Arnold Mill Primary School
Violence and Aggression to Staff Guidance

September 2024

1. Background

This document provides guidance to County Council employees to enable them to implement the County Council's Health and Safety Policy. A copy of the Policy can be found in the Policy Library.

The Health and Safety (H&S) Policy documents reflect the 'safety culture' of the County Council and define its broad H&S objectives, responsibilities and the OHSMS (occupational health and safety management system). The policy has three sections;

A1: Statement of corporate commitment
A2: Definition of roles and responsibilities
A3: Health and safety management system arrangements

The policy is supported by a series of guidance documents. These provide information to employees on the actions that are necessary to comply with the policy. Guidance documents cover the OHSMS, specific hazards and specific legal or other standards. There are also guidance documents that are designed to pull together information on a subject, job or situation that might involve a number of different H&S issues.

2. Context

Work related violence and aggression can be defined as any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. Nottinghamshire County Council will not tolerate or accept any violence or aggression towards its employees. There is a legal duty under the Health at Safety at Work etc Act to ensure the safety of employees whilst at work.

The need for effective recording, reporting and thorough investigation of any incidents is required to identify any key changes to the risk assessment. This overall approach ensures that appropriate action is taken to identify and control risks; including the need to ensure that staff are trained to maintain competence. Managers are required to manage the risk of violence and aggression by ensuring that the actions are taken and that appropriate records are kept demonstrating that control measures are being implemented effectively.

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flowchart
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Identify the actual and potential risk of any violence, inappropriate behaviour and aggression towards staff. → Complete a risk assessment identifying the hazards and control measures to mitigate the risks.. → Consider a range of actions including; care plans, security, lone working and personal safety

Individuals at risk of harm have received suitable and sufficient information, instruction and training for their role e.g. Coping with Risky Behaviours (CRB). → If there is a known risk then communication with interested internal and external parties may be required.

Implement robust emergency procedures and arrangements e.g. Peoplesafe app, escalation procedures, first aid, emergency contacts, alerting emergency services. → Report all accidents, incidents, near misses and Peoplesafe app activations. Employees also to report any issues or concerns to Line Management. → Conduct a full investigation of any incidents. Identify the need for remedial actions. Maintain a record of the investigations and communicate findings to interested parties.

Provide follow up support mechanisms for employees affected by violent incidents e.g. counselling, debriefing, review working arrangements. ← Employees must follow procedures to deal with violent individuals.