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# **VIOLENCE AND AGGRESSION TOWARDS EMPLOYEES AND WORKERS**

## **MODEL POLICY**

**FOR EMPLOYEES AND WORKERS IN MAINTAINED SCHOOLS,  
PRUs, ACADEMIES AND OTHERS**

**1<sup>st</sup> Edition May 2024**



INVESTOR IN PEOPLE



# **VIOLENCE AND AGGRESSION TOWARDS EMPLOYEES AND WORKERS MODEL POLICY**

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ACADEMIES AND OTHERS**

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# VIOLENCE AND AGGRESSION TOWARDS EMPLOYEES AND WORKERS

## MODEL POLICY

### FOR EMPLOYEES AND WORKERS IN MAINTAINED SCHOOLS, PRUs, ACADEMIES AND OTHERS

#### **IMPORTANT NOTE RELATING TO TERMINOLOGY USED IN THIS DOCUMENT**

This model 'Violence and Aggression Towards Employees and Workers' Policy may be adopted by maintained schools, PRUs, Academies, Free schools and/or other independent schools. Therefore, where the words '**Headteacher**', '**Governing Body**', '**Governors**' or '**school**' are used in this document, this should also be interpreted (and can be adapted) to mean, or read, **Principal, Chief Executive, Head of School, Proprietor, PRU Management Committee, Members, Directors, Board of Trustees, Local Governing Body, Governing Board, PRU, Academy or Academy Trust** etc., as relevant to the type of school and structure in place.

#### **1. INTRODUCTION AND PURPOSE**

This policy aims to support employers to provide safe and inclusive environments for people accessing services, their support networks and staff. All employers have responsibility for the health, safety and welfare of their employees and workers. The *Governors* believe that everyone has the right to a safe working environment, free from threatening, abusive or violent behaviour and recognise the employer's legal obligation to provide such an environment.

Assaults, abuse, violence, verbal aggression, or threats of such behaviour, can have serious consequences for employees, workers and the organisation. The *Governors* will take all appropriate and reasonable measures to prevent or minimise the risk of such incidents taking place when employees and workers are in *school*, or working on behalf of the *school*, as far as possible. Many situations in which there could be a risk to personal safety can be anticipated. However, this is not always the case and where an incident does regrettably take place, this will be fully investigated and the victim supported. Following any incident of this nature, relevant working practices and procedures will be reviewed and further preventative measures considered, as appropriate. If incidents do occur, it is important that managers, employees and workers all follow the *school's* reporting procedures so that relevant information from the incident can be used to inform operational practices and policies.

Difficult situations can occur when a person accessing a service presents with behaviours that appear 'challenging'. These behaviours that appear challenging are most often due to people feeling frustrated, anxious, threatened or confused; alternatively, they may be in a situation that triggers memories of past trauma.

This policy recognises that trauma informed practice is crucial for building safe services. The purpose of this document is to prevent or minimise the risk of, and to manage and respond to, work-related violence and aggression.

The *Governing Body* will not tolerate instances of work-related violence or aggression towards employees or workers. This Policy applies to all employees and workers, who are entitled to be treated with consideration, dignity and respect at all times.

## **2. ROLES AND RESPONSIBILITIES**

### **The Governing Body:**

The *Governing Body* has overall responsibility for this Policy and its implementation. The operation of the Policy within the *school* is delegated to the *Headteacher* and, in turn, to members of the Senior Leadership Team, as appropriate.

### **The Headteacher and Senior Leadership Team (SLT) will:**

- ensure that risk assessments are undertaken by a competent person, as appropriate
- ensure that all employees and workers are aware of this Policy and the importance of following the procedure set out for reporting any incidents of violence and aggression
- ensure that this policy document and the potential for violence and aggression against employees and workers is highlighted regularly at induction, staff meetings and relevant training sessions, as appropriate
- ensure that employees and workers have access to any training that may be available in providing skills that can be utilised to minimise risks to personal safety, as required
- ensure that reports of all incidents of violence and aggression against employees and workers are fully investigated and responded to appropriately
- offer and make available to employees and workers appropriate support following any incident of violence and aggression
- provide a summary of incidents of violence and aggression to the *Governing Body* on a regular basis
- monitor the effectiveness of this Policy and review the content, as required
- following Policy reviews, recommend changes to the *Governing Body*, as appropriate.

### **All employees and workers will:**

- familiarise themselves with the school's 'Dealing with Violence and Aggression Towards Employees and Workers Policy'
- follow all working procedures and protocols in place within the *school* relating to interaction and dealings with pupils, parents, colleagues, visitors and others, as well as general health and safety policies
- follow incident reporting procedures contained within the school, as well as risk assessments
- pay due regard to their own personal safety and withdraw from a situation where the risk of violence or aggression is high. (The exception to this general rule is where a formal plan relating to a pupil requires a prescribed course of action to be followed).

## **3. VIOLENCE AND AGGRESSION IN THE WORKPLACE – DEFINITION AND EXAMPLES**

### **The Health and Safety Executive (HSE) defines work-related violence as:**

**'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'**. This can include verbal abuse and threats as well as physical attacks.

The *Governors* interpret this as meaning any incident in which an employee or worker is abused, threatened or assaulted by another person in circumstances arising out of the course of their employment or work with this *school*. It applies whether the employee or worker is on or off duty and is irrespective of the status of the perpetrator.

### **Examples of Behaviour Classified as Violence or Aggression:**

Violence and aggression may be physical or non-physical. It is wide-ranging and includes threats, intimidation and innuendo as well as actual violence or aggression. Examples are:

- Kicking, biting, punching, scratching, spitting, poking, pushing, tripping, head butting or any other physical assault, inc. sexual assault
- Actions restricting movement (e.g. confining someone within a room or space)
- Unwanted physical contact which does not involve physical injury
- 'Squaring up' without actual physical contact
- Use of weapons or missiles
- Verbal or written abuse which causes offence or distress (e.g. in person, over the telephone, in letter or emails or social media)
- Sexual, racial, homophobic behaviour or other harassment
- Bullying, inc. cyber bullying
- Shouting, posturing, making gestures, intimidation, insults, innuendo
- Stalking
- Damage to personal property
- Robbery
- Unreasonable demands or blackmail.

This list is not exhaustive.

## **4. OVERVIEW OF GENERAL ARRANGEMENTS FOR THE PROTECTION OF EMPLOYEES AND WORKERS**

Violence and aggression are always unacceptable. The *Governors* are aware that employees and workers may be at risk of such behaviours on occasion. In view of the potential for incidents of such behaviours arising, the *school* will take all reasonable measures to firstly eliminate the risks involved. Where this is not possible then control measures will be put in place to reduce risk as low as reasonably practicable. In general:

- The *school* has in place specific measures and arrangements relating to the security of the premises and visitor access.
- The *school* has a 'Visitor Behaviour Policy' in place to help the public gain an understanding of boundaries and for the reassurance of employees and workers.
- Risk assessments will be undertaken in respect of visitors to the *school*, as appropriate
- The *school* has a 'Pupil Behaviour Policy' which sets out behavioural expectations, promotes good behaviour, self-discipline and respect. It also regulates the conduct of pupils and sets out the powers of staff to address poor behaviour within the framework of the law.
- Risk assessments will be undertaken in respect of pupils with known difficulties and shared with all staff who will come into contact with the pupil, including updates when they are made. The information shared should be appropriate and proportional information and hence in line with GDPR.
- The *school* has particular arrangements and requirements in place for the protection of employees and workers in relation to working practices, such as lone working
- The *school* has procedures in place for reporting incidents of violence and aggression, as well as arrangements for liaising with the Police in relation to relevant situations and incidents. Staff should be fully informed about these actions

- Employees and workers will receive training at least annually in relevant areas and on actions to be taken in certain circumstances when encountering incidents of violence and aggression
- Reminders and updates relating to 'Dealing with Violence and Aggression Towards Employees and Workers', as set out in this Policy, will be highlighted in induction, training and at staff meetings, as appropriate
- Support will be provided to employees and workers who have been subject to an incident of violence and aggression. This could include (but not limited to) counselling, time away from the situation or child, meeting with a member of SLT, debriefing of the incident and discussion of next steps at a later date.
- It is an expectation that all employees and workers will take due care for their own safety, and the safety of others, in considering their actions when faced with incidents of violence and aggression.

In addition, the law offers protection in specific circumstances:

- Legislation in the form of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) places specific responsibilities on employers, the self-employed and people in control of work premises to report and record certain work-related accidents, serious injuries and dangerous occurrences. RIDDOR is in place for the protection of employees, workers and others to help identify cases of negligence and poor working practices. More details can be found here: <https://www.hse.gov.uk/riddor/>
- Any violence or abuse relating to one or more 'protected characteristic' (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation) may constitute harassment under the [Equality Act 2010](#).

The school's specific measures and strategies in place for the prevention of incidents of violence and aggression towards employees and workers are set out in Section 5. below, 'Preventative Measures and Strategies'.

## **5. PREVENTATIVE AND PROTECTIVE MEASURES AND STRATEGIES**

*(Schools should add to, or amend, the text in the paragraphs below according to particular arrangements in place within their own establishments).*

Measures and strategies for maintaining security and preventing or limiting incidents of violence and aggression include those set out in the following paragraphs. These measures and strategies are kept under regular review and will always be reviewed in response to any incident of violence and aggression that may from time to time occur.

### **(a) Security of Premises**

All external access points to the premises and external doors to buildings will be kept locked during the school day. Visitors to the premises may only gain authorised access through intercom contact with Reception staff.

All points of access, perimeter walls and fencing are checked on a regular basis for faults or weaknesses and rectified as necessary. Shrubbery is kept well-maintained to restrict hiding places. Internal and external lighting is checked regularly to ensure that it is in good working order.

All visitors are required to comply with the school's 'Protocol for Visitors', which includes the requirement to sign in and out on arrival and departure respectively, to wear a visitors' badge, displayed prominently at all times, and to adhere to all other

requirements set out in the protocol. The full 'Protocol for Visitors' is available from the *School Office*.

If an employee or worker observes a stranger not wearing a visitors' badge, they should challenge the person where they feel able, and always alert Reception or a senior member of staff.

Where necessary, schools should invoke their 'Lockdown Procedure' (or equivalent)

### **(b) Visitor Behaviour Policy**

The school has in place a 'Visitor Behaviour Policy'. The Policy is there to ensure, as far as is reasonably practicable, the safety of employees and workers who have contact with the public. The Policy aims to help the public gain an understanding that there are boundaries around behaviour and what is acceptable and what is not. The intention is also for staff to feel reassured that, should they find themselves confronted with violence or aggression, there is a process in place to protect them and to resolve the situation.

The Policy makes clear that there are consequences to unacceptable behaviour and warns that this may result in an individual being banned from the premises.

The 'Visitor Behaviour Policy' is available from the *School Office*.

### **(c) Pupil Behaviour Policy**

The *school* has in place a Pupil Behaviour Policy which is intended to create a positive environment for learning and development by promoting good behaviour and mutual respect between pupils and also between pupils and employees/workers.

The Pupil Behaviour Policy sets out the *school's* expectations and the standards of behaviour expected of pupils at all times. The Policy contains a range of disciplinary measures and sanctions that may be imposed in response to poor behaviour.

The Pupil Behaviour Policy also makes reference to powers to search pupils for 'prohibited items' and the confiscation of inappropriate items, powers in relation to pupil conduct outside the school gates, powers to use 'reasonable force' in relevant circumstances and legal powers and provisions in relation to responding to pupil behaviour.

The Policy also makes clear the powers of employees and workers in relation to imposing disciplinary measures and sanctions, as well as powers to search for, and confiscate, relevant prohibited and inappropriate items. All employees and workers should ensure that they understand their powers in these areas, as well as the limits of the powers.

The 'Pupil Behaviour Policy' is available from the *School Office*.

### **(d) Risk Assessments**

A risk assessment is the process of identifying what hazards currently exist or may arise in the workplace, how they may cause harm and the steps in place, or to take, to minimise harm.

The significance of a risk depends upon the severity of the possible outcome and the number of people who may be affected. All risks should be managed prior to harm occurring, i.e. by taking a proactive rather than a reactive approach.

Risk assessments will seek to establish the risk of violence and aggression (inc. the risk of stress which arises from working in fear of violence and aggression) to employees and workers, taking into account a number of factors, including:

- existing information about pupils/visitors, including the frequency and severity of any previous incidents
- frequency and nature of contact
- experience and training of staff
- location
- adequacy of existing precautionary measures.

Steps will be taken to remove or minimise risks identified. Where removal of a risk is not possible, minimising the risk will include consideration of any relevant changes to working practices. Control measures to reduce the risk of violence and aggression may include, for example, the use of/increased use of CCTV cameras, provision of alarms for employees and workers, revision of lone working arrangements and emergency procedures and changes to working environments, such as improved lighting, room layout and/or vision panels for doors where these are not already in place.

The person carrying out the risk assessment (the risk assessor) will ensure that identified postholders have responsibility to act upon measures put in place within an agreed timescale, proportionate to the risk involved.

Risk assessments for individual pupils will be considered where the *school's* Pupil Behaviour Policy has had little or no effect. Incidents that will result in a pupil behaviour risk assessment include, but are not limited to:

- a pupil carrying out, or threatening to carry out, any form of physical or sexual assault, whether inside or outside of school
- a pupil is found to be carrying a weapon, or threatens to bring a weapon into school, such as a knife, ball-bearing gun etc.

Risk assessments will also be carried out in relation to the risk of violent incidents, such as knife crime, not occurring directly on the *school* premises but in the wider vicinity of the *school*.

All significant risks will be recorded on a 'Risk Assessment Form'. Assessors and Line Managers are responsible for ensuring that the outcomes of risk assessments, including any relevant pupil behaviour risk assessments, are made known to all employees and workers, including new members, supply teachers and those employed via an Agency.

The effectiveness of control measures put in place to eliminate or reduce risks will be monitored by looking at incident rates and through meaningful discussion with the workforce and their Trade Union Representatives as appropriate.

The *Governors* will also gather information about the causes of violence in school, and will use this information to inform the risk assessment and prevention process. This process may involve engaging with external bodies and through the provision of training and pupil assemblies.

All risk assessments will be reviewed at least annually but more frequently if increased risks are identified or there is a change in relevant circumstances. In addition, risk assessments will always be reviewed after a related incident has taken place.

For information:

- A specific example of a Visitors' Risk Assessment is attached at Appendix 1 to this document.
- A Pupil Risk Assessment Template is attached at Appendix 2 to this document.

Further information and Risk Assessment Forms can be made available by contacting the *School Office*.

#### **e) Safe Working – Working Environments and Practices**

In addition to any specific measures that may be identified within individual risk assessments, there are general precautionary measures that should be taken by employees and workers in order to protect themselves and reduce risk.

In general:

- when speaking with a visitor or pupil, employees and workers will, wherever possible, use rooms with an unobscured vision panel in the door and ideally leave the door open
- wherever possible, employees and workers will place themselves in a position which allows sight of all entrances and immediate access to at least one of them. They should position themselves nearest to the door
- if it is anticipated that a visitor or pupil may display aggressive behaviour, they will not meet with the person alone and will prepare their responses to any violent or aggressive behaviour in advance of the meeting. Similarly, employees and workers will take care not to make an appointment to see a visitor who is unknown to them at a time when they will be alone in an area of the *school*. If necessary, they should rearrange the appointment or arrange for another employee or worker to be present. Employees and workers should ensure that they follow the *school's* Lone Working Policy
- employees and workers should avoid working in isolation wherever possible, particularly outside of normal hours
- if telephone callers become abusive or threatening, employees and workers must issue a caution along the lines of 'if you continue to be abusive, I will need to put the telephone down' and then do so if the caller continues in the same manner, whilst remaining polite and courteous at all times.

#### **f) Physical Intervention – Reasonable Force, Control and Restraint**

As a general rule, physical interventions may only be used as a last resort when other strategies have been unsuccessful or when the risks of not employing an intervention outweigh the risks of using reasonable force, for example, imminent danger.

There is no legal definition of 'reasonable force' but it can be used to prevent someone from hurting themselves or others, from damaging property or from causing disorder. Reasonable force is usually used to 'control' or 'restrain'. 'Control' means either passive physical conduct, such as standing between two people or blocking someone's path, or active physical conduct, such as leading a pupil by the arm out of a classroom for example. Restraint means to hold back physically to bring someone under control.

**The use of force is reasonable ONLY if it is proportionate to the consequences it is intended to prevent.** This will always depend on all the circumstances of the individual case. There are two relevant considerations:

- the use of force can be regarded as reasonable only if the circumstances of the particular incident warrant it. The use of any degree of force is unlawful if the circumstances do not warrant such use
- the degree of force employed must be in proportion to the circumstances of the incident and the seriousness of the behaviour or the consequences it is intended to prevent
- the degree of force and the duration of its application will always be the minimum needed to achieve the desired result.

It is a criminal offence to use physical force, or to act in a way that leads another person to fear the use of force (for example, by raising a fist or issuing a verbal threat) unless

the circumstances give rise to a lawful excuse or justification for the use of that force. Such justification may be to prevent an injury to oneself or to others, or to prevent serious damage to property. All employees and workers must be aware that the use of unjustified and excessive force might be an offence.

All instances of physical intervention must be reported to a senior member of staff and recorded in accordance with the *school's* procedures.

Further information relating to the use of reasonable force and procedures for reporting and recording instances of physical intervention are available by contacting the *School Office*.

Training on these matters will be provided on a mandatory basis for all relevant employees and workers.

### **g) Dealing with Pupils and Weapons**

Where an employee or worker has grounds to suspect that a pupil is in possession of a weapon, or there has been an incident involving a weapon, they should immediately inform their line manager or a member of the SLT. They are not expected to, and should not, deal with the incident on their own.

The *Headteacher* will make a decision about whether the pupil should be searched, with or without their consent, referring to the *school's* Confiscation Policy and the latest DfE guidance.

If a weapon is found, or the pupil refuses to co-operate, the Police will be called. If a weapon is found during a search before the Police have arrived, it will be seized and kept in a safe, secure location until their arrival.

Where a pupil is found in possession of a weapon, the Pupil Disciplinary Policy will be instigated and an individual pupil risk assessment undertaken.

### **h) Self-Defence**

Leaving or getting away from a threatening situation is often the best defence, using any pretext that may work, but individuals do have the right to defend themselves, or others, if attacked.

The amount and degree of defensive force used must be proportionate to the level of risk confronted with. This will depend on all the circumstances at the time.

Employees and workers should take whatever precautionary measures they can to avoid placing themselves in situations where they are alone and/or may be particularly vulnerable to confrontation. See (d) above: Safe Working - Working Environments and Practices.

### **i) Liaison with the Police**

The *school* will also liaise with the Police in order to address violent incidents within the wider community and/or within the vicinity of the *school*. For example, the *school* will report concerns relating to dangerous activity, such as knife crime, to the Police for further investigation.

### **j) Training and Briefings**

Appropriate training and/or briefings will be provided to employees and workers, as appropriate and relevant. This will include in the areas of:

- Positive behaviour management and de-escalation, e.g. PRICE
- Trauma informed practice

- the use of reasonable force
- preventing work-related violence
- reporting procedures
- what to do following an incident
- the relevant school policies, procedures and protocols (e.g. guidance relating to safe working practices, Lone Working Policy, Visitor Behaviour Policy, Pupil Behaviour Policy, Risk Assessments etc).

Training and/or briefings may be as part of induction for new employees and workers, formal or informal training sessions, briefings at staff meetings, INSET days, updates in response to new guidance or legislation, de-briefings after an incident has taken place etc.

## 6. INCIDENTS OF VIOLENCE AND AGGRESSION AND REPORTING PROCEDURES

*(Schools should add to, or amend, the text in the paragraphs below according to particular arrangements in place within their own establishments).*

The reporting and recording of **all** incidents of violence and aggression, even if they appear trivial, is essential to inform working practices and procedures. This allows practices and procedures to be reviewed, adjusted and strengthened, as necessary, for the main purpose of protecting our employees and workers.

All employees and workers have a responsibility to report incidents of work-related violence and aggression, including threats and verbal abuse, to line managers. **All incidents, including physical assaults, threats and verbal abuse must be recorded on an 'Incident Report Form' and/or the schools incident reporting system if an electronic system.** Incident Report Forms or access to the reporting system are available from the *School Office*. This is a different system to that which reports incidents about children. Appendix 3 shows a sample reporting form.

Records of incidents will provide the *school* with details of when and where the incident occurred, who was involved, description or name (if known) of the perpetrator and any relevant information about the circumstances in which the incident took place. This information enables senior leaders to review incidents in order to identify increases in reports of violence and aggression, any patterns, reports about the same perpetrator etc. In turn, this enables procedures and protocols to be reviewed and further action to be taken, for example, reviewing and adjusting risk assessments, considering further preventative measures and controls, or alerting the Police, as relevant.

Additionally, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR, see also section 4. above), the school is responsible for reporting the following to the Health and Safety Executive (HSE):

- all accidents to employees and workers resulting in deaths or specified injuries (see below)
- all accidents which result in an employee or worker being off work due to injuries for more than seven days. (Accidents must be recorded, but not reported, where they result in an employee/worker being incapacitated for more than three consecutive days).
- all accidents to non-employees which result in them being killed or taken to hospital which are connected with work. (There is no requirement to report incidents where people are taken to hospital purely as a precaution when no injury is apparent).

Full details of the employer's obligations under RIDDOR and the list of specified injuries referred to in the first bullet point above are available on the HSE website at <https://www.hse.gov.uk/riddor/reportable-incidents.htm> ).

**The Police will normally be informed of all incidents where an employee or worker has been subjected to physical violence and aggression.** In some circumstances the employee or worker may not wish the Police to be involved. However, the *Headteacher* has the final decision and may be of the view that the wider protection of the *school* community requires that a report be made to the Police, notwithstanding the wishes of the individual. If, during the course of an incident, a child is assaulted or abused, this will be reported in accordance with statutory Regulations.

## **7. RESPONSE AND FOLLOW-UP TO AN INCIDENT**

*(Schools should add to, or amend, the text in the paragraphs below according to particular arrangements in place within their own establishments).*

In the immediate aftermath of an incident, the priority will be to attend to the employee or worker(s) who has/have been the victim of violence and aggression and to ensure the safety of others and then to consider the longer term needs of the victim(s):

- the employee or worker's Line Manager and the *Headteacher* will be informed of the incident as soon as possible
- the *Headteacher* (or member of SLT in their absence or where delegated) will inform the Police where appropriate
- the manager/member of staff initially attending the incident will take steps to ensure the safety of employees, workers and pupils in the vicinity
- as required, medical treatment will be sought for the victim(s), involving the *school's* designated first aider(s), treatment at a hospital or from their GP, as necessary
- in the case of physical injuries, photos will be taken where possible and appropriate
- the employee or worker(s) will be allowed access to a private area, as required, following an incident Line Managers should be aware that shock can often play a part when employees believe they do not need any support when they do.
- counselling and occupational health services will be offered to the employee or worker(s) involved in the incident, as appropriate
- the employee or worker(s) and the *Headteacher* may discuss and agree any need to alter working arrangements as a result of the incident. This will be undertaken sensitively, without putting the employee or worker under any duress or be made to feel guilty
- employees and workers may also wish to seek advice and support from their Professional Association/Trade Union.

A number of steps will necessarily be taken in addressing the incident itself:

- the incident will be reported and recorded and witness statements taken, as soon as possible after the incident
- the *Headteacher* will conduct an investigation into the incident, or delegate this responsibility to a member of the SLT. A report will be produced following the investigation and agreed with the employee or worker(s). A copy will be retained by the school, the employee or worker(s) (and their Professional Association/Trade Union Representative if applicable) and the manager with responsibility for health and safety. Where the incident is reported to the Police, they will also receive a copy of the report. RIDDOR requirements will be followed as required, and a copy provided to the employee.

See also section 6. above, 'Incidents of Violence and Aggression and Reporting Procedures'.

If an employee or worker suffers violence and aggression away from their normal workplace but the incident arises in the performance of their duties, actions taken and support provided will be via this process, as appropriate.

In relation to following up on any incident of violence and aggression:

- employees and workers who witnessed the incident or who are likely to come into contact with the perpetrator will be given information about the incident and its implications. Other employees and workers will be given information about the incident on a 'need to know' basis.
- any risk assessment in place will be reviewed by the *Headteacher*, or otherwise produced. Where any assault was carried out by a pupil, an individual pupil risk assessment will be undertaken (if one is not already in place)
- reviews will be carried out, and adjustments made as necessary, to relevant policies and protocols. This may include, for example, those addressing pupil behaviour, visitor behaviour, premises security, Lone Working Policy, safe working practices and safeguarding.
- employees and workers will be made aware of adjustments to risk assessments and changes to policies and/or protocols
- any staff development needs highlighted by an incident will be addressed and actioned as appropriate and necessary

#### **Additional Note – Response to Incidents within the School Vicinity**

The *Governors and Headteacher* will consider, and keep under review, the risk of violent incidents occurring in the wider vicinity of the *school*. Risk assessments will consider the possibility of such incidents occurring and whether violent incidents have occurred within the community. Where there are concerns about criminal or dangerous activity taking place, the Police will be contacted.

If a violent incident occurs that impacts, or may impact, on the *school*, for example, an incident involving knife crime:

- the *Headteacher* will convene a rapid response meeting with the Police. This is particularly important if there is an ongoing risk, for example, if the perpetrator is still at large
- counselling will be offered to the *school* community (employees, workers, pupils, parents) following any such incident.

## **8. FURTHER SUPPORT AND ADVICE FOR VICTIMS OF WORK-RELATED ASSAULT**

Employees who have been the victims of work-related assault will be permitted paid time off to meet with their Professional Association/Trade Union Representative, the Police, Legal Counsel and to attend court, if necessary.

Where an employee suffers an injury arising from an assault at work and it is necessary for them to take sick leave, they will be advised of their additional entitlements to sick pay in relation to suffering injury in the course of their work, in accordance with the provisions of their Terms and Conditions of Service (as contained within the Burgundy Book [Teachers] or Green Book [Support Staff], as relevant).

Where an employee has suffered an injury, the *school* will ensure that the employee is provided with advice on the prospects of obtaining compensation through the Criminal Injuries Compensation Authority and will offer assistance in making and pursuing an application, where appropriate.

Following an assault, the *Headteacher* will also discuss with the employee their readiness to resume normal duties and advice will be sought from the *school's* occupational health (OH) provider. Any reasonable adjustments will also be considered in line with OH recommendations.

The *Governing Body* recognises that employees may experience stress and/or anxiety following an assault or arising out of the threat of an assault. Counselling will be offered as appropriate.

Employees and workers are also recommended to seek advice and support from their Professional Association/Trade Union.

# EXAMPLE RISK ASSESSMENT: VISITORS/RECEPTION

# APPENDIX 1

Description/Activity- Visitor Behaviour Assessment no.1		Date of Assessment		Risk Level Medium		
Staff manning school office at any time of the day when the front and rear gates are opened. Staff exposed to parents/visitors when they have to open doors to parents to liaise or from after school activity dismissals						
What are the hazards?	Who might be harmed and how?	What is done to reduce/control the risks?	Risk Level	What more can be done or what further action is necessary?	Action by whom?	Action by when?
<p><b>Visitors</b> Parents/carers/relatives;</p> <ul style="list-style-type: none"> <li>verbally and physically attacking staff;</li> <li>under the influence of drugs or alcohol;</li> <li>arriving with groups of aggressive friends;</li> <li>presenting threatening behaviour(s):</li> </ul>	<p>Children waiting to be collected outside school office are at risk of physical harm or trauma when parents/carers start kicking or pushing furniture</p> <p>Staff, visitor, pupils, bystanders are at risk when parents are crowded into entry area where non-consensual violence, pushing or shoving occurs.</p> <p>Staff, visitors or perpetrators harmed as the result of physical assault.</p> <p>Staff, visitors or harmed as the result of the effects of stress form such episodes.</p>	<ul style="list-style-type: none"> <li>Office doors controlled by staff in office</li> <li>Signing in and out books –</li> <li>All external gates are locked except at times of drop off (8.25am-8.45am) and collection ( 3:30pm-3.45pm)</li> <li>CCTV cameras operational</li> <li>Club organisers take children to main entrance and dismiss to parents</li> <li>items which could be used to attack/injure ie cellotape dispenser to be out of reach</li> <li>Office Staff to alert Site Manager if gate left open</li> <li>Office staff to discuss regularly during H&amp;S section of Team/office Meeting</li> <li><b>Police contact numbers to be displayed (see attached)</b></li> <li>Nursery parents to be regularly reminded of the need to close gates/do not prop open</li> <li>separate lone working risk assessment</li> <li>Ensure all staff aware of difference between panic alarm sound and fire alarm and what to do in the event alarm sounds</li> </ul>	<b>M</b>	<ul style="list-style-type: none"> <li>Investigate possibility of raising reception desk/shelf, removing glass/installation of safety screen alternative. Take advice from H&amp;S team.</li> <li>Investigate possibility of additional CCTV, ie reception area, main gate, corridor, outside front door. Take advice from H&amp;S team.</li> <li>Remind all staff of importance of keeping gates and doors closed</li> <li>Suggested to SLT to limit number of after school clubs per day – stagger across the week</li> <li>Regular reminders to visitors that abusive and/or aggressive language or behaviour will not be tolerated</li> <li>Consistent approach to dealing with verbally abusive parents</li> <li>Suggested to SLT to use an 'airlock' process when dismissing children from after school activities.</li> <li>Circulate information with regard to any parent(s) who are banned from the premises</li> <li>Possible use of personal alarms</li> <li>Include policy decision to offer counselling to staff after incidents.</li> <li>Management team to consider legal advice and to review if exclusion or banning orders are appropriate to individuals.</li> <li>Review visitor policy to ensure suitability and amend as required.</li> </ul>		On going

# EXAMPLE RISK ASSESSMENT: VISITORS/RECEPTION

# APPENDIX 1

Description/Activity- Visitor Behaviour Assessment no.1		Date of Assessment		Risk Level Medium	
		<ul style="list-style-type: none"> <li>▪ Deal with parent at reception <b>where at all possible</b>. If have move to another room, ensure another member of staff is present.</li> <li>▪ Interior door (between reception/school) to be kept closed unless opened by office staff.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Develop protocol, for dealing with visitors that recognises required actions at early stages of potential incident.</li> <li>▪ Review training requirements and existing skill sets of staff to ensure suitable and sufficient competences.</li> <li>▪ Office Staff to attend relevant training ie how to deal/manage difficult situations</li> <li>▪ ID Badges – ensure staff feel confident to challenge if they see someone without an ID badge</li> </ul>	
<b>Date of Review On going</b>	<b>Who was involved in the RA</b>	<b>Actions agreed</b>	<b>Assessors Signature</b>		<b>Head Teacher's Name: Ms Bhalla Signature:</b>
Comments – - Recommendations will be ongoing.					

# PUPIL RISK ASSESSMENT TEMPLATE

## APPENDIX 2

Name of Pupil		School/Class	Date of Assessment		Risk Rating	High Medium Low
What are the Hazards?	Who is at risk and how would they may be harmed?	What is done to control the risk?	What more can be done?	Action by whom?	Target Date	Date completed
Date of Review	Teacher's Name/Signature	Assessors Name/Signature	Assessors Name	Head Teachers' Name		
		Not agreed	Signature	Signature		
Professional: Others Present			Parent/Carer Name/Signature			

**Accident/Incident/Violence & Abuse**

Is this an accident, incident, or violence & abuse record?

Violence & Abuse

- Violence & Abuse
- Accident
- Incident
- Violence & Abuse

Name of Person Recording	Email address	Job Title/Position
<input type="text"/>	<input type="text"/>	<input type="text"/>

Name of Person Completing Report	Email Address	Job Title/Position
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of Entry

05/04/2024

Location

Directorate	Division	Service
<input type="text"/>	<input type="text"/>	<input type="text" value="Test"/>

**Important note to schools: This has been pre-populated to the correct school. Please do not change.**

**Injured Person**

Date & Time of Accident/Incident	Surname	First Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Home Address 1	Home Address 2	Home Address 3
<input type="text"/>	<input type="text"/>	<input type="text"/>

Home Postcode	Home Tel No.	Gender
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of Birth	NI Number	Pay No
<input type="text"/>	<input type="text"/>	<input type="text"/>

Age at Accident/Incident	Time in Position	Injured Person's Job Title/Position
<input type="text"/>	<input type="text"/>	<input type="text"/>

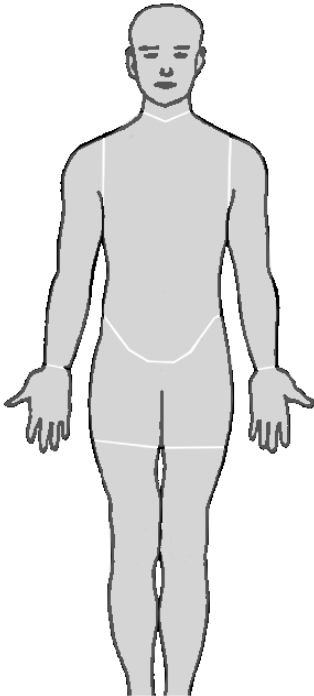
Person Status	Work Tel No (if applicable)	Classification of Injury, Threat or Abuse
<input type="text"/>	<input type="text"/>	<input type="text"/>

Describe what happened

**Injury & Medical**

Nature of injury (1)

Select a Body Region



First Aid Given

Treatment(s)

Become Unconscious

Needs Resuscitation

Was the person taken directly to hospital from the scene of the accident/incident?

Did the person receive treatment at hospital in respect of the injuries sustained from the accident/incident?

Outcome

Days Off

**Location of Accident/Incident**

Name of Premises/Building (if not at the school)

Address 1

Address 2

Area where accident/incident occurred

Type of Location

Weather Conditions

Agents Involved

**Investigation**

Date of Investigation

 ⓘ 📅

Name of Person completing investigation

 ⓘ

Job Title/Position

 ⓘ

What was the immediate cause of the accident/incident (i.e. unsafe acts/conditions)

 ⓘ ↕

Have you considered the underlying cause of the accident/incident?

 ↕

Ⓞ What caused the injury/ill health or other loss?

 ⓘ

Have there been previous similar accidents/incidents?

 ⓘ ↕

Is there adequate supervision, control and co-ordination of the work involved e.g. playgrounds are supervised?

 ⓘ ↕

Is a relevant risk assessment in place?

 ⓘ ↕**Witness**[Click here to add Witness Details](#)