



Ridgeway Primary School Managing Violence and Aggression Policy

Introduction

Ridgeway Primary School views acts of violence and aggression towards its employees or any other persons under its care as unacceptable. The school will therefore, so far as is reasonably practicable, ensure that employees are protected from risks to their health, safety and wellbeing posed by violence and aggression.

Work related violence is defined as: Behaviour directed by a service user, pupil, their relatives or carers, members of the public, visitors or other person which produces damaging and hurtful effects, physically or emotionally in other people.

This includes:

- Assault/abuse causing actual physical injury or distress.
- Verbal or written aggression which offends the individual.
- Damage to property.
- Assault to others including members of an individual's family.
- Stalking.
- Animal attacks.
- Threat or fear of any of the above.

Where the alleged offender is a member of staff these incidents will be covered by the HR Discipline policy.

Aims and Objectives

- To outline the strategies to manage the risks of violence and aggression in the workplace and provide support for the persons involved.
- Communication of Standards of Behaviour. The school believes that all staff, services users, their relatives or carers, members of the public, visitors etc. have a duty to treat each other with dignity and respect and to behave in an acceptable and appropriate manner.
- In line with our commitment to equality, we strive to create an environment, free from harassment, where individuals are valued and cultural differences are understood and appreciated.
- Unacceptable behaviour will not be tolerated. Examples of unacceptable behaviour include:
 - Offensive language, verbal aggression, swearing, unwanted or abusive remarks which makes staff feel unsafe
 - Invasion of personal space
 - Brandishing of objects or weapons
 - Physical assaults
 - Offensive gestures
 - Threats or risk of serious injury to a member of staff, service users or visitors
 - Near misses i.e. unsuccessful physical assaults
 - Stalking
 - Spitting at people
 - Alcohol or drug fuelled abuse
 - Unreasonable and/or abusive behaviour
 - Any of the above linked to destruction of or damage to property

Unacceptable standards of behaviour and sanctions against unacceptable behaviour need to be communicated to staff, service users, pupils and members of the public. This policy will be available on the school web site and displayed in the foyer.

Risk Assessment

The Headteacher is responsible for ensuring that risk assessments are carried out and the appropriate control measures implemented.

What to do if a violent incident takes place

If a member of staff is involved in a violent or abusive incident they must, if at all possible, remove themselves from the situation. If there is a risk of injury to the service user or others, assistance should be sought from colleagues.

If a parent is causing a disturbance, becoming abusive or violent towards a pupil, member of staff or another parent, the Headteacher would consider revoking the parent's permission to be on the premises by taking the following action:

- The parent would be asked to leave the premises and be told that 'I am revoking (withdrawing) your permission to be on the school premises' which would prevent the parent entering school premises in the future.
- If the parent refuses to leave willingly, the Police will be called.
- A formal letter from the Head Teacher/LA or Governing Body, confirming the parent's permission to visit the school has been revoked will be sent giving a five day period in which the parent can make representation and appeal against the decision.

The police should be called immediately if there is an incident that is causing concern of an aggressive, abusive or violent nature.

The right to use reasonable force

Employees' have a right, established in law, to use reasonable force to defend themselves. This policy respects that right.

The use of restrictive physical intervention

In situations where it is necessary for the protection of any member of staff, service user or any other person who may be present, restrictive physical intervention can be used where a risk assessment identifies the need for intervention. Restrictive physical intervention must only be used as a last resort where the risk of physical injury is imminent or to avoid further injury.

Staff will be provided with the appropriate level of training on Restrictive Physical Intervention.

Incident Reporting and Investigation

Incident reporting is an essential element of preventing violence and aggression. Incident reporting provides documentary evidence for:

- Monitoring the effectiveness of control measures
- Identifying and modifying those control measures in need of improvement or replacement
- Supporting the provision of appropriate resources and training
- Supporting further action such as court orders.
- Reporting to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The evaluation of trends.

A member of staff who has been the subject of violent/abusive behaviour must report the incident to the senior member of staff on duty as soon as is practicable. Staff must report all incidents of violence, even if they are of a minor nature.

The senior member of staff will report the incident using the Violence and Aggression Report Form. The completed form must be sent to the Strategic Health and Safety Service within:
3 days of the incident for RIDDOR reportable incidents; or
10 days of the incident for minor i.e. non-RIDDOR reportable incident.

If a person is injured as a result of the incident it must also be recorded on the My H&S Portal.

If a violent incident is reportable, the Strategic Health and Safety Service will notify the HSE.

As it is not practical to record every incidence of minor verbal aggression using the Violence and Aggression Report Form, CPOMS will be used for recording brief details of any incidents of perceived minor verbal aggression reported by their staff. The record should show:

- date and time of incident
- name of employee involved
- name of aggressor and a brief indication of what was said.

All incidents must be investigated thoroughly by the appropriate line manager. Incident investigations should be carried out as soon as possible after the event.

Information from the investigation should be used when carrying out a post incident risk assessment.

The responsible line manager needs to make a decision as to whether the incident is sufficiently serious to require onward report to their senior manager.

Police Involvement

Incidents involving the safety of staff encompass a very wide range of issues and by their nature are unpredictable. Accordingly, the role of the police can and must vary to respond to those incidents.

The role of the police encompasses 3 major areas: -

- a. The senior member of staff on duty at the time the incident is taking place may make a judgement that the issue is now beyond the ability of the staff to deal with and that assistance from the police is required. In those circumstances the senior member of staff should make a decision to dial 999 and seek urgent police help. In doing so the senior member of staff needs to be aware that the police will take charge of the whole incident upon their arrival.
- b. Following an incident the police can be asked, at the request of staff, to investigate an actual criminal act. It is a matter for individual staff to decide whether they wish to make such an approach to the police and in taking that decision staff need to be aware of the inability of certain service users to understand their own actions and therefore to be held responsible in law for their actions.
- c. Staff have a civil right to report an incident to the police and management will inform staff of that civil right. In some cases it would be appropriate to simply report the matter to the police without requesting that they investigate but simply so that they can issue a crime reference number to the member of staff so that they can, if they wish, proceed with a claim to the Criminal Injuries Compensation Authority (CICA).

Prosecution and Legal Assistance

If the police decide to prosecute, and the member of staff involved, or any witnesses are required to give evidence in court, then paid leave of absence will be granted. Whether or not the police prosecute, an employee may themselves pursue the matter by taking private legal action against the assailant.

The County Council has Personal Accident (Assault) cover for employees sustaining bodily injury by assault as a result of which death or disablement occurs independently of any other cause within 24 months of sustaining such injury. The injury must have occurred when the employee was engaged in official duties in connection with the County Council's business. This includes journeys directly connected with the duties and direct travel between private residence and place of duty.

The employee may seek legal advice from their trade union / professional association who may decide to provide the necessary finance to enable private proceedings to go ahead.

Carrying of Offensive Weapons

It is a criminal offence to bring an offensive weapon or knife into school. Offensive weapons are defined as 'any article made or adapted for causing injury to the person, or intended by the person having it with him for such use by him or some other person.'

If an offensive weapon is brought into school and it is judged that the circumstances are innocent, the matter is dealt with on a disciplinary basis. If there is any doubt, the police are summoned and they assess the seriousness of the incident.

When the person suspected of carrying an offensive weapon is not a pupil at the school, or an incident occurs off the school premises, the police are informed and they carry out the search and an appropriate investigation.

Confiscation of Weapons

School staff have the authority to take possession of a knife or any weapon brought to school by a pupil. The item will be locked away until it can be arranged for the parent or guardian to take the weapon away, if circumstances indicate this to be a reasonable course of action. However, in no circumstances should some weapons – e.g. flick knives be returned, arrangements should be made to surrender such weapon to the police without delay and inform parents of any police involvement.

When weapons are returned to parents, a record should be kept by Ridgeway Primary School

Joanne Jelves

Headteacher

November 2018

November 2010	Adopted at Governing Body meeting November 2010
October 2013	Updated with no changes presented for adoption at Personnel Committee 21st October 2013
October 2015	Reviewed with minor changes to wording. Presented to Personnel Committee 15th October 2015 for re-adoption.
November 2018	Reviewed with addition of My H&S requirement and CPOMS Presented to Pastoral Committee 29 th November 2018 for re-adoption.