



## Managing Violence and Aggression in Schools Policy and Procedures

### 1. Policy Statement

- 1.1 The Governing Body of Lakeside Primary School believe that all school staff have a right to expect that their school is a safe place in which to work and that prompt and appropriate action will be taken if they are subjected to abuse, threats or violence by pupils, parent/carers or visitors on school premises and in exercising their duties off site.
- 1.2 For the purposes of applying the provisions of the policy and associated guidance, school staff includes volunteers.
- 1.3 The Governing Body accept the following definition of violence:

***“Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work”.***

***This definition includes verbal abuse or threats as well as physical attacks.***

***(Health and Safety Executive)***

### 2 Roles and Responsibilities

#### 2.1 **Governing Body:**

The Governing Body are responsible for the implementation of this policy and ensuring it is operating effectively.

#### 2.2 **The Head teacher**

The Head teacher is responsible for the day-to-day implementation and management of the policy.

The Head teacher may delegate the lead role on day-to-day policy implementation and management of the policy to a nominated Senior Manager.

The Head teacher is also responsible for the following:

- a) Ensuring that suitable and sufficient risk assessments are carried out of employees' risk of exposure to violence and aggression and that appropriate control measures are implemented.
- b) Making appropriate arrangements for incidents to be reported, recorded and investigated.
- c) Regular monitoring of the level and general nature of any incidents and the school's response to them.
- d) The Head teacher will review the effectiveness of the policy including risk assessment, control measures and responses to incidents.
- e) Provision of appropriate training for employees and volunteers.
- f) An annual monitoring and evaluation report will be provided to the Governing Body by the Head teacher.

### **2.3 Employees**

Employees also have a responsibility to protect their own safety and that of their colleagues and anyone else who may be affected by the work they do.

Volunteers should follow school procedures.

Employees must contribute actively in hazard and risk assessment, and familiarise themselves with policies, guidelines, control measures, instructions and reporting procedures. All employees should participate positively in appropriate training. Depending on their role some employees may also have a legal responsibility to participate in appropriate training.

All incidents of violence and aggression must be reported, recorded and investigated. Appropriate action will be undertaken by the Head teacher with the aim of reducing the risk of a recurrence.

### **3. Support and Guidance**

Access to confidential, counselling facilities and other appropriate support will be available to employees who are faced with violence or aggression in the course of their employment. They will also be encouraged to contact their Teacher Association, Trade Union representative or Safety Representatives.

Appropriate guidance will be made available to employees to enable them to deal with any incidents of violence or aggression. Employees will be given access to appropriate training and support by the Head teacher.

The effects of violence towards the individual may include:

Physical harm  
Stress  
Emotional trauma  
Feelings of powerlessness  
Demotivation

Consequences for the employer include:

Higher staff turnover  
Increased absenteeism and sickness absence  
Low morale  
Difficulty in recruiting staff

#### **4. Managing the risk of violence**

You need to consider the elements which may contribute to the risk of violence and the effect they have on each other. Consider the following:

The role of the individual employee in relation to children and young people.

Who they come into contact with, on and off site.

The times when staff work including early mornings, late evenings, holidays, weekends.

Have you identified the behaviour patterns of children and young people who might present a risk to employees? Are there identifiable triggers for this behaviour?

Are staff aware of the disabilities of children and young people which may impact on their behaviour towards employees?

Staff working alone, in remote buildings, on sports fields or carrying out home visits.

Are your work instructions and procedures being communicated and followed?

Are all staff made aware of any changes and procedures in working practices including for example: positive handling strategies, care and control policies, behaviour management policies.

Do your accident/incident records reflect a true picture?

Are there security/access restrictions of the premises?

Any concerns raised from considering the questions above must be reported to the Head teacher for risk assessment for prevention and protection.

#### **5. Procedures for managing violence and aggression**

At Lakeside Community Primary School we make safety for all involved with children, parents/carers, visitors to the school our number one priority. Staff are entitled to carry out their work without the threat of verbal abuse or physical violence. Any

displays of aggression to our staff by a parent/carer or child will be taken seriously and will be investigated fully to establish the appropriate action to be taken. Violence or abuse of any description will not be tolerated. If any act of aggression or violence occurs, the following step may be taken.

### **5.1 Parents/carers to staff**

- Staff remain calm and non-confrontational.
- Staff to call on a colleague to try to help calm the situation.
- If the situation worsens staff must ask the parent/carer to leave the building to calm down.
- If they refuse to leave staff remind that it is a School and as such they cannot allow the children or other staff to witness any aggressive behaviour.
- If they do not leave, & you feel the situation warrants it, ask another member of staff who is away from the situation to call the police, 999.
- The incident will be recorded, as soon as possible and within 24 hours, and an investigation will follow to decide on the course of action to take.
- Verbal or non-verbal abuse could lead to termination of with Lakeside Primary.

### **5.2 Staff to parents or child**

If a parent/carer should experience a member of staff displaying any type of aggressive behaviour they should bring it to the immediate attention of the school Head teacher or Designated CP Officer and follow our complaints policy and procedure.

## **6. Policy review**

This policy and associated guidance will be reviewed regularly. The Head teacher will provide an annual review report to the Governing body on the effectiveness of the policy and associated guidance.

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Document approved by

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