

Dealing with Violence and Aggression at Work Policy

Review History					
Review Date	Reviewer	Consultation with Trades Unions	Approved by	Date Approved	Implemented
May 2026	Governance & Policy Officer	11 June 2026	Finance & Resources Committee	25 June 2026	September 2026
September 2028					
Recent Revisions					
Issue No.	Date	Revisions made			
2	June 2026	Included reference to Local Government (Miscellaneous Provisions) Act 1982 and Protection from Harassment Act 1997. Added de-briefing with staff involved to be held within one working day of the incident.			

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1. Statement of intent

Bishop Hogarth Catholic Education Trust is committed to preventing violent and aggressive behaviour directed towards our staff by parents/carers and pupils. No member of staff will be expected to accept exposure to violence and aggression as part of their job role.

Bishop Hogarth Catholic Education Trust employs a zero-tolerance policy on violence and aggression towards members of staff; under no circumstances is violence and aggression 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, visitors and staff members or other members of the public.

It is the responsibility of the Management / Leaders and the Local Governing Committee to ensure that this policy is implemented in within the workplace.

2. Legal framework

This policy has due regard to all relevant legislation (as amended) and government guidance including, but not limited to, the following:

- Education Act 1996
- Education Act 2011
- Employment Rights Act 2025
- Health and Safety at Work etc Act 1974
- Local Government (Miscellaneous Provisions) Act 1982
- Protection from Harassment Act 1997
- The Health and Safety (Consultation with Employees) Regulations 1996
- The Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Safety Representatives and Safety Committees Regulations 1977
- HSE (2009) 'Preventing workplace harassment and violence'
- DfE (2018) 'Controlling access to school premises'
- DfE (2023) 'School and college security'
- DfE (2025) Keeping Children Safe in Education 2025 (KCSIE)

This policy operates in conjunction with the following school policies:

- Behaviour Policy
- Disciplinary Policy and Procedure
- Grievance Policy
- First Aid Policy
- Lockdown and Evacuation Procedures
- Physical Intervention Policy
- Security Policy

3. Definitions

Bishop Hogarth Catholic Education Trust accepts the Health and Safety Executive's definition of violence and aggression at work as:

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

In terms of this policy, 'public' is taken to mean parents, pupils, visitors and other staff members.

The HSE defines an incident as: 'An unwanted, unplanned event that has the potential to cause harm/injury.'

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

- Verbal abuse – abusive and aggressive language, oral or written.
- Physical assault – hitting, fighting, pushing, spitting or shoving
- Armed Assault - use of object as weapon / use of weapon such as gun, knife, etc.
- Sexual assault
- Sexual harassment – 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 harassment, physical assault or psychological abuse including stalking not defined above, which the employee considers sufficient to warrant concern.

4. Roles and responsibilities

Board of Directors is responsible for:

- Compliance with all statutory guidance and regulations and Acts of Parliament governing the operation of the Trust, including, without limitation all charity and company laws and all health and safety regulations.
- Exercising overall responsibility for the health, safety and welfare of all staff, pupils and visitors to Trust premises and Trust activities.
- Acknowledging its legal duty of care towards staff and pupils and its responsibility to ensure the workplace is a place where both staff and pupils are safe from violence and aggression.
- Authorising the CEO, following consultation with the Chair, to exclude persons behaving inappropriately from the workplace premises, under Section 40 of the Local Government (Miscellaneous Provisions) Act 1982.
- Reviewing the effectiveness of the Dealing with Violence & Aggression at Work Policy on a regular basis.
- As part of the review, they will consult with recognised trades unions to assess the control of the risks of violence, aggression and harassment in the workplace.

Local Governing Committee will:

- Oversee the implementation of this policy.

- Ensure all staff likely to be affected are informed, through the Management / Leaders, of any circumstances which are likely to carry a risk of violent or aggressive behaviour at induction through training and reminded at regular intervals through training reviews.

Management / Leaders will:

- Undertake / update a security risk assessment, in liaison with the SLT, and review this annually in accordance with the Trust Security Policy.
- Treat any reports of work-related violence and aggression, threats or abuse seriously and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process.
- Set a positive example by reporting all incidents of violence and aggression and abuse and not tolerating abusive behaviour from parents /carers of pupils and members of the public
- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence and aggression and abuse and initiate appropriate action if more measures are needed.
- Where possible, direct staff to appropriate support and advice after an incident has occurred and encourage other staff members to support their colleagues, including those that might have witnessed the incident.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.
- Ensure that all staff are informed of any circumstances which are likely to carry a risk of violent or aggressive behaviour.
- Ensure staff receive updates through CPD, Induction and that staff have read and understood this policy.
- Delegate responsibility to administrators to ensure all visitors and contractors are made aware of the workplace expectations, through posters and meaningful induction to site.
- Where appropriate and dependent on the circumstances of the workplace undertake/review a [workplace violence and aggression risk assessment](#)

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 aggression and/or aggression, and any hazards, risks or problems, to the Management/Leaders.
- Assess the risk to themselves in each situation and do their utmost to ensure their own safety.
- Do not accept instances of work-related violence and aggression directed towards themselves or others.
- Be supportive of colleagues who are victims or witnessed work-related violence and/or aggression.

5. Preventing incidents

The workplace will conduct an annual security risk assessment including an assessment of violence and aggression towards staff (see Trust Security Policy). Security Risk assessments will be reviewed by the Health & Safety Manager.

Where a pupil is suspected of carrying a prohibited item or an item banned under the school's Behaviour Policy, a search will be considered by an authorised member of staff.

Where there is a risk of violence, aggression, or challenging behaviour, the workplace will conduct a risk assessment to identify hazards and implement control measures. All staff likely to be exposed to a pupil known to be at risk of being violent will be made aware of potential trigger situations and prevention measures.

Staff will be strongly encouraged to raise any incidents of violence and aggression or abuse, including threats they experience or witness with their line manager or the Management/Leaders. All staff will receive awareness training on work-related violence and aggression and parental violence at induction and will be informed of relevant workplace policies and procedures at induction with a review of this training conducted at regular intervals.

6. Dealing with incidents

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 (maintain a physical barrier between them and the aggressor, when possible, i.e. a table or desk).
- Think of an escape route, should the need arise and position themselves between the escape route and the aggressor.
- Be mindful of body language and stances to physically defend themselves, maintain a neutral posture and remain in control.
- Walk away, where possible.
- Several staff in each workplace are specifically trained in the use of physical restraint and de-escalation strategies.

All incidents will be logged and recorded on an Incident Report Form (see **Appendix 1**) and returned to the Management/Leaders. A copy of the completed form should be forwarded to the Health & Safety Manager for review.

The Management/Leaders should be immediately informed of any incidents and should liaise with the police where necessary.

The police should be called via 999, in cases of emergency, where:

- There is danger to life or physical harm.
- There is a likelihood of violence and aggression.
- An assault is in progress.
- The offender is on the workplace premises.

- An offence has just occurred, and an early arrest is likely.

In any event staff should also acquire assistance from a member of the senior leader, if available, or the nearest member of staff where possible.

Where police involvement is required, but the incident is not considered to be an emergency, the local police should be contacted via the local police non-emergency phone number.

Any member of staff or pupil who engages in an act of violence and/or aggression towards a member of staff will be subject to the appropriate disciplinary procedures.

Following an incident, a de-briefing discussion will take place with the staff member's line manager and/or the Management/Leaders at the earliest opportunity after the incident (and within one working day of the incident), to understand their experience and how they may be affected. The Trust will ensure that appropriate help, support and counselling (where necessary) is made available to victims of violence and aggression as well as further guidance, support and training to help them feel more confident in responding to possible work-related incidents in the future. In serious cases, legal assistance will be considered.

Where the violence or aggression is instigated by a pupil/student, their welfare, wellbeing and safeguarding will be the primary consideration.

7. Harassment

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. In cases of harassment, staff should make records of all incidents in writing, taking note of the date, location, and means of communication and inform the Management / Leaders.

Harassment and bullying are covered by three pieces of legislation:

- Health and Safety at Work Act 1974
- Protection from Harassment At 1997,
- Equality Act 2010 (specifically where the harassment is linked to one or more of the nine protected characteristics under the Act, namely: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).

8. Banning from workplace premises

The Trust has procedures in place for withdrawing permission for any parent/carer, who behaves unreasonably, to be on workplace premises.

Throughout the process, full records should be made of each incident, including witness details/statements, should evidence need to be provided in court.

Any incident which could warrant banning from the workplace premises should be reported to the Management/Leaders/CEO.

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 206 and Schedule 20 of the Education Act 2002.

9. Recording and reporting incidents

All incidents should be recorded on the Violence and Aggression at Work Incident Report Form (Appendix 1) and returned to the Management/Leaders. Evidence collected may be used later if court proceedings are brought against an alleged assailant.

Following an incident of violence and aggression towards staff, the Management / Leaders will review, in liaison with the SLT, any relevant workplace procedures to consider if lessons can be learnt to reduce the likelihood of future incidents and understand where increased vigilance may be appropriate.

Incidents of workplace violence, aggression and harassment and any incidents resulting in a ban from the workplace premises will be reported to Trust directors and recorded/logged at director meetings held throughout the academic year.

In line with RIDDOR, the HSE will be notified in the event of an act of physical violence and aggression resulting in the death, specified injury, or incapacity for normal work for seven or more days of a member of staff.

Reporting forms for any incidents of violence, aggression or harassment in the workplace will be logged and retained by the Trust in keeping with the Trust's data retention policies, which are compliant with the GDPR.

Violence and Aggression at Work Incident Reporting Form

This form should be used to report all instances of violence and aggression, whether physical or verbal, that are directed to anyone working for Bishop Hogarth Catholic Education Trust.

This includes abuse and threats made over telephone or any digital communication platform social networks including but not limited to:

- text messages and messaging apps;
- email and private messaging;
- online chats;
- comments on live streaming sites and during live online lessons; and
- voice chat in games.

Reports must be made as soon as possible after the incident. The victim must be given time away from their duties for this report form to be completed. It should be given to the line manager who is responsible for ensuring it is processed and action taken in accordance with the agreed policy on reporting and preventing work-related violence and aggression.

Victim's Name:		Victim's Address:	
Victim's Contact Telephone Number:		Victim's Email Address:	
Date of incident:		Time of Incident:	
Name of School or Workplace Precise address and location of incident:			
Name(s) of the person(s) being violent or abusive (if known):		Description of the person(s) being violent or abusive:	
Is CCTV footage available?	YES / NO	If telephone abuse or threat, is there a recording available?	YES / NO

Nature of Incident:

- | | |
|--|--|
| ☐ Stalking | ☐ Sexual Assault |
| ☐ Property damage or theft | ☐ Sexual Harassment |
| ☐ Physical Assault, hitting, fighting, pushing, spitting or shoving | ☐ Verbal Abuse |
| ☐ Armed Assault – use of object as | ☐ Other (specify): |

_____ weapon / use of weapon such as
gun, knife, etc _____

Verbal Abuse?	YES	NO
<i>Please give details:</i>		

Aggression?	YES	NO
<i>Please give details, including a description of the aggressive behaviour:</i>		

Physical Violence?	YES	NO
<i>Please give details, including any weapons used:</i>		
Please describe any injuries suffered – give as much detail as you can:		

Location of injuries – please ✓ tick all relevant:

☐ Head	☐ Buttocks	☐ Face
☐ Stomach	☐ Neck	☐ Shoulders
☐ Back	☐ Arms	☐ Groin
☐ Thigh	☐ Hands	☐ Chest
☐ Shin	☐ Calf	☐ Feet
☐ Other (specify) _____		

Describe Incident in Detail Include what happened, where, who was involved, what you heard, saw, etc. Give as much detail as you can:

Contact details of any witnesses (add more rows where required):	
Name:	Contact Details:
1.	
2.	
3.	

Was first aid required?	☐	YES	☐	NO
Was an ambulance called for?	☐	YES	☐	NO
Was hospital treatment sought?	☐	YES	☐	NO
Were the Police called for?	☐	YES	☐	NO

----- Follow-up: For Internal Use Only -----

Name and contact details of person investigating incident: (Report must be attached on completion)	
Date investigation commenced:	
Has the Health & Safety Manager been notified?	YES/NO
Date of referral:	
Has a referral to any other services been made including counselling?	YES/NO
Date of referral:	
Have the outcomes of follow-up action been communicated to the victim?	YES/NO
Date of communication:	
Signed (Line Manager):	Dated: