

Policy for Education Violence and Aggression

Author: Corporate Health and Safety

Contact: DL-LBCCorporateHealthAndSafety@luton.gov.uk

Version: 4.0 (published)

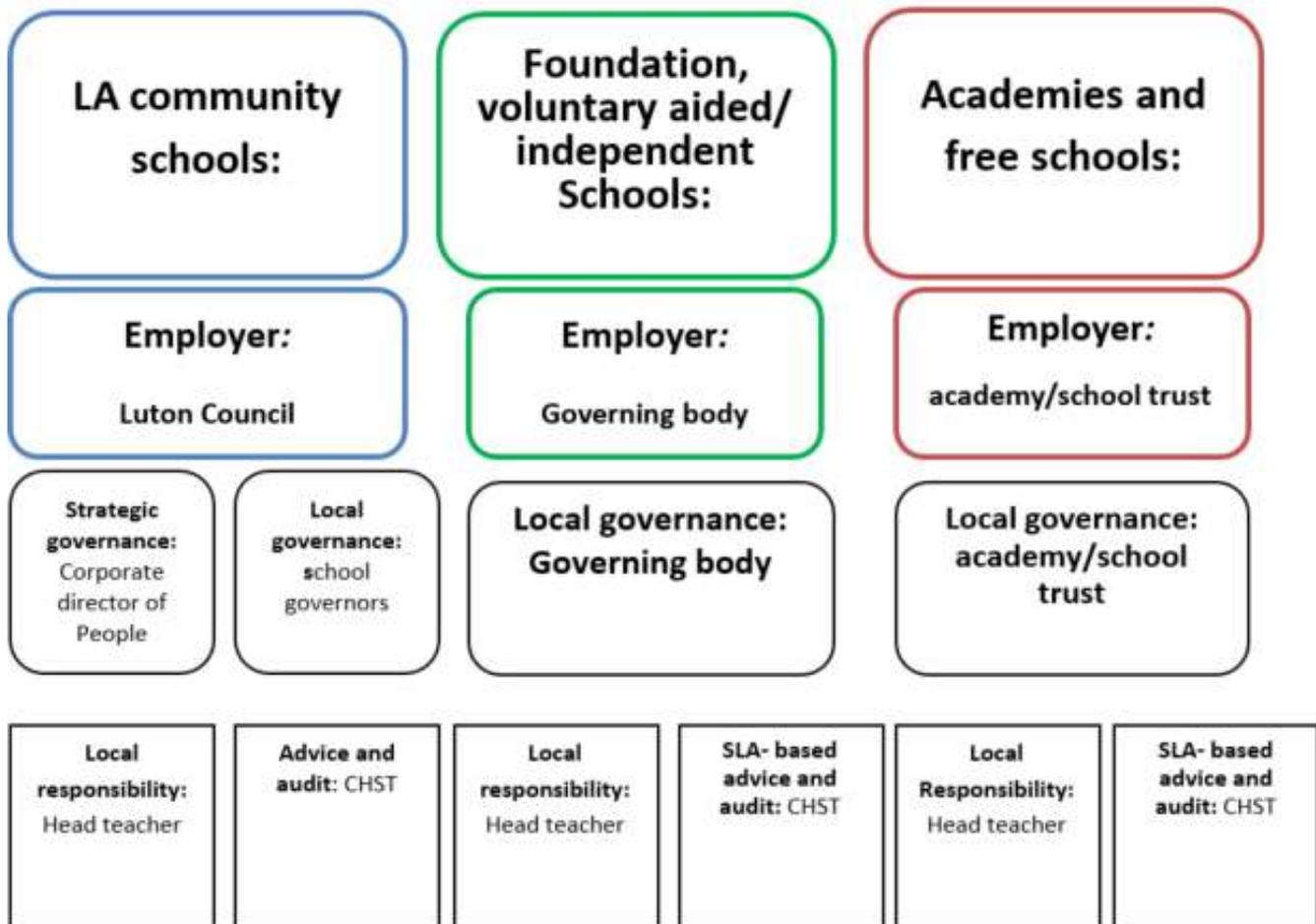
Last updated: June 23: Next Review 2024

Contents

1.0	Induction	2
2.0	General principle.....	3
3.0	Legal framework	3
4.0	Scope of this policy	4
5.0	Managing risk.....	5
6.0	Issues to consider when undertaking risk assessments.....	5
7.0	Training/advice	7
8.0	Notes on completion of violence Incident form/further action	10
9.0	Incidents involving children requiring 'violence at work' form and/or accident form to be completed	10
	Addendum: Covid-19 – May 2020	11
	Appendix 1	12
	Appendix 2	14
	Appendix 3	15

1.0 Induction

1.1 **Roles and responsibilities for policy implementation** - The roles and responsibilities of the governing body, Head Teacher and employees are set out below:



- 1.2 **The corporate director of people** - (with responsibility for schools and Learning), together with senior managers, is responsible for providing the direction of this policy through consultation with relevant partners and for ensuring that schools are supported in implementing the policy.
- 1.3 **Governors, the governing body and trustees – appropriate bodies** - Within LA community (maintained) schools, the governors and the head teacher are responsible for the implementation of this policy.
- Within foundation, voluntary aided, Independent, free schools and academies, the governing body/academy or school's trust are responsible for health and safety provision, as such the governing body/trust may or may not choose to adopt this policy. Either way, they are responsible as the employer of staff for applying measures that seek to achieve a similar outcome to that of this policy.
- 1.4 **The head teacher** is responsible for implementation of this policy at local level within the school and will ensure that all staff are aware of their responsibilities, are provided with clear instructions in respect of reporting incidents of violence and aggression and that such reports are thoroughly investigated.
- The head teacher will also ensure **that** all staff identified through the risk assessment process, receives training at the appropriate intervals in skills that can be used to minimise risks to personal safety.
- 1.5 **Senior teachers and supervisors** in schools should ensure that risk assessments are carried out across all work activities that they control and that appropriate measures are implemented commensurate to those risks. Guidance on risk assessments can be found in **Risk Assessments - Notes for completion.** ([Appendix II](#))

- 1.6 **Individual members of staff** are responsible for following working procedures and risk assessments and reporting likely or actual incidents of violence or aggression.
- 1.7 **Corporate health and safety team (CHST)**
To undertake annual review of all local authority run schools to ensure they have appropriate policies and procedures in place to manage and monitor violence and aggression in schools in compliance with this policy.
- To undertake annual review of schools, who as part of a SLA, have adopted this policy and bought back health and safety services from Luton Council.

2.0 General principle

- 2.1 This policy must be read in conjunction with other Luton Council corporate policy or local management agreement pertaining to staff safety and wellbeing. Staff must follow the procedures specified in this document taking into consideration matters raised in other relevant policies.
- 2.2 Violence is defined as ‘any incident in which a person is physically or mentally abused, threatened or assaulted in circumstances relating to their work’. This includes both physical violence and verbal abuse.
- 2.3 Verbal abuse includes both the written and spoken word and will include for example texting, email and social media e.g. (Facebook).
- 2.4 It is recognised that violence can often cause distress even when no physical assault has taken place and can cause serious problems.

3.0 Legal framework

- 3.1 This information is for general guidance only and for advice on particular situations - student/pupil parent exclusions. Please contact either the Luton Council corporate health and safety team or legal services.
- 3.2 **The Health and Safety at Work Act 1974** - employers have a legal duty under this act to protect the health, safety and welfare of their employees and volunteers involved in school activity. An employer’s responsibility includes protecting staff from the risks associated with work-related violence, so far as is reasonably practicable.
- 3.3 **Management of Health and Safety at Work Regulations 1999** - employers are required to assess the risks to employees, and any others who may be affected by their work or business, and to make arrangements for their health and safety by effective planning, organisation, control, monitoring and review and put in place appropriate control measures to protect them.
- 3.4 **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**
These Regulations define accidents as including ‘**acts of non-consensual physical violence done to a person at work**’. Injuries to employees arising from such acts are reportable by the employer to the HSE if they result in death, major injury, or if it results in the worker being away from work or unable to carry out the full range of their duties, for more than 7 days and any physical injuries are defined as “accidents
- 3.5 Equality Act 2010 and the Public Sector Equality Duty

All employers are required to adhere to the Equality Act 2010. The Equality Act became law in 2010. It covers everyone in Britain and protects people from discrimination, harassment and victimisation.

In addition, all public sector organisations have a duty to comply with the Public Sector Equality Duty in the delivery of all our functions, which requires us to have due regard to:

- **Eliminate unlawful discrimination, harassment and victimisation**
- **Advance equality of opportunity between people who share a characteristic and those who do not**

- **Foster good relations between people who share a characteristic and those who do not**

4.0 Scope of this policy

- 4.1 Luton Council is committed to identifying causes of violent behaviour and taking suitable action by means of training and pre-emptive action to prevent situations escalating into violence incidents.

The governors and senior management at Luton Council schools, are committed to support any member of staff or student/pupil who is subject to any form of violence and will take the necessary action to resolve situations and where necessary involve other agencies which may include the police if deemed appropriate.

- 4.2 It is accepted that individuals can respond to situations very differently depending on personal circumstances including:

- depression
- clash of personalities
- illness
- domestic problems
- lack of sleep
- drugs
- alcohol
- financial worries
- age or stage of development

Violence can often occur when it is not expected and from persons who may not have exhibited violent tendencies before – the situation they find themselves in can lead to them exhibiting unusual behaviour.

- It is also accepted that certain circumstances can exacerbate the risk of violence occurring – handling of cash, lone working, easy access, parent's meetings, school events etc.

- 4.3 All members of staff who have been adversely affected or traumatised by the effects of violence will be offered the opportunity to be supported by Luton Council's occupational health department, who will ensure that any member of staff affected by violence, receives support to help come to terms with the incident.

Where the member of staff is absent from work as a result of the incident or has been suffering from stress as a result of the incident, a return to work meeting must be completed before they return to work or on their first day of work to assess if any additional help or support can be provided by the school.

An individual risk assessment must be completed on their return in line with the current HR sickness policy.

- 4.4 Where the violent incident has arisen between two members of staff, the head teacher will take appropriate action in the circumstances which may include dismissal on the grounds of gross misconduct. Please contact HR traded services for advice.

Where the matter can be resolved, a report will be completed and suitable precautions put in place to prevent a recurrence. The procedures to be followed will be in the council's HR grievance and disciplinary policy.

- 4.5 Where the violence has arisen from a member of the public or parent, Luton Council will adopt a zero tolerance in all cases and may request that legal action be taken by the police against the member of the public.

Our staff are our most valuable asset and Luton Council is committed to ensuring their wellbeing at all times. Staff will receive our full support and assistance which extends to the provision of safe systems of work and absence of lone working whenever possible during the working day.

For full details on lone working please refer to the lone working guidance notes on the Corporate Health a Safety team area on the intranet.

- 4.6 Luton Council expects that the procedures outlined in this policy will be followed. Responsibility for contact with enforcing authorities such as the health and safety executive in the event of reportable incidents will be undertaken by the head teacher in conjunction with the corporate health and safety team.
- 4.7 In the event of minor incidents, the investigation procedures as specified in this document must be followed including where necessary the use of the grievance procedures by the member of staff affected. All staff should follow procedures as specified by the school.
- 4.8 Luton Council encourages information sharing and consideration will be given to the establishment of a risk register which can be accessed by all authorised staff.
- 4.9 This policy will be reviewed at regular intervals and when incidents occur in order to ensure that it remains up-to-date and is appropriate for circumstances.

5.0 Managing risk

In order to manage risk of violence the following procedures will be adopted.

- 5.1 **Training/advice** - all staff will be given appropriate **training/advice** in the recognition of signs of stress/behaviour that may lead to an escalation of violence. It is just as important for staff to take preventive action to prevent personal violence as it is to recognise the potential of violence between pupils. Intimidating behaviour must be identified as soon as possible and suitable action taken.
- 5.2 **Restraint/safe handling training** - where appropriate, following a risk assessment, staff will receive **restraint/ safe handling training** by existing staff who are trained to be trainers by an appropriate provider and will understand the circumstances when it should be used.
- Restraint means** to hold back physically or to bring a pupil under control. It is typically used in more extreme circumstances, for example when two pupils are fighting and refuse to separate without physical intervention, or to keep a child/student/pupil safe.
- 5.3 **De-escalation techniques** - all staff should follow training provided to de-escalate any potentially violent situation. Where possible assistance should be sought before an issue/incident escalates into violence. **Restraint techniques** should only be used as a last resort and only in accordance with any student risk assessment and individual educational plan.
- 5.4 **Written Procedure** - every school must have a **written procedure** for summoning help in the event of an incident. Procedures should ensure an immediate response is made and the call for help is not ignored.
- 5.5 **Risk assessments** - suitable **risk assessments** will be completed for groups of staff – teaching and teaching assistants, administration and cleaners, catering, governors and caretaking/site managers. These will identify the key risk areas and review the precautions in place to prevent incidents of violence.

Where the precautions are not adequate, additional precautions will be implemented and the assessments will be reviewed at regular intervals not exceeding one year. In all cases of violent behaviour reported, the assessments will be reviewed to see whether they are adequate in the relevant circumstances.

- 5.6 **Pupil/student risk assessments** - written risk assessments will also be carried out where necessary for individual **pupil/student**, so that suitable precautions can be put into place.

Risk assessments will be completed for children with special educational needs and for others showing tendencies for violence whether physical or verbal. The assessment may also include a behaviour support plan and a positive handling plan.

5.7 **Individual student/pupil risk assessments** - these risk assessments for individual student/pupils will be completed by a range of people including the head teacher or deputy, in conjunction with the relevant teaching staff, carers, family members and the student as appropriate.

These assessments will be brought to the attention of all relevant staff – those who may have direct contact with the child and will always be reviewed after an incident.

Assessments will be discussed with staff and a copy of the written assessment will be available for reference. This must be reviewed termly by all relevant personnel involved with the initial assessment.

5.8 **Assess Net and violence at work form** - schools should report incidents of violent behaviour in the case of Luton schools using **Assess Net** and the **violence at work Form (Appendix 1)**. For schools such as Foundation schools, a suitable recording system should be used if Assess Net is not available.

- The form should be passed to either the head teacher or head of department according to local requirements.

This form should be used to record any incident of violent behaviour where the recipient (member of staff) feels they have been abused, threatened or assaulted by a student, another member of staff or parent/guardian in person or on the telephone.

- In most cases the incident will be resolved immediately by other means without the need for more formal action. In these circumstances, the form should be completed stating the action taken with an indication that no further action is required.

If the result of the investigation includes action against a student/pupil, the parents of the student/pupil will be advised that a report has been made and will be filed on the student/pupils papers.

5.9 **Threatening behaviour** - where the violence is a minor physical assault or **threatening behaviour** that causes undue worry or stress, the **violence at work form** must be passed to the head teacher/head of department for review.

At this stage, all parties will be interviewed to ascertain the facts of the incident and a decision taken as to the appropriate course of action. The action will be explained to all parties involved in writing, where appropriate.

5.10 If necessary the parents of the student/pupil will be advised of the situation and of the action being taken. The school will follow its behaviour policy when deciding on the appropriate course of action to be taken.

Where appropriate a letter will be sent to the parents/guardians of student/pupils involved with violent actions including abuse, advising that legal action may be taken.

5.11 **Safeguarding procedures** - in the case of students being subject to violence from teaching staff or other adults, safeguarding procedures will be put into operation in accordance with the safeguarding policy.

This may involve the police being informed and the suspension of the adult involved. Any action taken should be in line with statutory duty requirements.

5.12 **Major physical assault** - where the violence is a **major physical assault** or serious threatening behaviour such as the use of a weapon, the matter must be reported immediately to the head teacher, so that suitable action can be taken.

Where the serious violence has come from a student/pupil this will/may involve exclusion and will involve the police being informed. Where the violence has come from a parent, the police will be informed. In all cases **Assess Net** and the **violence at work form** should be completed as soon as possible after the event.

- 5.13 **Deliberate disruption** - schools may have a variety of child incident forms that cover a range of issues including refusing to follow instructions, throwing equipment, deliberate disruption which are not necessarily categorised as violence and aggression. These forms detail action taken including restraint and physical intervention strategies.

5.13.1 Schools should continue to use these forms as part of safeguarding provision in addition to forms required by this policy.

6.0 Issues to consider when undertaking risk assessments

- 6.1 **Security/lone working/out of hours work** - where possible, the layout and security of the buildings will be taken into consideration to minimise the likelihood of violent incidents. When alterations to the buildings take place, security of staff and student/pupils will be fully considered to minimise the risk of unauthorised persons entering the buildings.
- 6.2 Lone working often occurs during early mornings, evenings and when functions are being held. Lone working may also occur when there are parent/teacher evenings at which staff see parents separately.

In order to minimise the risk of assault or violence, arrangements will be made to ensure that no member of staff is left on their own at the end of a parent/teacher evening.

- 6.3 Out-of-hours attendance at schools should not be allowed unless a person is accompanied. This is especially important when answering alarm calls in the night.

Under no circumstances should a member of staff enter a school alone at night and no teaching staff should work alone in the school at week-ends or during school holidays unless specific arrangements have been made by the school to ensure the safety and welfare of a member of staff.

- 6.4 Cleaning staff are employed in schools during the mornings or evenings and work apart in different classrooms, which could be alone. In this instance the school would need to take into account its own lone working policy when undertaking the risk assessments.

In order to minimise the risk to cleaning staff from intruders, entrance doors to each block must be kept secured where applicable to prevent unauthorised access and a process for accounting for all cleaning staff should be in place.

- 6.5 Suitable arrangements will be made to ensure that all cases of lone working are identified and that these are avoided whenever possible. Where it is not possible to avoid lone working for operational purposes, suitable monitoring provision will be made.

This will involve the use of telephone calls to a designated number to ensure that the lone worker is safe and well or other equally effective measures will be put in place.

- 6.6 Lighting of the external areas of the school will be regularly monitored to ensure that there are no dark areas where an intruder could hide. CCTV has been installed in many schools and will/may be extended in all schools if and where deemed necessary. Where lighting is deemed inadequate, remedial action should be taken.

- 6.7 All buildings are equipped with telephones and often staff have mobile phones or walkie-talkies so that help can be summoned if necessary.

- 6.8 All persons visiting schools, including contractors, will be issued with badges and be required to sign in before being allowed to move around the school. All staff will be made aware that any person not wearing a badge should be challenged and escorted to reception. Suitable advice will be given about future conduct.

All contractors working within the school during opening times should be DBS checked and should be escorted during school hours. Contractors will be required to sign that they have read and accepted site health and safety rules.

6.9 **Handling and transport of cash** - the doors to rooms where money is counted and stored will be kept closed with suitable locks to prevent unauthorised access. Under no circumstances will unauthorised persons be allowed into these rooms unless all money has been locked away in the safe.

6.9.1 When transporting cash to the bank, two persons should normally undertake this operation – this should be carried out at different times of day using different routes and modes of travel as shown in risk assessments.

6.9.2 Where larger sums of money are transferred to the bank on a regular basis, consideration should be given to the use of a security company for safe transfer. Under no circumstances should staff be put at significant risk of being robbed.

6.10 **Meetings with parents** - meetings with parents should be pre-planned whenever possible. Formal meetings should where possible be carried out with two members of staff. If possible, meetings should always be carried out in a room that has vision panels and panic alarms. Staff should also have an appreciation of risk awareness in this time of situation.

6.10.1 When informal meetings occur – these should only take place where other persons are present and where the likelihood of an attack is minimal.

6.11 **Threatening messages and phone calls** - in the event of an office member of staff receiving an abusive or threatening telephone call from a parent or member of the public, the following action should be taken:

6.11.1 Immediately advise the caller that their dialogue is unacceptable. Advise the caller that the call is being recorded. Advise the caller that their call is now on loudspeaker and will be heard by others. If working alone at the time of the call, identify the caller where possible and then hang up

6.11.2 Full details of the incident should be reported to the Head teacher so that appropriate action can be taken which may involve informing the police where threats have been made.

6.12 **Unauthorised access to school – gate security** - it is essential that every school has in place an operating plan for safety and security at the school.

6.12.1 While it is recognised that during school times, all entrances are open in the morning and afternoon at start and finish, where possible access should be strictly limited during the rest of the day.

6.12.2 Where possible there should be one means of pedestrian access with gates/doors controlled remotely with voice and/or camera.

Doors leading from reception into the school should also be kept secured to prevent access. Where entry is by buzzer, reception staff should ensure that local procedures around determining identification are followed prior to allowing access.

6.12.3 Similarly, gates for vehicle access should be kept locked with remote access or should be open with restricted access from the car park to the pedestrian entrance.

6.13 **Violence from children** - where appropriate, suitable risk assessments should be completed for any child that exhibits violent tendencies such as kicking, biting and punching. The risk assessment may also include a behaviour support plan and a positive handling plan.

- These risk assessments for individual student/pupils will be completed by a range of people including the head teacher or deputy in conjunction with the welfare officer, relevant teaching staff, carers, family members and the student as appropriate.

- The relevant information in the risk assessment, while subject to the data protection Act (GDPR), will be made known to all persons who need to be aware including supply teachers
- Categories of persons requiring to know may include office staff, catering staff, caretakers and facilities staff, cleaners and teachers/teaching assistants, personal support staff.
- Where any member of staff who is an expectant mother may come into contact with a child known for violent tendencies, she must be advised and given the opportunity not to work with that child.

This applies equally to teaching staff and assistants as well as to playground assistants and mid-day supervisors. This will be identified in the pregnant worker risk assessment and in accordance with HR policy and guidance.

- 6.14 **Self-defence** - every person has the right to self-defence in the event of physical violence. Self-defence must be proportionate and not be excessive.

Should a person witness an assault being carried out, that person must decide whether the person being attacked requires help. There is no legal obligation to intervene but any intervention must also be proportionate to the risk of harm occurring.

- Any person intervening should ideally have received positive handling training. Intervention should be in accordance with DFE guidelines in terms of 'reasonable force'.

The person should not intervene if they are concerned about their own safety but should immediately summon help from other staff and police especially if a weapon is involved. If necessary the police should be asked to attend site.

- 6.15 **School trips** - All school trips must be risk assessed to minimise the risk of an incident occurring. Consideration must be given when completing the risk assessment to the chances of the trips encountering a situation where violence or aggression could occur. When necessary the trip may need to be re-considered where the risk is considered anything other than low especially if the trip involves going to places affected by riots or terror threats.

7.0 Training/advice

- 7.1 Staff will receive training/advice in violence prevention and avoidance. Training in restraint and positive handling techniques will be provided to all relevant staff. The numbers trained at each school may vary dependant on the perceived risk.

- 7.2 All staff working alone or remotely in school, such as cleaning staff, will be given suitable training/advice on the precautions to be followed to minimise the risk of an incident occurring.

This training/advice will involve the security arrangements that must be observed, what to do if an intruder is suspected and how to summon emergency assistance.

- 7.3 Training/advice will be provided to staff so that they will understand the legal framework for dealing with violence, be able to use de-escalation techniques and physical Positive Handling Strategy to control persons exhibiting challenging behaviour and to recognise other behavioural management techniques.

- This training/advice will be repeated at regular intervals if deemed necessary and will be up-dated in line with national guidelines and professional advice especially where avoidance of violence techniques change.
- Staff will receive suitable information on causes of violent behaviour, the policies and procedures for dealing with violence, safe working practices and action to take when threatened and after incident support.

- 7.4 Staff involved in cash handling should receive suitable training on precautions to be taken and action required in the event of an incident.

- 7.5 Refresher training is required every two years, or sooner following an incident, a change in policy or procedure.

8.0 Notes on completion of violence Incident form/further action

- 8.1 In the case of a violent incident involving a member of staff, this should be reported to the line manager/head teacher, the **violence at work form** should be completed as soon as possible and the incident logged on **Assess Net**, this is for both physical and verbal/mental abuse.
- 8.2 In the event of the member of staff being off work or receiving medical attention as a result of the violence, an accident report must be completed in addition to the **violence at work form**. There may also be a need to inform the HSE in accordance with RIDDOR Legislation and the corporate health & safety team can advise you on this.
- 8.3 The **violence at work form** is to be used for incidents of violence between staff, staff and parents, intruders and staff and members of the public.
- This procedure should be used for reports of aggression shown by children to teaching staff – however if this is already being logged/reported as part of the school incident reporting process under safeguarding, then the reporting on a **violence at work form** and **Assess Net** is not required, unless the student/pupil injures the member of staff.
- 8.4 It will not be used where the violence is between children or staff and children where a member of staff is accused of inappropriate behaviour, this will be when the safeguarding procedures will be implemented.
- 8.5 The form should always be sent to the line manager of the member of staff or to the head teacher or to both – the procedure should be agreed locally at the school.
- 8.6 Depending on the school, an investigation should be completed by either the head teacher or other nominated person such as the deputy head or head of department unless any of these persons has initiated the incident form or is named in the form.
- 8.7 The head of department/deputy head teacher/head teacher must carry out a review and interview appropriate witnesses before coming to a decision. Where the incident involves students, the parent must be involved and be advised of any decision including exclusion.
- 8.8 The reviewing person should take into account the decision by the initiating person and the schools behaviour policy/procedures. Where the recommendation is for no further action, this can be overruled if deemed necessary.

For instance, this may not be the first case or the severity is considered to be appropriate for an increased penalty. Details of the decision must be recorded and the outcome should be given to the corporate health and safety team for statistical purposes.

9.0 Incidents involving children requiring ‘violence at work’ form and/or accident form to be completed

- 9.1 **Where no further action is required** - the form will be placed in the personal file of the student(s) identified or similar.
- When three such forms have been received, the student(s) will be interviewed by the head of year/head teacher to advise on conduct and to identify remedial action.
 - The student/students’ parents must be advised that a form is being completed and the consequences.
- 9.2 **Where further action is required** - where the form is completed and further action is required, the form should be sent immediately to the corporate health and safety team who may provide advice and assistance.

The head teacher/deputy head teacher/head of department will carry out a full investigation and make a decision on the course of action required.

- Where the incident involves a student, the form will be placed in the personal file of the student(s) identified. The student/pupils' parents/carers must be advised that a form is being completed and the consequences.
- Where the member of staff involved with the incident is not satisfied with the outcome, they may invoke the grievance procedure so that the matter can be reviewed at a senior level.

9.3 **Reporting of incidents** - where the incident results in the person requiring medical assistance, or being absent from work, an **Assess Net report** should be completed and submitted in accordance with the procedures for accident reporting.

- Where the violence incident results in a member of staff being off work for more than seven days or suffers a significant injury as defined such as a fracture of a major bone or an amputation, the incident will be reported to the health and safety executive - HSE in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013.
- Similarly, where a student/pupils, visitor or contractor is injured resulting in them being taken to hospital for treatment, this is also reportable to the HSE.
- In cases of death and significant injury, the head teacher will advise the HSE immediately by telephone or email. The Service director for education support challenge and Intervention corporate health and safety team injured person's family.

9.4 In all other cases, the head teacher will notify the HSE within 14 days. The corporate Health and Safety team must be informed as soon as possible so that suitable advice and guidance can be provided.

9.5 In these circumstances, it is therefore essential that the internal accident form and violence incident form are completed as soon as possible.

9.6 **Governors review** - annual statistics of violence incidents will be compiled and presented by the head teacher to the board of governors for review.

- The causes of the violent behaviour will be analysed in order to determine whether there are any specific issues that need to be addressed.
- Changes to operational procedures, security, training etc. may be required as a result of the review and suitable funding will be made available as appropriate.
- Issues identified at the annual meeting will be discussed at subsequent governors meetings to ensure that action is being taken as required.

9.7 **Conclusion** - this policy has been adopted by Luton Council with the intention of reducing incidents of violence and identifying areas where remedial help assistance is required including additional training and support.

Addendum: Covid-19

Covid -19 is no longer a legal requirement and therefore we rely on risk assessment when the line manager identifies their still could be a requirement

- Vulnerable person
- Ability of person
- High risk person those with underlying health issues & age who may be more susceptible to the disease, therefore additional control measure may have to be introduced so as far as reasonably practicable in order for the risk of injury is reduced.
- Contact with a young person who would be high risk that may bite or spit (Extra control measures should be in place to limit were possible the impact/injury to another person).

There may be the precedence of external influence e.g. biological pandemic such as coronavirus. Additional control measures may need to be introduced as part of risk assessment review – for example how a teacher/parent meeting would be conducted safely to manage social distancing.

Appendix 1

Violence at work – incident report form

(Send to health and safety adviser as soon as possible)

Department:

Service:



Please tick relevant box(es)

About you

About the incident

1. What is your name

5. Date

Verbal abuse

Threatening behaviour

Property damage

Emotional distress

Physical assault

*Disability/sexual/
Racial harassment

* For these types of
incidents contact the Social
Justice Unit. To make report
use the Hate Incident Form
(schools are encouraged to
use the schools Racist
Incident Form)

Any other reason

2. What is your job?

6. Time

3. What is your age?

7. Place

4. What is your ethnic origin?

I confirm that the information stated above is correct and I give my permission for this information to be used for internal monitoring purposes.

Your signature

Date

(View the [Warning Register Procedure flowchart](#)).

Do you request an entry onto Luton Council Warning Register*

Yes / No

Describe overleaf what happened and the events leading up to the incident. Give as much detail as you can, including any supporting information and statements. Use extra paper as necessary. Please describe the extent of the effects, including any medical treatment or damage to property.

Assailant (if known)

Name

Age (approx)

Address:

Relationship to victim (if pupil and if applicable, indicate if they have SEN)

Apparent motive

Witness

Name

Address:

I have reviewed the relevant risk assessment and taken appropriate action.

Yes / No *

I support entry onto Luton Council Warning Register

Yes / No *

(*delete as necessary)

Line manager signature

Date

I *approve/do not approve the above details to be included on the Luton Council Warning Register.

* delete as necessary

Please note that without this signature, entry onto the register will not be made.

Please print form, when signed by service manager/head teacher, forward to your Health and Safety team,

Service manager/head teacher

Date

Has the Service Manager/Head teacher been advised of the incident?	Yes/No
Is this the first incident involving this person?	Yes/No
Debriefing undertaken	Yes/No
Internal support given	Yes/No
Police notified	Yes/No
Time off needed	Yes/No
Counselling offered	Yes/No
Assailant removed (if appropriate)	Yes/No
Risk Assessment reviewed	Yes/No
HSE Report (for over 7 day incident following physical injury)	Yes/No
Care Plan reviewed (if appropriate) Yes/No	Yes/No
Legal option pursued by Dept/Individual	Yes/No

Details of incident: (please continue on separate sheets if necessary)

Appendix 2

Risk assessments: notes for completion

The following pages need to be completed - this will ensure that you have a suitable and sufficient risk assessment at your school for the prevention of violence and aggression.

Reference can be made to the avoidance of violence and lone working documents that cover most of the issues needing to be addressed by the risk assessments.

The risk assessments should follow the format shown below but the wording will be different at each school as there are different risks at each.

The wording for each risk assessment below is a guide to assist in the completion of the risk assessments - the sections in red need to be considered as there are options that may or may not be applicable. However, it must be remembered that this is a guide that needs schools' input – it cannot just be copied and may require different information depending on circumstances.

There are **six sections below**:

Section 1 - the introduction which is an overview of the school with opening hours, staff numbers, procedures for individual risk assessments and an overview of action to be taken at the school in the event of an incident whether it is verbal violence or physical violence. This will show that adequate procedures are in place for dealing with these issues.

Sections 2 to 6 - specific risk assessments for different categories of staff, as each face different issues. The risk of a serious incident occurring is greater for some categories of staff as these have less contact with parents and students at the school.

The five categories are:

- All teaching staff i.e. teaching assistants, family support workers
- Support staff including administration, office staff and cleaners
- Catering staff
- Caretakers and premises staff
- Governors

There may be other categories of staff at your schools that need risk assessments being completed and if so a new assessment based on the format below should be written. It is essential that any member of staff who has regular contact with parents either at school or with home visits is risk assessed to ensure that risk of violence is minimised.

If there are any problems with completion of assessments, assistance can be obtained from the health and safety adviser.

All risk assessments need to be discussed with relevant staff and signed and dated by the head teacher. These need to be brought to the attention of those members of staff covered by the assessment and must be reviewed every 12 months or sooner should a serious incident have occurred.

Appendix 3

William Austin Junior School
Austin Road
Luton LU3 1 UA

November 2023

Risk assessments for prevention of violence

Section 1: Introduction

William Austin Junior educates children from the age of 7 to 11. The school employs:

- **22** teaching staff
- **58** support staff including:
 - **24** HLTS's/Teaching Assistants
 - **14** Middays Supervisors
 - **8** cleaners
 - **7** administration/office
 - **3** family workers
 - **2** caretakers /site manager
 - **1** IT Technician
 - **1** Library Assistant

There are **562** students in years **3 to 6**.

The school is open every weekday from 6am until 6pm

The main reception is at the front of the school. Access to the school is via the main front gates on Austin Road for cars, and via the pedestrian gate on Austin Road for pedestrians. Both entrances are locked during the day with access via a remote fob for staff or by an intercom for everyone else. The pedestrian access to the rear of the school on St Ethelbert's Road is always locked and only open at the beginning and end of the school day.

The school car park is shared with the Infant school and is for staff and visitors only; this is located to the front of the school. There is signage from the car park to the Junior and Infant Schools. It is not possible to gain access to any part of the school except through the designated route. Staff are not allowed to enter the car park between 8.40am and 9.05am or exit the car park between 15.15pm and 15.40pm.

Access for all delivery vehicles is also by the route outlined above.

The Site Agent has his house adjacent to the school site on Austin Road.

Lighting of external areas is good and CCTV is in operation 24hours.

Overview

During the last three years there have been no acts of violence to staff reported in the form of physical or verbal abuse either from students or from parents/guardians, intruders or members of the public. There have been no incidents involving students where the Team Teach restraint has been used.

As such, apart from a recent incidents detailed above, there are no records of instances of violence as defined by the HSE – 'any incident in which a person is abused, threatened or assaulted in circumstances appertaining to their work' – and while these may have occurred none have been formally reported.

There have been no incidents of vandalism since the CCTV cameras were introduced, however there has been one incident of robbery in July 2023, when the school was open in the evening for a Governors meeting.

General security on site is good with the limited access and adequate staffing levels.

Individual risk assessments

All staff who may be affected by the actions of the child will be shown a copy of the assessment/briefed about the assessment at a team meeting/advised verbally. Temporary supply staff will be advised about the risk assessment on arrival at school.

Risk assessments will be completed if evidence is provided to show that the student has violent tendencies at home even if these are not apparent in school.

Risk assessments will be reviewed after any incident or termly if no incidents have occurred to ensure that they are still valid

Action to take in the event of an incident

This will depend on the type of incident.

If the incident involves an assault on a member of staff with a weapon, the alarm must be raised by telephoning the main office or using a walkie- talkie or reporting to the Headteacher.

The office/head teacher/deputy head will arrange for the police to attend by phoning 999.

Support for the member of staff will be provided within two minutes to any part of the school.

Should a person witness an **assault** being carried out, that person must decide whether the person being attacked requires help. There is no legal obligation to intervene but any intervention must also be proportionate to the risk of harm occurring.

Where **verbal abuse** has been experienced by office/management staff from a phone call, the following procedure will be followed

- immediately advise the caller that their dialogue is unacceptable
- advise the caller that the call is being recorded
- advise the caller that their call is now on loudspeaker and will be heard by others
- the caller should be advised also if conversations can be recorded
- if working alone at the time of the call, identify the caller where possible and then hang up

For all other instances of violence both physical and verbal, staff are required to immediately complete Part 1 of the violence and aggression form and submit this to the head teacher or Deputy who will determine whether further action is required. The form should be submitted as soon as possible after the incident so that the incident can be quickly investigated and suitable action put in place.

On-going support

A confidential advice service is available for all council employees and provided by ~~Health Assured~~. Spectrum Life This service is entirely independent and offers information, counselling and life management support on a range of matters including employment, legal and financial. You can contact the helpline 24 hours a day, seven days a week on: <https://app.spectrum.life/login.Organisational> code is LUTON or by phone **0808 196 2016**

Section 2: Prevention of violence – teaching staff /teaching assistants/family workers/others

Tasks

Teaching staff are involved with all aspects of the curriculum. School hours are:

- 8.45am to 15.30pm for teaching
- 6.30am to 18.00pm for school opening
- 8.00am to 16.30pm for children at school with after school clubs and breakfast club

Teaching is carried out in class sizes of up to 30 students. The mix of students varies from class to class with students from a wide range of ethnic backgrounds, disabilities and educational needs.

Apart from normal teaching duties, staff occasionally meet with parents outside of school hours usually at the end of the day.

Head teacher meets parents occasionally during the school day.

Part of their duties includes mealtime supervision, playground duties and gate monitoring at the start and end of the school day.

Teaching and teaching support staff occasionally travel with students on school trips

Occasional parents' evenings/days are spent at the school which can result in leaving the premises late in the evening

Teaching staff are assisted by classroom assistants but often only one member of staff is involved with teaching a class. Few classes are isolated and other teaching staff and teaching assistants are usually within close proximity.

Hazards

The main hazards identified are as follows:

- risk of physical violence from students
- verbal abuse from students/parents either in person or on the telephone
- threatening behaviour from students
- abuse/physical violence from parents/guardians, this could be during parents' evenings/afternoons or after school when parents occasionally visit to discuss issues regarding their children
- violence from intruders, it is foreseeable that an intruder on site could gain access to classrooms/school buildings
- temporary staff are often employed to cover for permanent staff who are absent, these staff are unlikely to be aware of any particular problems with the students
- expectant mothers being physically injured
- risk from airborne pandemics such as Covid-19 from spitting or biting

Precautions in operation

- Access to the school is adequately controlled with all entrances to the school being kept access locked and released by office staff.
- All staff have attended a training session on recognition of signs of violence and action to be taken – de-escalation and safe handling/restraint to minimise the risk. This will be run annually.
- Staff are aware that they should report to the head teacher any aggression or violence to them from children, other members of staff and parents as soon as possible using the appropriate form. The head teacher will conduct an investigation to ascertain the causes and minimise the risk.
- A selected number of staff have been trained in restraint techniques – use of this technique will only be done when absolutely necessary when in the opinion of a member of staff, an injury may occur to another

person from the actions of the child. The restraint technique will only be done in accordance with relevant training.

- Telephone/radio communication is available from all parts of the school so that action can be summoned in the event of an incident
- Teaching staff do not normally work in isolation – there is usually assistance from other teachers and teaching assistants nearby.
- No lone working is allowed for teaching staff at any time during term-time outside of opening hours, without prior agreement from the Headteacher. However, staff want to work during the school holidays, there is always a member of the premises staff on duty.
- Permanent and supply teaching staff are made aware of problem children who may be prone to violence or aggression and understand their needs.
- If a supply teacher is required to teach in a class where there is a child who is prone to violence or aggression there will be a teaching assistant present.
- A risk assessment will be undertaken to ensure that pregnant teachers are kept safe both in class and on the playgrounds.
- Other staff are usually around when parents are being seen either during school hour or at the end of the school day. However, there are times when a member of the teaching staff could be on their own when seeing a parent or guardian. This could be the head teacher or deputy head. In these circumstances the meeting room has a panic alarm connected to the office, there is a vision panel in the door and the door is left open when appropriate.
- Risk assessments are written for school trips and there are always more than one adult accompanying students. Numbers are in accordance with educational guidelines.
- When undertaking playground, mealtime supervision etc. there is always more than one member of staff on duty. This is also the case when the school gates are being manned.
- Staff are encouraged to discuss problems of potential violence with other staff/heads of department. However there has been no formal policy with respect to this.
- Separate risk assessments are written for expectant mothers.
- Any home visits should be appropriately be risked assessed.

Risk

With the above precautions in place, the risk of an incident occurring either from a student of a parent/guardian is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Where the above controls are not being operated or additional controls are required – rate the assessment as **medium** and state these below.

These may include a need for further training and use of a lone working policy for instance.

Signed

Date

Review Date

Section 3: Prevention of violence – support staff, cleaners, administration/office

Tasks

Support staff include office administration staff and cleaners.

- Office staff work from 8.00am to 16.30pm amend as appropriate
- Cleaners work from 6.00am – 8.00am and 15.30pm – 17.30pm

The cleaners work on their own in different classrooms which are not accessible from outside.

Hazards

The main hazards identified are as follows:

- risk of physical violence or threatening behaviour from students
- verbal abuse from irate parents and guardians to reception staff either on the telephone or in person
- cash handling and bank payments
- violence from intruders – cleaning staff working late could be attacked
- expectant mothers being physically injured by students and intruders

Precautions in operation

- Cleaners work as a group in different parts of the school after the teaching lessons have finished.
- Access to the school is restricted so that intruders cannot gain access at any time. All entrances are covered by CCTV and the main entrance is security controlled.
- The Premises Manager or Site Agent is always on site for the cleaners and locks up after the cleaners have left.
- There is adequate means of communication with the cleaners.
- There is adequate light in the car park to minimise the risk from intruders.
- Administrative staff are fully aware of students who could cause problems and may have a tendency to violence.
- Administrative staff receiving abusive phone calls follow policy guidance and report these to the head teacher.
- Telephone communication/walkie talkie is available
- Staff usually do not work alone in the office – other staff are available for assistance.
- **Large amounts of cash are not kept in the school** – where possible cashless transactions are followed but where cash is collected, this is counted behind locked doors and then placed in a safe before being taken to the bank. Where possible, cash is taken to the bank on different days, times, routes, transport or carried by a courier.
- Risk assessments are written for all expectant mothers so that suitable precautions can be taken.

Risk

With the above precautions in place the risk of an incident occurring either from a student or a parent/guardian is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed

Date

Review Date

Section 5: Prevention of violence – site facilities management/caretaking staff

Tasks

The Premises Manager or Site Agent are responsible for opening and closing the school, general maintenance and other general activities such as boiler operation, setting up chairs and tables for events and removing waste and keeping the school in an operational state.

The Premises Manager works the following shift pattern:

6.00am to 14.00pm Monday to Thursday and 6.00am to 13.30 on Friday

The Site Agent works the following shift pattern:

10.00am to 18.00pm Monday to Thursday and 10.30am to 18.00pm on Friday

There is also the need for being on site for outside lets during the evenings – these hours are as required

The work of the Premise Manager and Site Agent means that they are not continually in direct contact with students and apart from the start and finish of school have little contact with visitors/parents.

There is a need for occasional work with contractors working on site who need to be accompanied. Contractors usually work during the holidays or after school hours – only in exceptional circumstances are contractors allowed to work during the school day.

All contractors have to be DBS checked if they are allowed to work on their own. Suitable contractors' rules are available and signed

Part of their duties is to prevent parents and guardians driving onto site to drop off or pick-up children during the morning or evening. This could bring them into potential conflict although this has not happened to date.

Hazards

The main hazards identified are as follows:

- Risk of physical violence from students/parents.
- Covid-19 from spitting and biting.
- Verbal abuse from students.
- Threatening behaviour from students and parents at the start/finish of the day
- Violence from intruders/persons on outside lets – it is foreseeable that an intruder could gain access to the site/classrooms/school buildings. Also, caretaking staff have to lock up and open the school most days on their own so there is a risk of them being attacked by someone using the premises late in the evenings.
- Violence from contractors either directed against the Premises Manager or Site Agent or to other members of staff/students.

Precautions in operation

- Telephone/radio communication is available from all parts of the school Premises Manager and Site Agent have mobile phones and walkie talkies.
- The site is protected by CCTV and there are good communication channels to the police.
- The staff are aware of problem children.
- Other staff are around during the normal school hours.
- All pedestrian gates apart and the main gate are locked during normal school hours.
- If the intruder alarm sounds at night, the Premises Manager or Site Agent will not enter the premises alone if there is more than one area of activation.
- All contractors are DBS checked and are not normally allowed to work on their own.
- All contractors have seen the contractor rules and been given a suitable induction.
- Covid-19 - PPE required, good hygiene and social distancing

Risk

With the above precautions in place the risk of an incident occurring is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed

Date

Review Date

Section 6: Prevention of violence – school governors

Tasks

School governors only attend school occasionally for meetings of the board and other specific events. They do not work on their own in the school nor do they lock up the buildings on departure.

Occasional site inspections are carried out but these are usually undertaken with other members of staff at the school such as the premises committee.

Hazards

The main hazards identified are as follows:

- risk of physical violence from parents/guardians
- verbal abuse from parents/guardians
- threatening behaviour from parents/guardians
- violence from intruders – it is foreseeable that an intruder on site could gain access while a meeting was being carried out

Precautions in operation

- no specific precautions are in operation
- meetings are normally held in the evenings or via a video call and parents are not normally present
- telephone communication is available to the rest of the school and to the police if assistance is required
- suitable locking up procedures are followed at the end of the evening session. Access doors to the buildings are kept closed and locked when meetings are taking place to prevent unauthorised access

Risk

With the above precautions in place the risk of an incident occurring is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed

Date

Review Date

Violence and Aggression Policy for William Austin Junior School Staff

By signing this form you agree that you have been provided with a copy of the School's Violence and Aggression policy and that you have read and understood the policy. The policy forms part of your terms and conditions of employment with the school

Signed

Printed Name

Position.....

Date

Signed forms should be returned to: the main school office