



Borough Council

Violence and Aggression Policy

Document Status: Draft for Consideration by A&R Committee

Document Reference: CHST/POL/CHS002

Originator: Property & Construction

Owner: Rachel Doyle – Corporate H&S Team – Property & Construction

Version: 1

Date: 09.10.18

Approval Status: Adopted December 2024

Version	Date	Notes	Prepared By	Checked By
1	09.10.18	Original draft for A&R Committee	T.Randell	N.OC
1	23.10.18	Approved Admin Committee		R.Doyle



**LUTON BOROUGH COUNCIL
(EDUCATION)**

VIOLENCE AND AGGRESSION POLICY

Policy Adopted by

Parklea Primary School

INTRODUCTION

Roles and Responsibilities for Policy Implementation

The roles and responsibilities of the Governing Body, Headteacher and Employees are set out below:



The Corporate Director of People (with responsibility for Schools and Learning), together with senior managers, are responsible for providing the direction of this policy through consultation with relevant partners and for ensuring that schools are supported in implementing the policy.

Governors, the Governing Body and Trustees – Appropriate Bodies

Within LA Community Schools, the Governors and the Headteacher are responsible for the implementation of this policy.

Within Foundation, Voluntary Aided, Independent, Free Schools and Academies, the Governing Body/Academy or School's Trust are responsible for health and safety provision, as such the Governing Body/Trust may or may not choose to adopt this policy. Either way, they are responsible as the employer of staff for applying measures that seek to achieve a similar outcome to that of this policy.

The Headteacher is responsible for implementation of this policy at local level within the school and will ensure that all staff are aware of their responsibilities, are provided with clear instructions in respect of reporting incidents of violence and aggression and that such reports are investigated.

The Headteacher will also ensure **that** all staff identified through the risk assessment process receives training at the appropriate intervals in skills that can be used to minimise risks to personal safety.

Senior staff in schools should ensure that risk assessments are carried out across all work activities that they control and that appropriate measures are implemented commensurate to those risks. Guidance on risk assessments can be found in **Risk Assessments - Notes for Completion. ([Appendix II](#))**

Individual members of staff are responsible for following working procedures and risk assessments and reporting likely or actual incidents of violence or aggression.

Corporate Health & Safety Team (CHST)

To undertake annual review of all local authority run schools to ensure they have appropriate policies and procedures in place to manage & monitor violence & aggression in schools in compliance with this policy.

To undertake annual review of schools who, as part of a SLA, have adopted this policy and bought back Health and Safety services from Luton Borough Council.

CONTENTS

1.0	General Principle	6
2.0	Legal Framework	6
3.0	Scope	7
4.0	Managing Risk	8
4.1	Training	8
4.2	Restraint Training	8
4.3	Positive Handling	8
4.4	Written Procedure	8
4.5	Risk assessments	8
4.6	Pupil/Student Risk Assessments	9
4.7	Individual Student/Pupil Risk Assessments	9
4.8	AssessNet and Violence at Work Form	9
4.9	Threatening Behaviour	9
4.10	Safeguarding Procedures	10
4.11	Major Physical Assault	10
4.12	Deliberate Disruption	10
5.0	Issues to Consider when undertaking Risk Assessments	10
5.1	Security/Lone Working/Out of Hours Work	10
5.2	Handling and Transport of Cash	11
5.3	Meeting with Parents	11
5.4	Threatening Messages and Phone Calls	12
5.5	Unauthorised access to school - gate security	12
5.6	Violence from Children	12
6	Self Defence	12
7	School Trips	12
8	Training/Advice	13
9	Notes on Completion of Violence Incident Form/Further Action	14
10	Incidents involving children requiring 'Violence' Form	14
10.1	Where no further action is required	14
10.2	Where further action is required	14
10.3	Reporting of Incidents	14
11.0	Governors Review	15
12.0	Conclusion	15
	APPENDIX I - Violence at Work form	16
	APPENDIX II - Notes for Completion	19
	APPENDIX II - Sample Risk Assessment	19
	Section 1: Risk Assessment Overview	20
	Section 2: Teaching Staff /Teaching Assistants/Family workers	23
	Section 3: Support Staff – Cleaners, Administration/Office	26
	Section 4: Catering Staff	28
	Section 5: Site Facilities Management/Caretaking Staff	30
	Section 6: School Governors	33

1.0 General Principle

This policy must be read in conjunction with other LBC Corporate Policy or local management agreement pertaining to staff safety & wellbeing. Staff must follow the procedures specified in this document taking into consideration matters raised in other relevant policies.

Introduction

Violence is defined as **‘any incident in which a person is physically or mentally abused, threatened or assaulted in circumstances relating to their work’**. This includes both **physical violence** and **verbal abuse**.

Verbal abuse includes both the written and spoken word and will include for example texting, email, social media e.g. (Facebook).

It is recognised that violence can often cause distress even when no physical assault has taken place and can cause serious problems.

2.0 Legal Framework

This information is for general guidance only and for advice on particular situations i.e. student/ pupil parent exclusions, please contact either the LBC Corporate Health and Safety Team or LBC Legal services, (if brought back through LBC SLA)

The Health and Safety at Work Act 1974

Employers have a legal duty under this Act to protect the health, safety and welfare of their employees and volunteers involved in school activity. An employer’s responsibility includes protecting staff from the risks associated with work-related violence, so far as is reasonably practicable.

Management of Health and Safety at Work Regulations 1999

Employers are required to assess the risks to employees, and any others who may be affected by their work or business, and to make arrangements for their health and safety by effective planning, organisation, control, monitoring and review and put in place appropriate control measures to protect them.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

These Regulations define accidents as including **“acts of non-consensual physical violence done to a person at work”**. Injuries to employees arising from such acts are reportable by the employer to the HSE if they result in death, major injury, or if it results in the worker being away from work or unable to carry out the full range of their duties for more than 7 days and any physical injuries are defined as “accidents”.

3.0 Scope of this Policy

Luton Borough Council is committed to identifying causes of violent behaviour and taking suitable action by means of training and pre-emptive action to prevent situations escalating into violence incidents. The Governors and senior management at Luton Borough Council schools are committed to support any member of staff or student/pupil who is subject to any form of violence and will take the necessary action to resolve situations and where necessary involve other agencies which may include the police if deemed appropriate.

It is accepted that individuals can respond to situations very differently depending on personal circumstances –clash of personalities, illness, domestic problems, mental wellbeing, lack of sleep, drugs, alcohol, financial worries, age or stage of development

etc. Violence can often occur when it is not expected and from persons who may not have exhibited violent tendencies before – the situation they find themselves in can lead to them exhibiting unusual behaviour.

It is also accepted that certain circumstances can exacerbate the risk of violence occurring – handling of cash, lone working, easy access, parent's meetings, school events etc.

All members of staff who have been adversely affected or traumatised by the effects of violence will be offered the opportunity to be supported by the employer who will ensure that any member of staff affected by violence receives support to help come to terms with the incident. Where the member of staff is absent from work as a result of the incident or has been suffering from stress as a result of the incident, a return to work meeting must be completed before they return to work or on their first day of work to assess if any additional help or support can be provided by the school.

Where the violent incident has arisen between two members of staff, the Headteacher will take appropriate action in the circumstances which may include dismissal on the grounds of Gross Misconduct. A disciplinary investigation will be undertaken. (Please contact your HR Provider for advice).

Where the violence has arisen from a member of the public or parent, Luton Borough Council will adopt a zero tolerance in all cases and may request that legal action be taken by the police against the member of the public. Our staff are our most valuable asset and Luton Borough Council is committed to ensuring their wellbeing at all times. Staff will receive our full support and assistance which extends to the provision of safe systems of work and absence of lone working whenever possible during the working day. For full details on lone working please refer to the Lone Working Guidance notes on the CHST (Corporate Health & Safety Team) Intranet Site.

Luton Borough Council expects that the procedures outlined in this policy will be followed. Responsibility for contact with Enforcing Authorities such as the Health and Safety Executive in the event of reportable incidents will be undertaken by the Headteacher in conjunction with the Corporate Health and Safety Team. This policy will be reviewed at regular intervals and when incidents occur in order to ensure that it remains up-to-date and is appropriate for circumstances.

4.0 Managing Risk

In order to manage risk of violence the following procedures will be adopted.

4.1 Training/Advice

All staff will be given appropriate **training/advice** in the recognition of signs of stress/behaviour that may lead to an escalation of violence. It is just as important for staff to take preventive action to prevent personal violence as it is to recognise the potential of violence between pupils. Intimidating behaviour must be identified as soon as possible and suitable action taken.

4.2 Restraint / Safe Handling Training

Where appropriate, following a Risk Assessment, staff will receive **restraint/ positive handling training** provided by an appropriate provider and will understand the circumstances when it should be used. **Restraint means** to hold back physically or to bring a pupil under control. It is typically used in more extreme circumstances, for example when two pupils are fighting and refuse to separate without physical intervention, or to keep a child/student/pupil safe.

Staff trained in Positive Handling are:-

Carol Onley
Oliver Hume
Sarah Taylor
Emma Mead
Andrea Awojobi
Simon Bradbury
Charlotte Buckler
Jo Arfa

4.3 De-escalation Techniques

All staff should follow training provided to de-escalate any potentially violent situation. Where possible assistance should be sought before an issue/incident escalates into violence. **Restraint techniques** should only be used as a last resort and only in accordance with any student risk assessment and individual educational plan.

4.4 Written Procedure

Every school must have a **written procedure** for summoning help in the event of an incident. Procedures should ensure an immediate response is made and the call for help is not ignored.

4.5 Risk Assessments

Suitable **risk assessments** will be completed for groups of staff – teaching and teaching assistants, administration and cleaners, catering, caretaking/site managers governors & volunteers. These will identify the key risk areas and review the precautions in place to prevent incidents of violence. Where the precautions are not adequate, additional precautions will be implemented and the assessments will be reviewed at regular intervals not exceeding one year. In all cases of violent behaviour reported, the assessments will be reviewed to see whether they are adequate in the relevant circumstances.

4.6 Pupil/Student Risk Assessments

Written risk assessments will also be carried out where necessary for individual **pupil/student** so that suitable precautions can be put into place. Risk assessments will be completed for children showing tendencies for violence whether physical or verbal. The assessment may also include a behaviour support plan and a positive handling plan.

4.7 Individual Student/Pupil Risk Assessments

These risk assessments for individual student/pupils will be completed by a range of people including the Headteacher or Deputy in conjunction with the relevant teaching staff, carers, family members and the student as appropriate. These assessments will be brought to the attention of all relevant staff – those who may have direct contact with the child – and will always be reviewed after an incident. Assessments will be discussed with staff and a copy of the written assessment will be available for reference. This must be reviewed termly by all relevant personnel involved with the initial assessment.

4.8 AssessNet and Violence at Work Form

Schools should report incidents of violent behaviour in the case of LBC schools using **AssessNet** and the **and Violence at Work Form ([Appendix I](#))**. For schools such as Foundation schools a suitable recording system should be used if AssessNet is not available.

The following staff are responsible for reporting incidents on **AssessNet**:

- Carol Onley

The form should be passed to either the Headteacher or Head of Department according to local requirements. This form should be used to record any incident of violent behaviour where the recipient (member of staff) feels they have been abused, threatened or assaulted by a student, another member of staff or parent/guardian in person or on the telephone.

In most cases the incident will be resolved immediately by other means without the need for more formal action. In these circumstances, the form should be completed stating the action taken with an indication that no further action is required. If the result of the investigation includes action against a student/pupil, the parents of the student/pupil will be advised that a report has been made and will be filed on the student/pupils papers.

4.9 Threatening Behaviour

Where the violence is a minor physical assault or **threatening behaviour** that causes undue worry or stress, the **Violence at Work form** must be passed to the Headteacher/ Head of Department for review.

If necessary the parents of the student/pupil will be advised of the situation and of the action being taken. The school will follow its behaviour policy when deciding on the appropriate course of action to be taken. Where appropriate a letter will be sent to the parents/guardians of student/pupils involved with violent actions including abuse, advising that legal action may be taken.

4.10 Safeguarding Procedures

In the case of students being subject to violence from teaching staff or other adults, immediate steps should be taken to ensure the safety of students. LADO & HR advice should then be sought regarding notifying the police, investigation, precautionary suspension and other arrangements. Any action taken should be inline with Statutory Duty requirements or the school Managing Allegations of Abuse Procedure.

4.11 Major Physical Assault

Where the violence is a **major physical assault** or serious threatening behaviour such as the use of a weapon, the matter must be reported immediately to the Headteacher so that suitable action can be taken. Where the serious violence has come from a student/pupil this may involve exclusion and will involve the police being informed. Where the violence has come from a parent, the police will be informed. In all cases **AssessNet** and the **Violence at Work form** should be completed as soon as possible after the event.

4.12 Deliberate Disruption

Schools may have a variety of child incident forms that cover a range of issues including refusing to follow instructions, throwing equipment, deliberate disruption which are not necessarily categorised as violence and aggression and more readily sit under their Behaviour Policy. These forms detail action taken including restraint and physical intervention strategies.

Schools should continue to use these forms as part of safeguarding provision in addition to forms required by this policy.

5.0 Issues to consider when undertaking risk assessments

5.1 Security/Lone Working/Out of Hours Work

Where possible, the layout and security of the buildings will be taken into consideration to minimise the likelihood of violent incidents. When alterations to the buildings take place, security of staff and student/pupils will be fully considered to minimise the risk of unauthorised persons entering the buildings.

Lone working often occurs during early mornings, evenings and when functions are being held. Lone working may also occur when there are parent/teacher evenings at which staff see parents separately. In order to minimise the risk of assault or violence, arrangements will be made to ensure that no member of staff is left on their own at the end of a parent/teacher evening.

Arrangements have been made to enable the Headteacher/Business Manager to attend alarm calls at night alone and to ensure the safety of staff working in the school alone at the weekend or in the school holiday. Please see the relevant risk assessment.

Cleaning staff are employed in schools during the mornings or evenings and work apart in different classrooms, which could be alone. In this instance the school would need to take into account its own lone working policy when undertaking the Risk Assessments. In order to minimise the risk to cleaning staff from intruders, entrance doors to each block must be kept secured where applicable to prevent unauthorised access, and a process for accounting for all cleaning staff should be in place.

Suitable arrangements will be made to ensure that all cases of lone working are identified and that these are avoided whenever possible. Where it is not possible to avoid lone working for operational purposes, suitable monitoring provision will be made. This will involve the use of telephone calls to a designated number to ensure that the lone worker is safe and well or other equally effective measures will be put in place.

Lighting of the external areas of the school will be regularly monitored to ensure that there are no dark areas where an intruder could hide. CCTV has been installed in many schools and will/may be extended in all schools if & where deemed necessary. Where lighting is deemed inadequate, remedial action should be taken.

All buildings are equipped with telephones for those staff who lone work.

All persons visiting schools, including contractors, will be issued with badges and be required to sign in before being allowed to move around the school. All staff will be made aware that any person not wearing a badge should be challenged and escorted to reception. Suitable advice will be given about future conduct.

All contractors working within the school during opening times should be DBS checked and should be escorted during school hours. Contractors will be required to sign that they have read and accepted site health and safety rules.

5.2 Handling and Transport of Cash

The doors to rooms where money is counted and stored will be kept closed with suitable locks to prevent unauthorised access. Under no circumstances will unauthorised persons be allowed into these rooms unless all money has been locked away in the safe.

When transporting cash to the bank, 2 persons should normally undertake this operation – this should be carried out at different times of day using different routes and modes of travel as shown in Risk Assessments.

Where larger sums of money are transferred to the bank on a regular basis, consideration should be given to the use of a security company for safe transfer. Under no circumstances should staff be put at significant risk of being robbed.

5.3 Meetings with Parents

Meetings with parents should be pre-planned whenever possible. Formal meetings should where possible be carried out with 2 members of staff. If possible, meetings should always be carried out in a room that has vision panels and panic alarms. Staff should also have an appreciation of risk awareness in this type of situation.

When informal meetings occur – these should only take place where other persons are present and where the likelihood of an attack is minimal.

5.4 Threatening Messages and Phone Calls

In the event of an office member of staff receiving an abusive or threatening telephone call from a parent or member of the public, the following action should be taken.

- Immediately advise the caller that their dialogue is unacceptable
- Advise the caller that their call is now on loudspeaker and will be heard by others
- If working alone at the time of the call, identify the caller where possible and then hang up

Full details of the incident should be reported to the Headteacher so that appropriate action can be taken which may involve informing the police where threats have been made.

5.5 Unauthorised access to school – gate security

It is essential that every school has in place an operating plan for safety and security at the school.

While it is recognised that during school times, all entrances are open in the morning and afternoon at start and finish, where possible access should be strictly limited during the rest of the day.

Where possible there should be one means of pedestrian access with gates/doors controlled remotely with voice and/or camera. Doors leading from reception into the school should also be kept secured to prevent access. Where entry is by buzzer, reception staff should ensure that local procedures around determining identification are followed prior to allowing access.

Similarly, gates for vehicle access should be kept locked with remote access or should be open with restricted access from the car park to the pedestrian entrance.

5.6 Violence from Children

Where appropriate, suitable risk assessments should be completed for any child that exhibits violent tendencies such as kicking, biting and punching. The risk assessment may also include a behaviour support plan and a positive handling plan.

These risk assessments for individual student/pupils will be completed by a range of people including the Headteacher or Assistant Headteacher in conjunction with the Inclusion Team, relevant teaching staff, carers, family members and the child as appropriate.

The relevant information in the risk assessment, while subject to the Data Protection Act (GDPR), will be made known to all persons who need to be aware including supply teachers.

Categories of persons requiring 'to know' may include office staff, catering staff, caretakers and facilities staff, cleaners and teachers/teaching assistants, personal support staff.

Where any member of staff who is an expectant mother may come into contact with a child known for violent tendencies, she must be advised and given the opportunity not to work with that child. This applies equally to teaching staff and assistants as well as to playground assistants and mid-day supervisors. This will be identified in the Pregnant Worker Risk Assessment & in accordance with HR policy and guidance.

6.0 Self Defence

Every person has the right to self-defence in the event of physical violence. Self - defence must be proportionate and not be excessive. Should a person witness an assault being carried out, that person must decide whether the person being attacked requires help. There is no legal obligation to intervene but any intervention must also be proportionate to the risk of harm occurring.

Any person intervening should ideally have received positive handling training. Intervention should be in accordance with DFE guidelines in terms of 'reasonable force'. The person should not intervene if they are concerned about their own safety but should immediately summon help from other staff and police especially if a weapon is involved. If necessary the police should be asked to attend site.

7.0 School Trips

All school trips must be risk assessed to minimise the risk of an incident occurring. Consideration must be given when completing the risk assessment to the chances of the trips encountering a situation where violence or aggression could occur. When necessary the trip may need to be re-considered where the risk is considered anything other than low especially if the trip involves going to places affected by riots or terror threats.

8.0 Training/Advice

Staff will receive training/advice in violence prevention and avoidance. Training in restraint and positive handling techniques will be provided to all relevant staff. The numbers trained at each school may vary dependant on the perceived risk.

All staff working alone or remotely in school, such as cleaning staff, will be given suitable training/advice on the precautions to be followed to minimise the risk of an incident occurring. This training/advice will involve the security arrangements that must be observed, what to do if an intruder is suspected and how to summon emergency assistance.

Training/advice will be provided to staff so that they will understand the legal framework for dealing with violence, be able to use de-escalation techniques and physical Positive Handling Strategy to control persons exhibiting challenging behaviour, and to recognise other behavioural management techniques.

This training/advice will be repeated at regular intervals if deemed necessary and will be up-dated in line with national guidelines and professional advice especially where avoidance of violence techniques change.

Staff will receive suitable information on causes of violent behaviour, the policies and procedures for dealing with violence, safe working practices, and action to take when threatened and after incident support.

Staff involved in cash handling should receive suitable training on precautions to be taken and action required in the event of an incident.

Refresher training is required every two years, or sooner following an incident, a change in policy or procedure.

9.0 Notes on Completion of Violence Incident Form/Further Action

In the case of a violent incident involving a member of staff, this should be reported to the line manager/Headteacher, the **Violence at Work form** should be completed as soon as possible and the incident logged on **AssessNet** this is for both physical and verbal/physical abuse.

In the event of the member of staff being off work or receiving medical attention as a result of the violence, an accident report must be completed in addition to the **Violence at Work form**. There may also be a need to inform the HSE in accordance with RIDDOR Legislation and the Corporate Health & Safety Team can advise you on this.

The **Violence at Work form** is to be used for incidents of violence between staff, staff and parents, intruders and staff and members of the public. This procedure should be used for reports of aggression shown by children to teaching staff – however if this is already being logged/reported as part of the school incident reporting process under safeguarding then the reporting on a **Violence at Work form** and **AssessNet** is not required, unless the student/pupil injures the member of staff.

It will not be used where the violence is between children or staff and children where a member of staff is accused of inappropriate behaviour, in these cases the appropriate HR policy will be applied.

The form should always be sent to the line manager of the member of staff or to the Headteacher or to both – the procedure should be agreed locally at the school.

Depending on the school, an investigation should be completed by either the Headteacher or other nominated person such as the Deputy Head or Head of Department unless any of these persons has initiated the incident form or is named in the form. Where the violence is between staff members or if a staff member is accused of using violence towards a pupil, HR advice should be sought before any investigation is undertaken.

The Head of Department/Deputy Headteacher/Headteacher must carry out a review and interview appropriate witnesses before coming to a decision. Where the incident

involves students, the parent must be involved and be advised of any decision including exclusion.

The reviewing person should take into account the decision by the initiating person and the schools behaviour policy/ procedures. Where the recommendation is for no further action, this can be overruled if deemed necessary. For instance, this may not be the first case or the severity is considered to be appropriate for an increased penalty. Details of the decision must be recorded and the outcome should be given to the Corporate Health and Safety Team for statistical purposes.

10.0 Incidents involving children requiring 'violence at work' form and/or accident form to be completed

10.1 Where no further action is required

The form will be placed in the personal file of the student(s) identified or similar.

When 3 such forms have been received, the student(s) will be interviewed by the Head of Year/Headteacher to advise on conduct and to identify remedial action.

The student/students' parents must be advised that a form is being completed and the consequences.

10.2 Where further action is required

Where the form is completed and further action is required, the form should be sent immediately to the Corporate Health and Safety Team who may provide advice and assistance. The Headteacher/Deputy Headteacher/Head of Department will carry out a full investigation and make a decision on the course of action required.

Where the incident involves a student, the form will be placed in the personal file of the student(s) identified. The student/pupils' parents/carers must be advised that a form is being completed and the consequences.

Where the member of staff involved with the incident is not satisfied with the outcome, they may invoke the grievance procedure so that the matter can be reviewed at a senior level.

10.3 Reporting of Incidents

Where the incident results in the person requiring medical assistance, or being absent from work, an **AssessNet report** should be completed and submitted in accordance with the procedures for accident reporting.

Where the violence incident results in a member of staff being off work for more than 7 days or suffers a significant injury as defined such as a fracture of a major bone or an amputation, the incident will be reported to the HSE in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013.

Similarly, where a student/pupils, visitor or contractor is injured resulting in them being taken to hospital for treatment, this is also reportable to the HSE.

In cases of death and significant injury, the Headteacher will advise:

- The HSE immediately by telephone or email.
- Service Director for Education Support Challenge & Intervention
- Corporate H&S team
- Injured persons family

In all other cases, the Headteacher will notify the HSE within 14 days. The Corporate Health and Safety Team must be informed as soon as possible so that suitable advice and guidance can be provided.

In these circumstances, it is therefore essential that the internal accident form and violence incident form are completed as soon as possible.

11.0 Governors Review

Annual statistics of violence incidents will be compiled and presented by the Headteacher to the Board of Governors for review.

The causes of the violent behaviour will be analysed in order to determine whether there are any specific issues that need to be addressed.

Changes to operational procedures, security, training etc may be required as a result of the review and suitable funding will be made available as appropriate.

Issues identified at the annual meeting will be discussed at subsequent Governors meetings to ensure that action is being taken as required.

12.0 Conclusion

This policy has been adopted by Luton Borough Council with the intention of reducing incidents of violence and identifying areas where remedial help assistance is required including additional training and support.

Signed:



Director of People
22 05 18



Signed:
Headteacher

Date: December 2024

Signed:
Chair of Governors

Date:



Violence and Aggression form

(Email to your Health and Safety Adviser as soon as possible)

Dept:

Service:

PART A – To be completed by employee affected

Please tick relevant box(es)

About incident

1. What is your name

3. Date of incident

2. What is your job?

4. Time of incident

5. Place of incident?

Verbal Abuse

☐

Threatening Behaviour

☐

Property Damage

☐

Emotional Distress

☐

Physical Assault

☐

*Disability/Sexual/

☐

Racial Harassment

☐

* For these types of

Describe in detail the incident or any other relevant information e.g. injuries/property damage:

incidents contact the Social Justice Team. To make report use the Hate Incident Form (For schools complete the schools Racist Incident Form) any other reason

Details of alleged aggressor (if known)

Name

Address:

Relationship to Employee (if Pupil and if applicable, indicate if they have SEN

Witness

Name

Address:

Your Signature

Date

PART B- To be completed by line manager and/or service manager

Has the Service Manager/Headteacher been advised of the incident?	Yes/No		
	Is this the first incident involving this alleged aggressor?		Yes/No
Debriefing undertaken	Yes/No	Internal support given	Yes/No
Police notified	Yes/No	Time off needed	Yes/No
Counselling offered	Yes/No	Is this the first incident involving employee?	Yes/No
Risk Assessment reviewed	Yes/No	Legal option pursued by Dept./Individual	Yes/No
Care Plan reviewed (if appropriate)	Yes/No		

I *request/do not request the above details to be included on the Employee Protection Register. * delete as necessary

Signatures to confirm debrief approved and action above taken.

Line Manager Signature	
Date	
Service Manager or Head of Service or Headteacher Signature	
Date	

Please note that without the above signatures, consideration for entry onto the register is not possible. Signatures can be in the form of an email which can be sent to the Health and Safety Adviser.

Please scan in this form and email to your Corporate Health and Safety Team.

Health & Safety Advisor- Follow Up Action (Tick as Appropriate)

HSE Reportable	Yes	No
Details Entered on database register	Yes	No
Details of any further actions carried out		
Name	Signature	Date

RISK ASSESSMENTS: NOTES FOR COMPLETION

The following pages need to be completed - this will ensure that you have a suitable and sufficient risk assessment at your school for the prevention of violence and aggression.

Reference can be made to the Avoidance of Violence and Lone Working documents that cover most of the issues needing to be addressed by the risk assessments.

The risk assessments should follow the format shown below but the wording will be different at each school as there are different risks at each.

The wording for each risk assessment below is a guide to assist in the completion of the risk assessments - the sections in red need to be considered as there are options that may or may not be applicable. However, it must be remembered that this is a guide that needs schools input – it cannot just be copied and may require different information depending on circumstances

There are **6 sections below**:

Section 1 – the introduction which is an overview of the school with opening hours, staff numbers, procedures for individual risk assessments, and an overview of action to be taken at the school in the event of an incident whether it is verbal violence or physical violence. This will show that adequate procedures are in place for dealing with these issues.

Sections 2-6 - specific risk assessments for different categories of staff, as each face different issues. The risk of a serious incident occurring is greater for some categories of staff as these have less contact with parents and students at the school.

The 5 categories are

- All Teaching staff i.e. teaching assistants, family support workers,
- Support staff including administration, office staff and cleaners
- Catering staff
- Caretakers and premises staff
- Governors

There may be other categories of staff at your schools that need risk assessments being completed and if so a new assessment based on the format below should be written. It is essential that any member of staff who has regular contact with parents either at school or with home visits is risk assessed to ensure that risk of violence is minimised.

If there any problems with completion of assessments, assistance can be obtained from the Health and Safety Adviser.

All risk assessments need to be discussed with relevant staff and signed and dated by the Headteacher. These need to be brought to the attention of those members of staff covered by the assessment and must be reviewed every 12 months or sooner should a serious incident have occurred.



Name of School: Parklea Primary School
Address: Cranbrook Drive, Luton, LU3 3EW / Kinross Crescent, Luton, LU3 3JU
Date: October 2023

RISK ASSESSMENTS FOR PREVENTION OF VIOLENCE

SECTION 1: Introduction

Parklea Primary School educates children from the age of 4/5 to 11. The school employs:

- 22 teaching staff
- 67 support staff

There are 548 students in years Reception - 6.

The school is open every weekday from 6am until 6pm, Wednesday, Thursday and Friday and 6am until 9pm Monday and Tuesday.

The main reception is at the front of the school on both sites. On both sites pedestrian access to the reception is via a pedestrian gate. During drop and collection time further gates will be open to allow children into school, these gates will be locked once all children are safely into school.

On the Upper Site the car park is accessed via a barrier system that all authorised personnel have remote controls for. All other visitors/contractors wishing to access the car park / kitchen must press the call button to contact the reception. On the Lower site the car park is to be used by authorised personnel only and it accessed by one main gate.

It is not possible to gain access to any part of the either school site except through the Reception entrance.

The Premises Manager has accommodation inside the school grounds on the Upper site.

Lighting of all other external areas is satisfactory.

Overview

During the last 3 years we have experience a small number of incidents of violence to staff reported in the form of verbal abuse. These were either from students or from parents/guardians.

As such, apart from the incidents detailed above, there are no records of instances of violence as defined by the HSE – ‘any incident in which a person is abused, threatened or assaulted in circumstances appertaining to their work’ – and while these may have occurred none have been formally reported.

There have been no reported incidents of vandalism or robberies.

General security on site is good with the limited access and adequate staffing levels

Individual Risk Assessments

Individual risk assessments for students exhibiting violent tendencies are carried out by:

- Mr S Spooner

All staff who may be affected by the actions of the child will be shown a copy of the risk assessment along with their behaviour support plan, they will also be advised of any changes to the support put in place for the child. Supply staff will be advised about the risk assessment/behaviour support plan on arrival at school.

Risk assessments will also be completed if evidence is provided to show that the child has violent tendencies such as at home even if these are not apparent in school.

Risk assessments will be reviewed after any incident or termly if no incidents have occurred to ensure that they are still valid.

Action to take in the event of an incident

This will depend on the type of incident.

If the incident involves an assault on a member of staff with a weapon, the alarm must be raised by sending another member of staff to the office / telephoning the office or using a walkie talkie.

Support for the member of staff will be provided within 2 minutes to any part of the school.

The office/Headteacher/Deputy Head will arrange for the police to attend by phoning 999.

Should a person witness an **assault** being carried out, that person must decide whether the person being attacked requires help. There is no legal obligation to intervene but any intervention must also be proportionate to the risk of harm occurring.

Where **verbal abuse** has been experienced by office/management staff from a phone call, the following procedure will be followed

- Immediately advise the caller that their dialogue is unacceptable
- Advise the caller that their call is now on loudspeaker and will be heard by others
- The caller should be advised also if conversations can be recorded
- If working alone at the time of the call, identify the caller where possible and then hang up
- If the caller continues to be verbally aggressive after a warning, terminate the call.

For all other instances of violence both physical and verbal, staff are required to immediately complete Part 1 of the violence and aggression form and submit this to the Headteacher or School Business Manager who will determine whether further action is required. The form should be submitted as soon as possible after the incident so that the incident can be quickly investigated and suitable action put in place.

On-going support

Luton Borough Council have a welfare support team available to counsel any person involved in an act of violence. This applies to all persons employed and would also be used where children may have been traumatised by an act of violence. The counselling service can be contacted by any member of staff in privacy and confidentially.

Details of the counselling service is as follows:

Be Supported 0800 072 7 072

SECTION 2
Risk Assessment Prevention of Violence/Aggression SLT/Inclusion Team Teaching Staff /Support Staff/Family workers
Tasks Teaching staff are involved with all aspects of the curriculum. School hours are • 08:30am – 3:30pm – Teaching • 07:30am – 6pm – Children at school with breakfast and after school clubs and extracurricular clubs. Teaching is carried out in various class sizes. The mix of children varies from class to class with children from a wide range of ethnic backgrounds, disabilities and educational needs. Apart from normal teaching duties, staff occasionally meet with parents outside of school hours and the Senior Leadership Team and Inclusion Team occasionally meet with parents during the school day. This must be done using a pre-determined appointment. As part of their job description and work contract, all staff are responsible for mealtime supervision, playground duties or gate monitoring at the start and end of the school day. Teaching and Support Staff occasionally travel with students on school trips Occasional parents' evenings are spent at the school which can result in leaving the premises late in the evening. Teaching staff are assisted by Learning Support Assistants but often only one member of staff is involved with teaching a class. Few classes are isolated and other teaching staff and learning support assistants are usually within close proximity. Hazards The main hazards identified are as follows: • Risk of physical violence from children • Verbal abuse from children/parents either in person or on the telephone • Threatening behaviour from children • Abuse/physical violence from parents/guardians – this could be during parents' evenings or after school when parents occasionally visit to discuss issues regarding their children • Violence from intruders – it is foreseeable that an intruder on site could gain access to classrooms/school buildings • Temporary staff are often employed to cover for permanent staff who are absent. These staff are unlikely to be aware of any particular problems with the students • Expectant mothers being physically injured.

Precautions in Operation

- Access to the school is adequately controlled with all entrances to the school being kept access locked. Access to the Reception area is only released by office staff.
- The following staff have attended Sherwood Training (Positive Behaviour Support) which includes recognising the signs of escalating challenging behaviour that can result in violence and the actions to be taken to de-escalate and safe handle/restrain to minimise the risk.

Carol Onley
Oliver Hume
Sarah Taylor
Tracey O'Dell
Emma Mead
Andrea Awojobi

- Staff must use the following forms to report any incident of aggression or violence.
 - Violence and Aggression form
 - Bound and Numbered Report
- On receipt of one of the above forms, The Headteacher or a member of SLT will conduct an investigation to ascertain the causes and minimise the risk.
- The above staff have also been trained in restraint techniques – use of this technique will only be done when absolutely necessary when in the opinion of a member of staff, an injury may occur to another person from the actions of the child. The restraint technique will only be done in accordance with relevant training.
- On the Upper Site telephone/radio communication is available from the following parts of the school so that action can be summoned in the event of an incident:
 - The Willows
 - The Nurture room
 - Alf
 - Playground staff have the use of walkie talkies whilst on the playground.
- Staff do not normally work in isolation there is usually another member of staff nearby so they are able to call for assistance or send a child to the office for assistance.
- No lone working is allowed for teaching staff at any time.
- All staff including supply teaching staff are made aware of problem children who may be prone to violence or aggression and understand their needs in the form of their behaviour support plan, associated risk assessments and positive handling plan.
- If a child becomes violent and there is a significant risk of them causing themselves or others harm, a member of staff must intervene.
- In instances of aggressive/violent behaviour, behaviour support plans, positive handling plans and the Behaviour policy must be followed.
- If a child shows aggression or violence who does not have a PHP, this must be produced immediately.
- Expectant mothers will have a separate risk assessment carried out.

- Meetings with parents/carers must not be done in isolation. Other staff must be in the vicinity of the meeting area. Doors must be left open where appropriate or rooms used that have a vision panel in the door.
- If a parent becomes aggressive during the meeting a member of SLT must be called for to assist. If the parent does not calm down they must be asked to leave the building.
- If a parent becomes aggressive at the classroom door at the beginning or end of the day, they should be encouraged to visit the office and book an appointment to meet with the Class Teacher/Year Leader. If they are not prepared to do this another member of staff must call for assistance.
- Risk assessments are written for school trips and there are always the appropriate adult/child ratios. Numbers are in accordance with educational guidelines
- When undertaking playground, mealtime supervision etc, there is always more than one member of staff on duty. This is also the case when the school gates are being manned.
- Staff are encouraged to discuss problems of potential violence with SLT
- Any home visits should be appropriately risked assessed
- No home visit must be made to parents who are known to be aggressive.

Risk

With the above precautions in place the risk of an incident occurring either from a child or a parent/guardian is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed:



Stephen Spooner
Headteacher

Date: December 2024

Review Date: December 2024

SECTION 3
Risk Assessment
Prevention of Violence/Agression – Administration Team (including Finance)
Tasks Administration staff work between 8am – 4pm Hazards The main hazards identified are as follows • Risk of physical violence or threatening behaviour from child. • Verbal abuse from irate parents and carers to reception staff either on the telephone or in person • Cash handling and bank payments • Violence from intruders. • Expectant mothers being physically injured by child/parent/carer or intruder. Precautions in Operation • Administrative staff are fully aware of children who could potentially cause problems and may have a tendency to violence. • Administrative staff receiving abusive/offensive phone calls follow the identified steps in this policy and try and diffuse the situation. If not possible pass the call to a member of SLT. In all instances report to the Business Manager. • Anyone becoming aggressive in the Reception area to be reported to a member of SLT. • CCTV in reception area is available but it does not have sound. • On the Upper Site telephone communication/walkie talkie is available to the rest of the school from reception. • If physical violence is experienced call 999 immediately. • Legal advice to be sort against any individual who continually physically or verbally abuses staff. • Administration team only to allow access into the school building, visitors who were expected, have signed in and have shown the appropriate ID. • Anyone on site who is not wearing visible ID must be challenged. • Lockdown procedure to be deployed as and when necessary • Staff usually do not work alone in the office – other staff are available for assistance. • Large amounts of cash are not kept in the school. Where possible cashless transactions are requested, but where cash is collected, this is counted behind locked doors and then placed in a safe before being taken to the Bank. Where possible, cash is taken to the Bank on different days, times, routes, transport.

- Risk assessments are written for all expectant mothers so that suitable precautions can be taken.

Risk

With the above precautions in place the risk of an incident occurring either from a student or a parent/guardian is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed:

Stephen Spooner
Headteacher

Date: December 2024**Review Date: December 2024**

SECTION 4
Risk Assessment
Prevention of Violence/Aggression - Catering Staff
Tasks Catering staff are employed through Luton Catering Department between 8am and 2pm Mondays to Fridays. The kitchen staff cook the food and serve it to the children via a counter area. The staff clear up the dishes, pack away furniture and wash the floors at the end of the shift. No cash is taken by catering staff. Hazards The main hazards identified are as follows • Risk of physical violence from children. • Risk of verbal abuse from children. • Threatening behaviour from children. • Expectant mothers being physically injured. Precautions in Operation • Catering staff are made aware of children that might display violent and aggressive tendencies • There is no general access to the kitchen area except through the kitchen door • School staff are present in the dining area at all times • Catering staff are made aware of difficult children who could cause problems • Telephone communication is available in the kitchen. • There is always more than one member of the catering staff available when children are in for lunch • Risk assessments are written for expectant mothers. Risk With the above precautions in place the risk of an incident occurring either from a student or a parent/guardian is low. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed:



Stephen Spooner
Headteacher

Section 5	
Risk Assessment	
Prevention of Violence/Aggression – Premises Manager and Cleaning Staff	
Tasks: The Premises Manager is responsible for opening and closing the school, general maintenance of buildings and grounds. Ensuring all health and safety procedures are adhered to and other general activities such as boiler operation, setting up chairs for various events, removing waste and keeping the school in an operational state. Premises Manager works: 6am – 9:30am / 1.30 – 6pm (lock up on Monday/Thursday 9pm due to lettings) Cleaners work: 6am – 8am / 3:15pm - 5:15pm The work of the Premises Team means that they are not continually in direct contact with students and apart from the start and finish of school have little contact with visitors/parents. There is a need for occasional work with contractors working on site who need to be accompanied. Contractors usually work during the holidays or after school hours – only in exceptional circumstances are contractors allowed to work during the school day. All contractors have to be DBS checked and they are issued with a documents that sets our expectation of them whilst they are on the school premises. Hazards: The main hazards identified are as follows: • Risk of physical violence from children/parents/visitors/contractors. • Verbal abuse from children/parents/visitors/contractors • Risk of violence from intruders whilst cleaners working • Risk of violence during lock up and opening the school. Precautions in Operation • Cleaners work as a group in different parts of the school after the teaching lessons have finished. • Cleaners ensure that all external doors are closed behind them. • The Premises Manager regularly remind cleaners of the importance of Health and Safety whilst they are on-site.	

- Access to the school is restricted so that intruders cannot gain access after-hours when cleaning is being done. The only access is via the main entrance which is security controlled with CCTV coverage
- The Premises Manager is always on site for the cleaners and locks up after the cleaners have left.
- There is adequate means of communication with the cleaners
- Telephone communication is available from certain parts of the school. Premises manager has mobile phone.
- The site is protected by CCTV and there are good communication channels to the police
- The Premises Manager is aware of problem children.
- Other staff are around during the normal school hours.
- The Premises Manager is vigilant when locking and unlocking the premises.
- The school employs a security company who upon activation of the intruder alarm will call The Premises Manager. If the Premises Manager is not available they will call The Business Manager who will instruct the security company to attend the premises.
- If the Alarm Panel is showing an intruder in more than one part of the school the Police will be called immediately by either The Premises Manager, Business Manager or The Security Company.
- The Premises Manager will investigate the alarm by entering the school. He will have his mobile. He will be in communication throughout the investigation and will use a code word if he experiences difficulty, at which point the Police will be called.
- All contractors are DBS checked and are not normally allowed to work on their own.
- All contractors receive in advance our expectations of them whilst they are on-site.

Risk

With the above precautions in place the risk of an incident occurring is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed:



Stephen Spooner
Headteacher

Date: December 2024

Review Date: December 2024

SECTION 6

Risk Assessment Prevention of Violence/Aggression – School Governors

Tasks

School governors attend school occasionally for meetings of the Board and other specific events. One School governor regularly attends to hear children read. Governors are not in the buildings alone nor do they lock up the buildings on departure.

Occasional site inspections are carried out but these are always undertaken with other members of staff at the school such as the SLT.

Hazards

The main hazards identified are as follows

- Risk of physical violence from children/parents/carers
- Risk of verbal abuse from children/parents/carers
- Risk of threatening behaviour from children/parents/carers
- Risk of violence from intruders – it is foreseeable that an intruder on site could gain access while a meeting was being carried out

Precautions in Operation

- Parents provide consent/registration for their child to attend the club. Therefore staff are always aware of who will be attending.
- Access to the club area is controlled by a locked gate that staff have the key for.
- A mobile phone is available in the Club area and the staff are aware of telephone numbers for members of the Leadership Team that can be contacted.
- A register is kept daily of pupils attending the Club
- Arrangements are in place for the safety of pupils between school finishing and the club starting. All children assemble in the school hall
- Staff to check that the blue gate is locked before taking the children outside during the evening session.
- There are expected rules/codes of conduct of behaviour of pupils attending the after-school club, to include removing pupils from the club for unacceptable behaviour
- Staff are aware of pupils/parents who could potentially cause a problem.
- Staff are familiar with the reporting incidents of violence.

Risk

With the above precautions in place the risk of an incident occurring is **low**. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the club.

Signed:



Stephen Spooner
Headteacher

SECTION 6
Risk Assessment
Prevention of Violence/Aggression – Before and After School Club Co-Ordinators
Tasks Parklea Primary Schools Before and After School Club Co-Ordinator and Administrator arrive at school at 07.30am ready to prepare for the children to arrive at 07.45. Staff are then on the premises until 6pm when the club closes. Hazards The main hazards identified are as follows • Risk of physical violence from children • Verbal abuse from children/parents either in person or on the telephone • Threatening behaviour from children • Abuse/physical violence from parents/guardians during drop off and collection. • Violence from intruders – it is foreseeable that an intruder on site could gain access to classrooms/school buildings. Precautions in Operation • Meetings are normally held in the evenings and parents are not normally present • Telephone communication is available to the rest of the school and to the police if assistance is required • Suitable locking up procedures are followed at the end of the evening sessions. Access doors to the buildings are kept closed and locked when meetings are taking place to prevent unauthorised access. • Staff are always present if Governors are involved in an event/meeting with Parents. Risk With the above precautions in place the risk of an incident occurring is low. This is based on the number of previous incidents, the current operating practices and precautions and the numbers of staff and pupils in the school.

Signed:



Stephen Spooner
Headteacher

Date: December 2024

Review Date: December 2024