

# Violence Towards Staff Policy

**OUR SCHOOL PRAYER:**

*What does the **Lord** ask of you?*

*To act justly, to love mercy and to walk humbly with your God.*

Micah 6vs.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 students

## 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 students. No member of staff will be expected to accept exposure to violence as part of their job role.


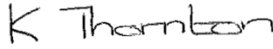

St Michael's Church of England High School employs a zero-tolerance policy on violence towards members of staff; under no circumstances is violence towards any member of staff considered acceptable.

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 students. The St Michael's Church of England High School's Physical Intervention 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 St Michael's Church of England High School.

Signed by:

 _____	Headteacher	Date: _____	22.09.2022
 _____	Co-Chair of governors	Date: _____	22.09.2022
 _____	Co-Chair of governors	Date: _____	22.09.2022

<b>Date of approval</b>	13 <sup>th</sup> July 2017
<b>Date reviewed</b>	22 <sup>nd</sup> September 2022
<b>Review date</b>	March 2025

## 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 Intervention Policy
- Staff Code of Conduct Policy & 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, students, 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

Please note, this list is not exhaustive.

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 students and its responsibility to ensure the school is a place where both staff and students 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:**

- report the outcome of the risk assessment of violence towards staff to the full governing board annually
- 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 will:**

- 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. Preventative Strategies**

**4.1** *General security:* school procedures provide for the registration of all visitors at our school reception areas. If a member of staff observes a stranger not wearing a visitor's badge, they will challenge this person immediately and alert Reception or a member of senior staff.

**4.2** *Working practices and patterns:* If it is anticipated that a visitor or student may display aggressive behaviour, staff will not meet with that person alone and will prepare their responses to any violent or aggressive behaviour in advance of the meeting. Staff will avoid working in isolation, particularly out of normal hours. If telephone callers become abusive or threatening, staff will issue a caution along the lines of, 'if you continue to be abusive, I shall put the telephone down', and then do so if the caller persists, at all times remaining polite, courteous, and respectful.

- 4.3 *Physical Intervention:* as a general rule, physical interventions will only be used as a last resort when other strategies have been tried and found to be unsuccessful or when the risks of not employing an intervention outweigh the risks of using reasonable force. All instances of physical intervention will be carried out under the Physical Intervention Policy.
- 4.4 *Positive behaviour policy:* the Behaviour Management Policy focusses on a 'positive' approach and outlines the school's expectations of students and includes a Code of Conduct, as well as providing advice on creating a positive climate for learning and information on School rewards and sanctions.
- 4.5 *Lone Working:* there will be occasions when members of staff will be working alone in their particular area of the school, particularly outside of normal school hours/term time. The risk of violence and aggression towards staff increases in a lone working situation. Staff will take care not to make an appointment to see a visitor who is not previously known to them at a time when they will be alone in an area of the school. If possible, they will cancel or re-schedule the appointment, rearrange the venue or arrange for an additional member of staff to be present.
- 4.6 *Training:* Staff will receive appropriate training as part of their new-starter induction, and follow-up training as required.
- 4.7 St Michael's Church of England High School will carry out an annual risk assessment of violence towards staff.

## **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 student 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 students, this may constitute an offence under the Protection from Harassment Act 1997.
- 5.2 In cases of harassment, staff should make records of all incidents in writing, taking note of the date, location, and means of communication.
- 5.3 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) that 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 students whose behaviour constitutes cause for concern.

## **10. Monitoring and review**

- 10.1 This policy will be reviewed on a three-year 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 students

St Michael's Church of England High School

Violence towards staff risk assessment – parents and students

Assessment conducted by: Jane Mitchell-Barnes	Job title: Compliance & Quality Manager	Covered by this assessment: All members of staff
Date of assessment: September 2022	Review interval: Three-year	Date of next review: September 2025

### Related documents

Health & Safety Policy, Violence Towards Staff Policy, Behaviour Management Policy, SEND Information, Pupil Code of Conduct, Staff Code of Conduct, Physical Intervention Policy, First Aid Policy, Suspension & Exclusion Policy, Mental Health & Wellbeing Policy

Risk rating		Likelihood of occurrence		
		Probable	Possible	Remote
Likely impact	Major Causes major physical injury, harm, or ill-health	High (H)	H	Medium (M)
	Severe Causes physical injury or illness requiring first aid	H	M	Low (L)
	Minor Causes physical or emotional discomfort	M	L	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
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>			

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>			
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>		<ul style="list-style-type: none"> <li>• Staff can park their cars in a secure car park.</li> </ul>			

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>					