



**Bishop
Hogarth**

Catholic Education Trust

VIOLENCE TOWARDS STAFF POLICY

THIS POLICY APPLIES ACROSS ALL TRUST SCHOOLS AND SERVICES

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Contents:

Statement of intent

1. Legal Framework
2. Definitions
3. Roles and responsibilities
4. Preventing incidents
5. Dealing with incidents
6. Harassment
7. Banning from the school premises
8. Recording and reporting incidents

Appendices

Appendix 1: Incident Report Form

Statement of intent

Bishop Hogarth Catholic Education Trust 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.

Bishop Hogarth Catholic Education Trust 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.

It is the responsibility of the Headteacher and the Local Governing Committee to maintain this policy and to ensure that it is carried out successfully within their school.

Legal framework

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

- Education Act 1996
- Education Act 2011
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- HSE (2009) 'Preventing workplace harassment and violence'
- DfE (2018) 'Controlling access to school premises'
- **[Updated]** DfE (2023) 'School and college security'

This policy operates in conjunction with the following school policies:

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

Definitions

Bishop Hogarth Catholic Education Trust 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.”

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, 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.

Roles and responsibilities

The 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 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.
- Authorising the CEO, following consultation with the Chair, to exclude persons behaving inappropriately from the school premises, under Section 40 of the Local Government (Miscellaneous Provisions) Act 1982.
- Reviewing the effectiveness of the Violence Towards Staff Policy on a regular basis.

The Local Governing Committee will:

- Oversee the implementation 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.
- Review security risk assessments and incidents of violence towards staff, in close consultation with the Headteacher.

The Headteacher will:

- [New] 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, 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 abuse and not tolerating abusive behaviour from customers and members of the public
- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence 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. 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 have read and understood this policy.
- [New] Where appropriate and dependent on the circumstances of the school undertake/review a [workplace violence risk assessment](#)

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.
- Don't accept instances of work-related violence directed towards themselves or others.
- Be supportive of colleagues who are victims or witnessed work-related violence.

Preventing incidents

The school will conduct an annual security risk assessment including an assessment of violence 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 and aggression, or challenging behaviour, the school 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 or abuse, including threats, they experience or witness with their line manager or the headteacher. All staff will receive awareness training on work-related violence and parental violence and aggression, and be informed of relevant school's policies and procedures at induction.

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
- A number of staff in each Academy 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 Headteacher. A copy of the completed form should be forwarded to the Health & Safety manager for review.

The Headteacher 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.
- An assault is in progress.
- The offender is on the school 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 leadership team, 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 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 headteacher as soon as possible 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 including where appropriate time off work and further guidance and training to help them feel more confident in responding to a further work-related incident. In serious cases, legal assistance will be considered.

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 Headteacher.

Banning from the school premises

The Trust has procedures in place for withdrawing permission for any parent/carer, who behaves unreasonably, to be on school 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 school premises should be reported to the Headteacher/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 of the Education Act 2002.

Recording and reporting incidents

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

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

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

Work Related Violence Incident Reporting Form

[Updated] This form should be used to report all instances of violence and abuse, whether physical or verbal, that are directed to anyone working on our behalf. This includes abuse and threats made over telephone or any digital communication platform or 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.

Victim’s Name:

Victim’s Address:

Victim’s Contact Telephone Number:

Victim’s Email Address:

Date of incident:

Time of Incident:

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 a recording available?

YES/NO Nature of Incident:

- | | |
|--|--|
| <input type="checkbox"/> Stalking | <input type="checkbox"/> Sexual Assault. |
| <input type="checkbox"/> Property damage or theft | <input type="checkbox"/> Sexual Harassment |
| <input type="checkbox"/> Physical Assault: Hitting, fighting, pushing, spitting or shoving | <input type="checkbox"/> Verbal Abuse |
| <input type="checkbox"/> Armed Assault - Use of object as weapon / use of weapon such as gun, knife, etc | <input type="checkbox"/> Other (specify) |

Verbal Abuse? YES/NO

Please give details:

Physical Violence? YES/NO

Please give details, including any weapons used:

Please describe any injuries suffered – give as much detail as you can:

Location of injuries – please tick all relevant:

- | | | | |
|-----------------|--------------------------|----------|--------------------------|
| Head | <input type="checkbox"/> | Buttocks | <input type="checkbox"/> |
| Face | <input type="checkbox"/> | Stomach | <input type="checkbox"/> |
| Neck | <input type="checkbox"/> | Back | <input type="checkbox"/> |
| Shoulders | <input type="checkbox"/> | Groin | <input type="checkbox"/> |
| Arms | <input type="checkbox"/> | Thigh | <input type="checkbox"/> |
| Hands | <input type="checkbox"/> | Shin | <input type="checkbox"/> |
| Chest | <input type="checkbox"/> | Calf | <input type="checkbox"/> |
| Other (specify) | <input type="checkbox"/> | Feet | <input type="checkbox"/> |

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:

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

Was first-aid required?

YES/NO

Was an ambulance called for?

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 relevant Health & Safety Manager been notified? YES/NO

Date of referral:

Has a referral to any other services been made including counselling? YES/NO

Name of responsible person and date of referral:

Have the outcomes of follow-up action been communicated to the victim? YES/NO

Name of responsible person and date of communication: