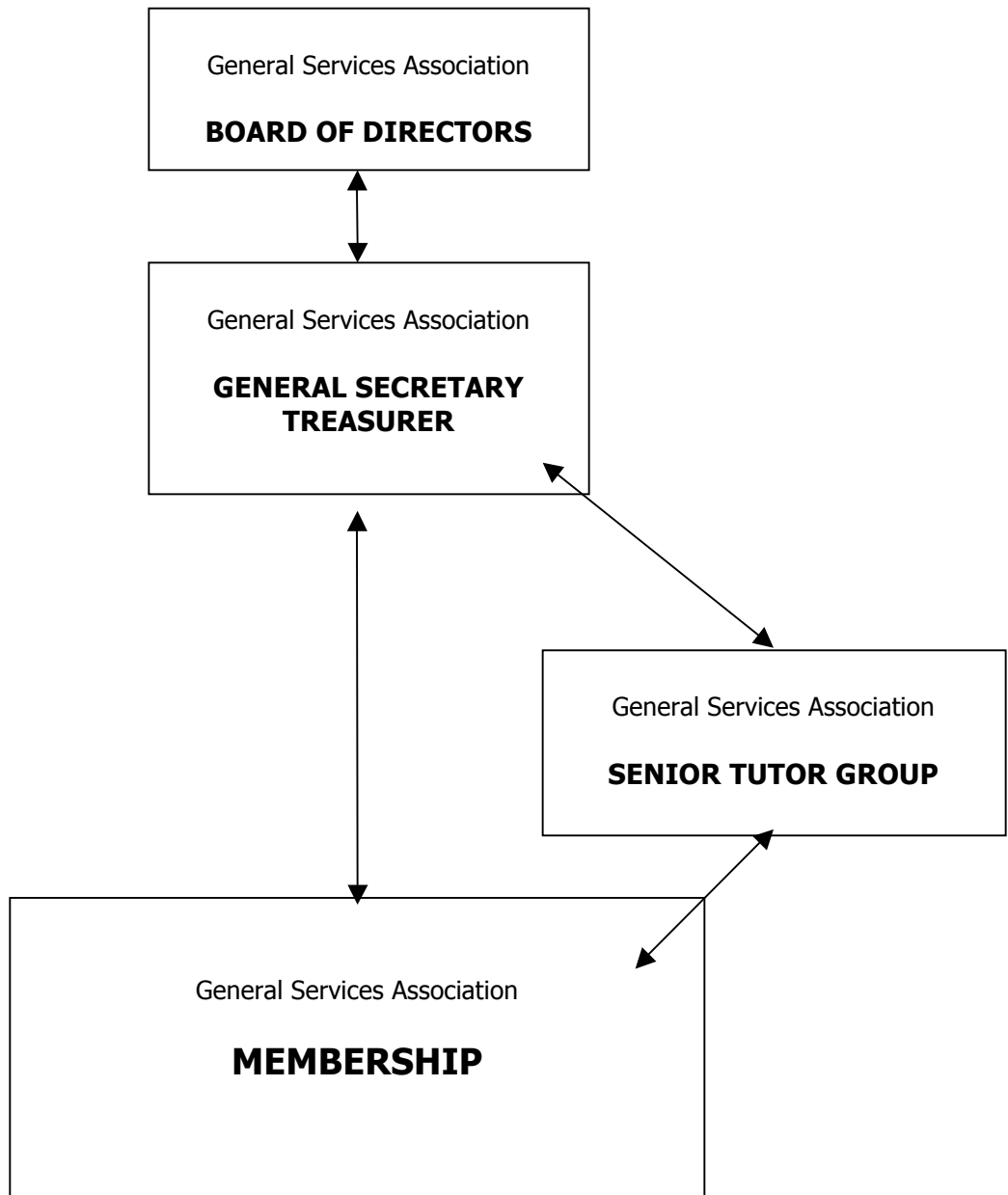
### **The Membership**

Members of the Association are individuals from a wide range of backgrounds who have an interest in the safe management of aggression and violence in the workplace. There are three types of membership, and these are outlined in this pack.

Full members have influence in the work and development of the Association through attendance at Update training, Professional and Regional Group meetings and through attendance at the Annual General Meeting.

# GENERAL SERVICES ASSOCIATION

## STRUCTURAL CHART



## **TYPES OF MEMBERSHIP**

There are two types of membership available to individuals, and the appropriate application forms and information on costings are enclosed with this pack.

### **FULL MEMBERSHIP**

#### **Individual**

Individual Membership is available to all those who have successfully completed a recognised General Services Tutor training course and therefore hold a General Services Association Tutor certificate.

All Members are required to develop and maintain an Association portfolio which reflects their activities as a Tutor. Portfolios are subject to random audit, and all members must submit their portfolio's for vetting prior to mandatory update training.

All Members must attend an annual update to revisit and refresh the on the key principals of each area of the Core Curriculum learned throughout the course of Tutor training. Update training is three days in duration, and concludes with an assessment process carried out by a Senior Tutor.

#### **Corporate Membership**

Corporate Membership is available to organisations that have higher numbers of Tutors. The requirements for eligibility for this type of membership are the same as those outlined in Individual Membership. The key difference between the two types of membership is the way in which fee's are levied. Corporate Membership fees are based

on a sliding scale which reflects the number of Tutors within the organisation, and the cost of membership increases in accordance with the number of Tutors.

## **ASSOCIATE MEMBERSHIP**

Associate Membership is open to individuals, organisations or companies in the United Kingdom and abroad, who are directly or indirectly connected with the safe management of aggression and violence. It is also open to those who wish to offer their support to the Association.

Applicants pursuing Associate Membership will be required to make clear their affiliation in any prospectus, training material and / or general information which are made publicly available.

Successful applications will be based on the approval of the Associations Board of Directors.

Associate Members are welcome to attend Association events with the exception of the Annual General Meeting, and will not enjoy voting rights.

The benefits of this type of membership include:

- Associate membership of a developing, professional Association with the drive to develop standards of training in this field
- Access to the Association and its experience and experts
- Access to Association Conference material
- Access to information about General Services courses and other developments

## **BENEFITS OF MEMBERSHIP**

Once you have been registered as a full member with the Association, you will be issued with a membership pack. This pack contains a wealth of information to support you in your role as a practitioner in the safe management of aggression and violence.

As a full member, you will have the right to vote at the Annual General Meeting, giving you the ability to influence the future development and direction of the Association. You can also vote, or stand, in election for any of the vacancies which arise in the various representative positions of the Association.

You will be eligible for a discounted delegate rate for the Associations conferences and events, and you will have access to further training opportunities made available by the Association.

Membership will enable you to access additional areas of the website.

Other benefits of membership include: -

### **Access to Fact Sheets, Policies and Documents:**

Documents, including:

- GSA Rules and Constitution
- Code of Professional Conduct
- Recommendations for Good Practice Guidance
- Guidelines for Pre-activity Warm Up and Stretching
- Practice Guidelines for Training in the Recognition, Prevention and Management of Violence
- Tutor Portfolio

- Senior Tutor Portfolio
- The Use of Pain: A Position Statement
- Prone Restraint: A Position Statement

Fact Sheets, including:

- Neuroleptic Malignant Syndrome
- Sickle Cell Disease
- Cervical Spine Instability in Downs Syndrome

Policies, including:

- Tutor Status
- Senior Tutor Status
- Complaints Procedure for Members
- Submission of New Developments in Physical Intervention Skills
- Gaining GSA Endorsement of Events
- Associate Membership

## **Website**

The Associations website can be found at [www.thegsa.co.uk](http://www.thegsa.co.uk) . This site contains a range of information for the public relating to the issues surrounding the management of aggression and violence. Course information and details of pertinent events can be found on the site, as well as news on current initiatives and developments in the field. A useful Links section, with a wide range of related website addresses and useful references is included. There is an Association Members Area, accessed with a password, which includes:

- Bulletin Board
- Discussion Forum
- Mailing lists
- Minutes of Meetings
- Documents, Fact Sheets and Policies

## **Support Network**

The General Services Association is one of the largest membership organisations for physical intervention trainers in the United Kingdom. By becoming a member, you will become part of a huge network of Tutors across the UK, and abroad. You will have access to information, resources and supports in field of aggression management, from a wide variety of occupational groupings and from all areas of health, education and social care, including many specialist services. You will be able to seek advice and guidance in all aspects of design, delivery and evaluation of training events, and also in management of actual operational situations.

## **CONTACT POINT FOR FURTHER INFORMATION**

We hope this pack has been informative and useful. If you would like any further details about the Association, or about becoming a member, please contact:

**Andy Martin**  
**19 Silver Birches**  
**Wokingham**  
**Berkshire**  
**RG41 4YZ**

**Email:**        [thegsa@live.co.uk](mailto:thegsa@live.co.uk)