

VIOLENCE AT WORK POLICY



Haydon School

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1. Introduction

Haydon School accepts its responsibilities and duties to provide a safe and healthy working environment for all employees. The protection of employees from the risk of violence and aggression at work.

Haydon School considers that violence is not an acceptable part of any job and as a school will not accept violent behaviour. Haydon School is totally opposed to employees being subjected to violence as a result of employment with the School.

The policy sets out arrangements for the management of violence and aggression that may occur during work or that are work related. It aims to minimise the risk of violence and ensure that where violence and aggression does occur the response is both appropriate and effective.

This policy applies to all employees of Haydon without exception and to all members of The School' Governing Body. The policy will also apply to volunteers, parents and visitors to the school.

2. Related Legislation

2.1 The Health and Safety at Work Act 1974

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees.

2.2 The Management of Health and Safety at Work Regulations 1999

Employers must assess the risks to employees and make arrangements for their health and safety by effective:

- 1) planning
- 2) organisation
- 3) control
- 4) monitoring and review

The risks covered should, where appropriate, include the need to protect employees from exposure to reasonably foreseeable violence.

2.3 The reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013(RIDOR)

Employees must notify the Headteacher in the event of an accident at work to any employee resulting in death, major injury or incapacity for normal work for three or more consecutive days.

Employers must notify their enforcing authority in the event of an accident at work to any employee resulting in death, major injury or incapacity for normal work for three or more consecutive days. This includes any act of nonconsensual physical violence done to a person at work.

2.4 Safety Representatives and Safety Committee Regulations 1977 (a) and the Health and Safety (Consultation with Employees) Regulations 1996 (b)

Employers must inform, and consult with, employees in good time on matters relating to their health and safety. Employee representatives, either appointed by recognised trade unions under (a) or elected under (b) may make representations to their employer on matters affecting the health and safety of those they represent.

3. Definition

Violence is defined as any incident in which an employee is verbally or physically abused, threatened or assaulted in circumstances arising out of the course of his/her

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employment i.e. where during the course of work an employee feels threatened, whether or not an actual assault has occurred.

Although a list is not exhaustive, violence and aggression includes the following:

- intimidating behaviour, swearing, shouting
- personal insults
- verbal threats, gestures, stances
- possession of a weapon or item intended to be used as a weapon
- harassment on the grounds of race, sex, age, disability
- bullying
- assault from grasping, poking, punching etc.
- assault causing actual bodily harm
- threatening use of animals

4. Roles and Responsibilities

4.1 Governing Body

- implementation of this policy throughout the school and that the policy is brought to the attention of all employees
- that procedures are in place to assess the risks of violence and aggression to employees and to put in place appropriate measures to eliminate or control the risks
- that arrangements are in place to monitor and review the level and type of violent incidents occurring
- that arrangements are in place for the appropriate and effective support of employees following an incident.

4.2 Headteacher/Senior Leadership Team

- the risks of violence and aggression to employees are assessed and appropriate measures introduced to eliminate or control the risks identified
- identified risks are documented
- when organising or allocating work to employees the potential risk of violence is considered
- all identified employees are appropriately trained, informed and instructed
- all employees report incidents where they feel threatened as defined by this policy
- following an incident employees are appropriately supported
- the type and level of violent incidents are regularly reviewed and the effectiveness of existing measures examined and where appropriate reviewed
- a record of violent incidents is maintained and analysed to identify trends etc. The result of this should form part of the risk assessment review process.

4.3 All staff will ensure:

- that any instructions or information detailing stage methods of working are followed
- any incidents of violence and/or aggression, where an individual feels threatened are reported immediately to the line manager
- that they attend, when nominated, any programme of training identified for their needs.

5. Risk Assessment Process

5.1 Find out if there is a problem

Talk to employees about potential problem areas, identify any situations or instances where people could be harmed, refer to previous incident reports. Communicate your findings with all of your staff so they realise that you recognise potential problem areas.

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5.2 Decide who may be at risk

Including site team members, cleaners, those undertaking home visits, evening workers, cash handlers, those in contact with the public, lone workers, those working with individuals with challenging behaviour etc.

5.3 Evaluate the risks and decide whether existing precautions are adequate or more should be done

Decide whether the risk is significant and if so whether the precautions you have in place adequately reduce the risk or control it so that harm is unlikely. Precautions may include changes to working practices, layout, training etc.

Issues to consider include:

- the physical aspects of the premises
- working practices and patterns
- employee training
- pooling of information on certain higher risk situations/individuals
- Contact with police.

5.4 Considerations

When carrying out a risk assessment, think about whether there is a risk associated with particular places, for example:

- Reception areas where administrative employees come into contact with the public
- An interview room
- Isolated locations

Whether there are risks associated with particular working practices, for example:

- Employees working alone, visiting homes or out of office hours, or when travelling to and from work using the same routes or transport as students.

Whether there are risks associated with a particular person or people for example:

- Individuals who have a history of violence
- Those individuals who may have unpredictable behaviour associated with mental health, behavioural problems etc.
- Those who use medication to control behaviour.

What action has already been taken to manage and reduce risks identified, for example:

- Safe working practices
- Alarm systems
- Mobile phones

5.5 Record your findings

Using a standard risk assessment form (see Appendix 1)

5.6 Review your assessment on a regular basis and revise it if necessary

If you introduce a new procedure, working practice or there is a particular circumstance, which could lead to a new and significant risk, you must review your assessment. For example, if the school accepts a student that has been excluded elsewhere for violent or abusive behaviour, a risk assessment should be carried out.

It is good practice to review your assessment on a regular basis to ensure that the measures put in place are effective and workable.

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6. Training

Suitable and sufficient training will be provided to identify and manage risks of violence and aggression. This training will take account of the findings of all risk assessments carried out by the school.

7. Action to be taken following an incident

Following an incident each of the following steps should take place:

- The wellbeing of employees is paramount and due consideration must be given to their feelings and wishes.
- If appropriate, immediate medical assistance must be sought.
- If appropriate the incident should be reported to the Police (see section 9 – 'Involving the Police').
- The employee must be given the opportunity to clarify their needs following the incident. This may include taking time out, going home etc. Arrangements must be made to provide cover if required.
- As soon as possible after the event when the individual is ready, the incident should be discussed with their line manager or other senior member of staff. Individuals should be encouraged to talk openly and without fear of blame. The incident should not be seen as a failure on their behalf.
- It is recommended that the employee also take advice from their union representative if they are part of a union.
- Written reports/statements should be obtained from the individual and any witnesses.
- Line managers should ensure that the employee receives the offer of further support e.g. counselling. This offer of support should be continuous and not simply immediately following the event.
- Where the employee brings a prosecution, leave of absence with pay will be granted to give evidence etc.

8. Reporting and Recording Incidents

8.1 Whenever an employee experiences an incident of abuse, threat or violence, a Violent Incident Report Form (See Appendix 2) must be completed. The employee's Line Manager should provide help and guidance in filling out this form that must then be copied to the Headteacher. The employee should also be advised that their union representative (if applicable) can also provide help and guidance in reporting the incident).

8.2 The Line Manager will review the report and consider what action is appropriate e.g change in working arrangements. The level and number of incidents may trigger a need to review the risk assessment. The manager will note on the form any action initiated. All employees must be notified of any changes.

8.3 All complaints should be backed up by detailed information. Any false (or malicious) accusations will not be tolerated and may result in disciplinary action.

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9. Involving the Police

- 9.1** Where appropriate, the Police should be informed as soon as possible. It is school policy for assaults on staff to be reported to the Police when it is reasonable to do so.

The Police should be informed if the employee wishes them to prosecute on their behalf. Whether they will or not will depend upon the circumstances and the extent of any injuries sustained. If the Police are not prepared to prosecute on the employee's behalf they may still instigate proceedings through a private summons. The Personnel Advisers to the school, as well as the employee's professional association or trade union, can provide advice on how to go about this.

10. Incidents occurring between employees

- 10.1** Where an incident occurs between two employees, the duties outlined in Section 8 above apply but the line manager must also immediately inform the Headteacher and forward a copy of the Incident/Accident form.
- 10.2** In addition, where an employee has committed an act of violence or aggression against a colleague, the line manager must undertake a risk assessment prior to the employee returning to work.
- 10.3** All parties involved will receive an impartial hearing and fair treatment and that the dignity and privacy of all will be protected.

11. Managing Violence in the Workplace**11.1 Reception Area**

Reception areas should be designed so as to reduce the likelihood of violence. The Reception area should be easily identifiable, which allows visitors to be received, directed to the destination, answer queries etc. and control access by unauthorised persons.

The following should be considered:

- Location, close to the main entrance
- Clear, unambiguous signs
- Appearance – good lighting, seating available
- Ease of contact with colleagues in the event that help needs to be summoned.
- Access control e.g. visitors badges, signing in etc.
- Means of summoning assistance if required. If alarms/panic buttons are to be used they must be regularly tested to ensure good working order. Employees should be aware of actions to be taken if the alarm is raised. Remember to make any temporary employees aware of these procedures.
- All visitors should be dealt with in a courteous, professional manner and should be advised of how their enquiry will be dealt with. If necessary, staff should check that they have fully understood the nature of the enquiry and what outcome the visitor is hoping to achieve.
- When an enquiry cannot be dealt with immediately, the visitor should be advised of this and, if appropriate, given the option to wait or make an appointment. Attention should be given to whether a parent is likely to feel anxious or uncomfortable if asked to wait in a public area.
- Reception staff should be informed of any appointments where there is considered to be a risk of aggressive behaviour, and arrangements should be made to ensure appropriate back up from other members of staff.

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11.2 Security of Premises

- Use of CCTV cameras on entrances to school and within the school grounds and classrooms.
- Having a clearly understood plan for prompt notification of the presence of any unauthorised person on the school site and for actions to be taken by individual staff, depending on where the trespass has occurred.
- Securing most access points during the school day but without obstructing designated Fire Exits.
- Periodic checks on the security of any unused or infrequently used accommodation.
- Repair and replacement of boundary fencing and additional lighting outside areas.
- Planned use of outlying accommodation.
- Reviewing the site team's duties in relation to security.
- Heightening awareness among staff and students of the need to report unusual occurrences on the school site
- Review arrangements for lone working.
- Any person who is not authorised to be on the school site should be asked to leave.

12. Working Practices**12.1 Interviewing Safely in the Workplace**

When interviewing in the workplace:

- Ensure that someone knows where you are and if possible use a room that is visible to others – viewing panels must be left clear
- Ensure that an accurate record is made of the person/s you are seeing and the reasons for the interview
- Ensure that adequate arrangements are in place for the interviewer to raise the alarm if required. Use of alarm where available or a colleague nearby
- Do not arrange to meet someone alone when you are on your own in the building
- Position yourself near the door – do not put the interviewee between yourself and the means of escape
- Keep waiting times to a minimum and explain any delays
- If your risk assessment shows a potential risk for violence and aggression you may wish to hold the interview in pairs or consider a telephone interview where you have no need to meet face to face.

12.2 Cash Handling

Consideration should be given to employing a security firm to handle cash. However if employees are required to carry amounts of cash then the following advice should be followed:

- Any money collected in school must be handed in directly to the Finance Office
- Staff should not carry large amounts of cash

12.3 Patterns of Work

In many establishments working late, during holidays, closures, early mornings etc., is part of the normal working pattern. Line managers should ensure that adequate arrangements are in place to manage the risks identified. Examples of good practice include:

- Working in pairs
- Provision of well-lit areas
- Arrangements whereby someone is aware of who is working on the premises
- Means of the employee summoning assistance, raising the alarm if required

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- Ensuring that measures are in place to keep the working area secure e.g. locking parts of the building where the individual may be working alone.
- Where a home visit is agreed with the Headteacher, additional precautions must be taken. Staff visiting a person known to be potentially violent must not visit alone. Otherwise, arrangements should be made for the member of staff making the visit to contact a named colleague immediately after the visit to 'report in'.

12.4 Alarm Key Holders

School uses a professional key holding company for out of hours monitoring.

Where it is necessary for key holders (school employees) to attend the school for out of hours alarm activations, the following procedures must be followed:

- If the activation is a "confirmed" Activation key holders must not enter the building alone but wait for the police to arrive.
- In the presence of the police the key holder should then proceed to enter the building and de-activate the alarm
- Once the police have conducted an inspection of the premises and declared that it is safe, the key holder should continue with any necessary action to ensure the security of the premises
- If the police do not attend the scene then a second key holder must be contacted
- Under no circumstances must a building be entered alone.

12.5 Emergency Procedures

Line Managers should develop arrangements for dealing with emergencies. These will include actions to be taken in the event that concern for someone's safety is raised, either because they do not report back for duty, or employees raise the alarm etc. All employees should be made aware of these procedures and arrangements should be in place to practice these.

13. Employee Support and Counselling

- 13.1** An employee who has experienced a violent incident should be offered appropriate support and counselling.
- 13.2** Such an employee may also be given appropriate leave of absence with pay to deal with issues directly arising from that incident e.g. attending to make a police statement, dealing with legal issues etc. This will be to the extent considered reasonable by the Headteacher and/or Board of Governors.
- 13.3** Employees requiring medical treatment and/or leave of absence due to a violent incident will be eligible for such support in accordance with the scheme of conditions of Service.

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APPENDIX 1



HAYDON SCHOOL

Initial Risk Assessment	
Assessment for:	Date:
Potential Risk:	
Who is at risk?	
Action proposed to reduce risk:	
Date of review:	
Risk assessment carried out by:	Line Manager:
Signed:	Signed:
Date:	Date:

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Appendix 2



HAYDON SCHOOL

VIOLENT INCIDENT REPORT FORM

To be used also for reporting dangerous occurrences

Please ✓

Violent incident?

Dangerous occurrence?

Important

- 1. Accidents and dangerous occurrences: the form must be completed by a line manager or senior member of staff.
- 2. Violent incidents: Sections 1 – 4 can be completed by the person concerned, with the manager completing section 4. Violent incidents not just physical violence but also aggression, verbal, sexual and racial abuse, and intentional damage to property.

1. Details of the person injured/assaulted

Please ✓: Employee Parent Student Contractor Public Trainee

Name (state Mr/Mrs/Miss): _____ Age: _____

Home Address: _____

Occupation: _____

Normal working hours on the day of the incident: From: _____ To: _____

Actual working hours on the day: From: _____ To: _____

2. Details of the Incident (Continue on a separate sheet if necessary)

Date of the incident: _____ Time: _____

Precise location of the incident: _____

Describe exactly what happened. If a violent incident please include details of the assailant (if known) (continue on a separate sheet if necessary)

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2. Details of the Incident (Continued)

Please give the names and addresses of witnesses. Attach any statements to this form.

3. Details of any injuries

Nature of injuries (Statement right or left arm etc): _____

First aid treatment? Yes No If yes, by whom: _____

Medical treatment? Yes No If yes, name of hospital or doctor: _____

Detained in hospital for more than 24 Hours? Yes No

Details entered in the accident book: Yes No Notified HSE? Yes No

4. Investigation and action taken by the manager (continue on a separate sheet if necessary)

Please include details of any measures to prevent a recurrence and, if a violent incident, give details of the assistance offered to the employee.

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History

Date	Issue	Status	Comments
January 2015	1	Update	To Personnel Committee 20.01.15 Approved – To FGB for ratification 06.02.15 - Accepted
June 2018	2	Update	To Personnel Committee 20.06.2018-Approved to FGB for ratification 05.07.18. Approved