



**LUTON BOROUGH COUNCIL  
(EDUCATION)**

**VIOLENCE AND AGGRESSION POLICY**

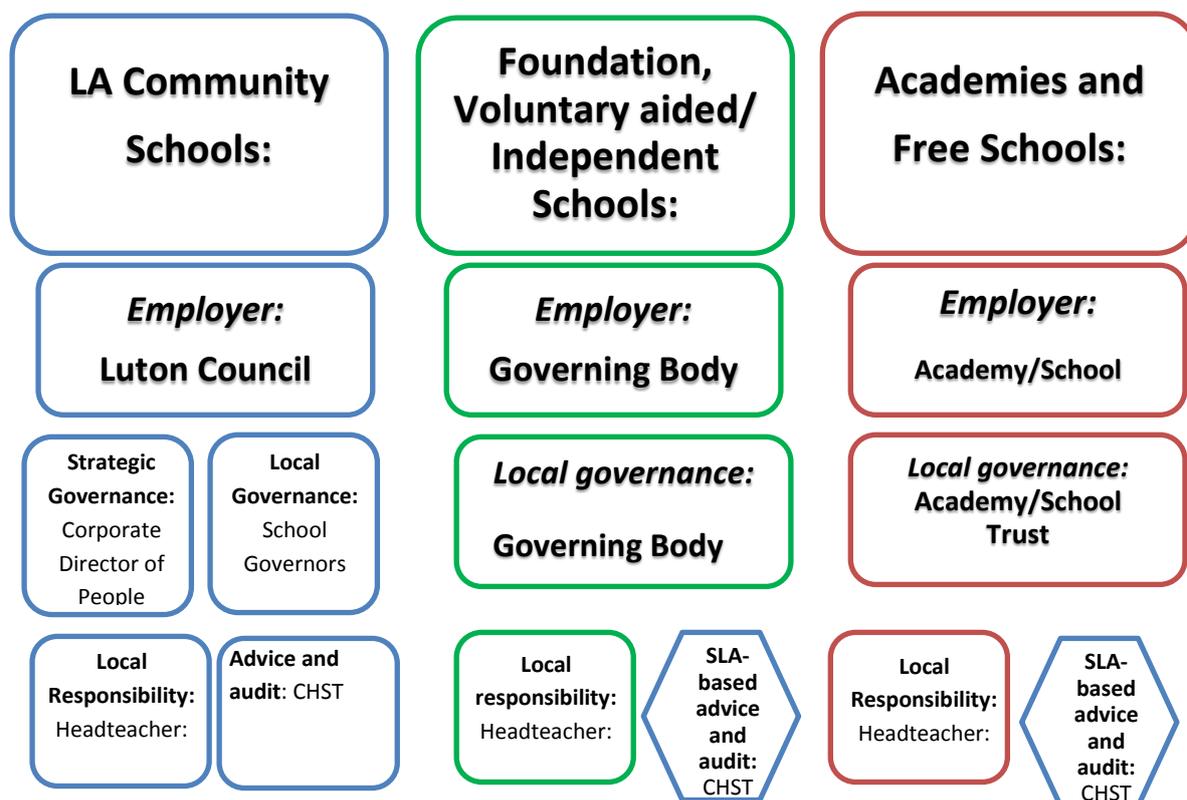
**Policy Adopted by**

**Sundon Park Junior School**

## INTRODUCTION

### Roles and Responsibilities for Policy Implementation

The roles and responsibilities of the Governing Body, Headteacher and Employees are set out below:



**The Corporate Director of People** (with responsibility for Schools and Learning), together with senior managers, are responsible for providing the direction of this policy through consultation with relevant partners and for ensuring that schools are supported in implementing the policy.

#### **Governors, the Governing Body and Trustees – Appropriate Bodies**

Within LA Community Schools, the Governors and the Headteacher 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.

**The Headteacher** 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 investigated.

The Headteacher 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.

**Senior staff** 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](#))**

**Individual members of staff** are responsible for following working procedures and risk assessments and reporting likely or actual incidents of violence or aggression.

**Corporate Health & 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 & monitor violence & 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 Borough Council.

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## 1.0 General Principle

**This policy must be read in conjunction with other LBC Corporate Policy or local management agreement pertaining to staff safety & wellbeing. Staff must follow the procedures specified in this document taking into consideration matters raised in other relevant policies.**

### Introduction

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**.

Verbal abuse includes both the written and spoken word and will include for example texting, email, social media e.g. (Facebook).

It is recognised that violence can often cause distress even when no physical assault has taken place and can cause serious problems.

## 2.0 Legal Framework

This information is for general guidance only and for advice on particular situations i.e. student/ pupil parent exclusions, please contact either the LBC Corporate Health and Safety Team or LBC Legal services, (if brought back through LBC SLA)

### **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.

### **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.

### **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”.

## 3.0 Scope of this Policy

Luton Borough 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 Borough 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.

It is accepted that individuals can respond to situations very differently depending on personal circumstances –clash of personalities, illness, domestic problems, mental wellbeing, lack of sleep, drugs, alcohol, financial worries, age or stage of

development etc. 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.

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 the employer 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.

Where the violent incident has arisen between two members of staff, the Headteacher will take appropriate action in the circumstances which may include dismissal on the grounds of Gross Misconduct. A disciplinary investigation will be undertaken. (Please contact your HR Provider for advice).

Where the violence has arisen from a member of the public or parent, Luton Borough 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 Borough 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 CHST (Corporate Health & Safety Team) Intranet Site.

Luton Borough 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 Headteacher in conjunction with the Corporate Health and Safety Team. 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.

#### **4.0 Managing Risk**

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

##### **4.1 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.

##### **4.2 Restraint / Safe Handling Training**

Where appropriate, following a Risk Assessment, staff will receive **restraint/ safe handling training** provided by 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.

#### 4.3 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.

#### 4.4 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.

#### 4.5 Risk Assessments

Suitable **risk assessments** will be completed for groups of staff – teaching and teaching assistants, administration and cleaners, catering, caretaking/site managers governors & volunteers. 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.

#### 4.6 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 showing tendencies for violence whether physical or verbal. The assessment may also include a behaviour support plan and a positive handling plan.

#### 4.7 Individual Student/Pupil Risk Assessments

These risk assessments for individual student/pupils will be completed by a range of people including the Headteacher 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.

#### 4.8 AssessNet and Violence at Work Form

Schools should report incidents of violent behaviour in the case of LBC schools using **AssessNet** and the **and Violence at Work Form** ([Appendix I](#)). For schools such as Foundation schools a suitable recording system should be used if AssessNet is not available.

The form should be passed to either the Headteacher 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.

#### **4.9 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 Headteacher/ Head of Department for review.

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.

#### **4.10 Safeguarding Procedures**

In the case of students being subject to violence from teaching staff or other adults, immediate steps should be taken to ensure the safety of students. LADO & HR advice should then be sought regarding notifying the police, investigation, precautionary suspension and other arrangements. Any action taken should be inline with Statutory Duty requirements or the school Managing Allegations of Abuse Procedure.

#### **4.11 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 Headteacher so that suitable action can be taken. Where the serious violence has come from a student/pupil this 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 **AssessNet** and the **Violence at Work form** should be completed as soon as possible after the event.

#### **4.12 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 and more readily sit under their Behaviour Policy. These forms detail action taken including restraint and physical intervention strategies.

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

### **5.0 Issues to consider when undertaking risk assessments**

#### **5.1 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.

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.

Arrangements have been made to enable the Premises Manger to attend alarm calls at night alone and to ensure the safety of staff working in the school alone at the weekend of in the school holiday. Please see the relevant risk assessment.

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.

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.

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 & where deemed necessary. Where lighting is deemed inadequate, remedial action should be taken.

All buildings are equipped with telephones for those staff who lone work would have mobile phone or walkie-talkie so that help can be summoned if necessary.

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.

## **5.2 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.

When transporting cash to the bank, 2 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.

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.

### **5.3 Meetings with Parents**

Meetings with parents should be pre-planned whenever possible. Formal meetings should where possible be carried out with 2 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 type of situation.

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

### **5.4 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.

- 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

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

### **5.5 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.

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.

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.

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.

### **5.6 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 Headteacher or Assistant Headteacher in conjunction with the Inclusion Team, relevant teaching staff, carers, family members and the child 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 & in accordance with HR policy and guidance.

## **6.0 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.

## **7.0 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.

## **8.0 Training/Advice**

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.

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.

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.

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

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

## **9.0 Notes on Completion of Violence Incident Form/Further Action**

In the case of a violent incident involving a member of staff, this should be reported to the line manager/Headteacher, the **Violence at Work form** should be completed as soon as possible and the incident logged on **AssessNet** this is for both physical and verbal/physical abuse.

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.

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 **AssessNet** is not required, unless the student/pupil injures the member of staff.

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, in these cases the appropriate HR policy will be applied.

The form should always be sent to the line manager of the member of staff or to the Headteacher or to both – the procedure should be agreed locally at the school.

Depending on the school, an investigation should be completed by either the Headteacher 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. Where the violence is between staff members or if a staff member is accused of using violence towards a pupil, HR advice should be sought before any investigation is undertaken.

The Head of Department/Deputy Headteacher/Headteacher 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.

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.

## **10.0 Incidents involving children requiring 'violence at work' form and/or accident form to be completed**

### **10.1 Where no further action is required**

The form will be placed in the personal file of the student(s) identified or similar.

When 3 such forms have been received, the student(s) will be interviewed by the Head of Year/Headteacher 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.

### **10.2 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 Headteacher/Deputy Headteacher/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.

### **10.3 Reporting of Incidents**

Where the incident results in the person requiring medical assistance, or being absent from work, an **AssessNet 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 7 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 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 Headteacher will advise:

- The HSE immediately by telephone or email.
- Service Director for Education Support Challenge & Intervention
- Corporate H&S team
- Injured persons family

In all other cases, the Headteacher 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.

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

### 11.0 Governors Review

Annual statistics of violence incidents will be compiled and presented by the Headteacher 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.

### 12.0 Conclusion

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

Signed:



Director of People  
22 05 18

Signed:



Date: 21<sup>st</sup> November 2018

Headteacher



Signed:  
Chair of Governors

Date: 21<sup>st</sup> November 2018



**Borough Council**

## Violence and Aggression Policy

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1	23.10.18	Approved Admin Committee		R.Doyle