

# Violence Towards Staff Policy

“What does the Lord ask of you? To act justly, to love  
mercy and to walk humbly with your God.”

(Micah 6:8)



## **Contents:**

### Statement of intent

- 1 Legal framework
- 2 Definitions
- 3 Roles and responsibilities
- 4 Preventing incidents
- 5 Dealing with incidents
- 6 Harassment
- 7 Restricting Contact with the School
- 8 Banning from the school premises
- 9 Recording and reporting incidents

### **Appendices**

Appendix 1: Violence towards staff risk assessment – parents and pupils

## Statement of intent

In our school, our Christian vision shapes all we do. All members of the school community are committed to upholding the St Michael's Church of England Christian values:

- to show love, care and kindness to all in our community
- to value what we have and to share with others
- to enable everyone to achieve their full potential

St Michael's Church of England High School is committed to preventing violent behaviour directed towards our staff by parents/carers and pupils. No member of staff will be expected to accept exposure to violence as part of their job role.

St Michael's Church of England High School employs a zero-tolerance policy on violence towards members of staff; under no circumstances is violence towards any member of staff considered acceptable.

In this policy, the term 'staff' refers to all temporary and permanent, full-time and part-time, teaching and support staff, as well as casual employees.

This policy relates to violence and aggression directed at staff, in connection with their duties, from parents/carers and pupils. The St Michael's Church of England High School's Physical Restraint and Reasonable Force Policy deals with issues regarding the physical intervention of staff.

It is the responsibility of the headteacher and the governing board to maintain this policy and to ensure that it is carried out successfully within the St Michael's Church of England High School.

Signed by:

\_\_\_\_\_ headteacher                      Date: \_\_\_\_\_  
\_\_\_\_\_ Chair of governors                      Date: \_\_\_\_\_

**Date of approval**                      16<sup>th</sup> February 2017  
**Date of review**                        2<sup>nd</sup> July 2020  
**Review date**                            July 2022

## 1. Legal Framework

1.1 This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Health and Safety at Work etc. Act 1974
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Education Act 1996
- Local Government (Miscellaneous Provisions) Act 1982
- HSE et al (2009) 'Preventing workplace harassment and violence'
- DfE (2018) 'Controlling access to school premises'

1.2 This policy operates in conjunction with the following school policies:

- Physical Restraint and Reasonable Force Policy
- Staff Code of Conduct Guidance
- Health and Safety Policy
- Grievance Policy

## 2. Definitions

2.1 St Michael's Church of England High School accepts the Health and Safety Executive's definition of violence at work as:

"Any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment."

2.2 In terms of this policy, 'public' could be taken to mean parents, pupils, visitors, or other staff members.

2.3 Types of violence, threatening behaviour and abuse understood in this policy include:

- **verbal abuse** – abusive and aggressive language, oral or written.
- **physical assault** – assault causing minor injury, such as a graze, minor bruising, reddening of the skin, minor cuts/lacerations, or a more serious injury.
- **physical abuse** – attempted assault which did not result in physical harm.
- **sexual assault** – sexual assault resulting in physical harm such as bruising, cuts/lacerations, or more serious injury.
- **sexual abuse** – inappropriate sexual behaviour not resulting in physical harm.
- **property damage or theft** – damage to, or theft of, the employee's personal property.
- **other** – any form of physical assault or psychological abuse not defined above, which the employee considers sufficient to warrant concern.

2.4 For the purpose of this policy, "harassment" refers to when someone is repeatedly and deliberately abused, threatened and/or humiliated in circumstances related to work.

## 3. Roles and responsibilities

3.1 The governing board will:

- acknowledge its legal duty of care towards school staff and pupils and its responsibility to ensure the school is a place where both staff and pupils are safe from violence or aggression
- oversee the implementation of this policy
- advise all members of staff of this policy

- ensure all staff likely to be affected are informed, through the headteacher, of any circumstances which are likely to carry a risk of violent or aggressive behaviour
- authorise appropriate members of staff to exclude persons behaving inappropriately from the school premises, under Section 40 of the Local Government (Miscellaneous Provisions) Act 1982
- maintain a continuing programme of risk assessments of violence towards staff, in close consultation with the headteacher, and ensure identified risks are mitigated where possible
- consult with staff and their representatives about risk assessments and actions arising from them

3.2 The headteacher will:

- ensure that all staff have read and understood this policy
- consider all reported incidents against the definitions outlined in Section 2
- **support victims and alleged perpetrators where necessary**
- **take a zero-tolerance stance towards violence in the workplace and make clear what support is available to victims of violence or harassment**

3.3 All members of staff should:

- follow the procedures for preventing incidents, dealing with incidents, and recording and reporting incidents
- report every instance of probable violence and/or aggression, and any hazards, risks or problems, to the headteacher
- assess the risk to themselves in each situation and do their utmost to ensure their own safety
- keep evidence of any harassment or violence directed towards them and report incidents without hesitation to the headteacher, or (if the report is against the headteacher) to the governing board

## 4. Preventing incidents

4.1 St Michael's Church of England High School will carry out an annual risk assessment of violence towards staff.

4.2 Staff will receive appropriate training as part of their new-starter induction, and follow-up training as required.

## 5. Dealing with incidents

5.1 When dealing with an incident, staff are advised to employ the following strategies:

- be assertive but not aggressive
- speak calmly without raising their voice
- be polite but firm
- seek assistance
- maintain a safe distance from the aggressor
- think of an escape route, should the need arise
- be mindful of body language and stances to physically defend themselves
- walk away, where possible

5.2 All incidents will be logged and recorded on an Incident Report Form, which is kept in the school office.

- 5.3 The headteacher should be immediately informed of any incidents, and should liaise with the local authority and the police where necessary.
- 5.4 The police should be called via 999, in cases of emergency, where:
- there is danger to life
  - there is a likelihood of violence
  - an assault is in progress
  - the offender is on the school premises
  - an offence has just occurred and an early arrest is likely
- 5.5 In the event of an emergency, staff should also acquire assistance from a member of the senior leadership team, if available, or the nearest member of staff.
- 5.6 Where police involvement is required, but the incident is not considered to be an emergency, the local police should be contacted on 101.
- 5.7 St Michael's Church of England High School will ensure that help, support and counselling are made available to victims of violence at the time of the incident and in the long-term.
- 5.8 Any member of staff or pupil who engages in an act of violence towards a member of staff will be subject to the appropriate disciplinary procedures.
- 5.9 Any accusations found to be false or malicious will not be tolerated and disciplinary action will be carried out.

## **6. Harassment**

- 6.1 If a staff member becomes subject to harassment from individual parents/carers or pupils, this may constitute an offence under the Protection from Harassment Act 1997.
- 6.2 In cases of harassment, staff should make records of all incidents in writing, taking note of the date, location, and means of communication.
- 6.3 Staff should inform the headteacher, who will contact the LA for advice and support.

## **7. Restricting Contact with the School**

- 7.1 St Michael's Church of England High School has procedures in place for withdrawing permission for any parent/carer, who behaves unreasonably, to be in contact with staff. This may mean that a restriction is put in place on contact by telephone or email.
- 7.2 Any incident(s) which could warrant withdrawal of contact should be reported to the headteacher.

## **8. Banning from the school premises**

- 8.1 St Michael's Church of England High School has procedures in place for withdrawing permission for any parent/carer, who behaves unreasonably, to be on school premises.
- 8.2 Throughout the process, full records should be made of each incident, including witness details, should evidence need to be provided in court.

- 8.3 Any incident which could warrant banning from the school premises should be reported to the headteacher.
- 8.4 If a person who has been banned subsequently trespasses on the premises and causes nuisance or disturbance, this may be considered a criminal offence under Section 547 of the Education Act 1996.

## **9. Recording and reporting incidents**

- 9.1 All incidents should be recorded on an Incident Report Form, copies of which may be obtained from the school office.
- 9.2 All incidents should be reported to the headteacher.
- 9.3 Evidence collected may be used later if court proceedings are brought against an alleged assailant.
- 9.4 St Michael's Church of England High School may carry out risk assessments on individual pupils whose behaviour constitutes cause for concern.

## **10. Monitoring and review**

- 10.1 This policy will be reviewed on a bi-annual basis by the headteacher in agreement with the governing board.
- 10.2 Any changes made to this policy will be communicated to all members of staff.

## Appendix 1: Violence towards staff risk assessment – parents and pupils

St Michael's Church of England High School

Violence towards staff risk assessment – parents and pupils

Assessment conducted by: Jane Mitchell-Barnes	Job title: Compliance & Quality Manager	Covered by this assessment: All members of staff
Date of assessment: 30 June 2020	Review interval: Bi-annual	Date of next review: June 2022

Related documents
Violence Towards Staff Policy, Physical Restraint, and Reasonable Force Policy

Likely impact	Risk rating	Likelihood of occurrence		
		Probable	Possible	Remote
Harmful Causes physical or psychological harm		High (H)	High	Medium
Problematic Causes anxiety, discomfort or poses a threat of physical harm		High	Medium (M)	Low
Minor Causes embarrassment		Medium	Low (L)	Low

Risk/issue	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	Recommended further action	By whom	Deadline	Risk rating following action H/M/L
Verbal abuse	M	<ul style="list-style-type: none"> <li>Staff are trained in conflict resolution and defusing techniques</li> <li>People who threaten violence are reported to the police</li> <li>Means of summoning assistance are available</li> </ul>	Y	<ul style="list-style-type: none"> <li>Adequate supervision is provided.</li> </ul>	Staff line managers	In place	M
Physical/sexual assault	H	<ul style="list-style-type: none"> <li>Staff are trained in conflict resolution and defusing techniques</li> <li>For known violent persons, two employees or a trained security presence is made available</li> <li>For consistently violent individuals, barring from the school premises will be considered</li> <li>Support systems are available for victims of violence</li> </ul>	Y	<ul style="list-style-type: none"> <li>A controlled entry/exit system is in place.</li> <li>Main entrance is in view from the staff office.</li> <li>Reception area is laid out in a way that reduces risk.</li> <li>Parking area is free of visibility obstructions.</li> <li>Visitors are always accompanied.</li> <li>A suitable meeting area is laid out in a way that reduces risk.</li> </ul>		In place	M

Risk/issue	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	Recommended further action	By whom	Deadline	Risk rating following action H/M/L
		<ul style="list-style-type: none"> <li>• All incidents of physical or sexual assault are reported immediately and are investigated properly</li> <li>• Alleged perpetrators are kept separate from the victim and suspension is considered when necessary</li> <li>• The emergency services are called where there is an immediate threat to the safety of an individual or the school community</li> <li>• Staff adhere to the Staff Code of Conduct Guidance at all times</li> </ul>	Y	<ul style="list-style-type: none"> <li>• The presence of other members of staff, security personnel, or police is considered.</li> </ul>	DSL	Implement ed on a case by case basis	M
Property damage/theft	L	<ul style="list-style-type: none"> <li>• Staff are advised not to bring valuable personal property onto the school premises.</li> <li>• Where this is unavoidable, staff should avoid leaving personal property unattended or at risk of damage/theft</li> <li>• Damage to school-owned property is reported immediately and may result in the individual concerned being fined</li> <li>• Any individual found to be stealing from the school is subject to disciplinary action</li> </ul>	Y	<ul style="list-style-type: none"> <li>• Staff can park their cars in a secure car park.</li> </ul>	In place		L

Risk/issue	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	Recommended further action	By whom	Deadline	Risk rating following action H/M/L
Other	L	<ul style="list-style-type: none"> <li>• Staff report causes for concern to the headteacher</li> <li>• Individual risk assessments are carried out where necessary.</li> </ul>	Y				