

Bedford High School

A Specialist Business and Enterprise College

Work Hard Be Respectful Take Responsibility



Work-Related Violence and challenging behaviour

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Document control

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1. Introduction

Bedford High School will not tolerate any deliberate acts of violence towards its employees, in circumstances arising out of the course of their employment.

For the purpose of this procedure, violence towards an employee is defined as, 'any incident in which a member of staff is abused, threatened or assaulted by any person either in their place of work or in circumstances arising out of the course of their work'. This might include verbal or physical assault and incidents of antisocial behaviour or other behaviours that amount to a significant risk to staff safety or wellbeing.

The principles set out in this procedure support other school policies and procedures, such as:

- Lone Working Policy
- Compliments and Compliments Policy
- Managing Serial and Unreasonable Complaints Policy
- Safeguarding and Child Protection Policy
- Staff Handbook.
- Staff Code of Conduct

2. Procedure

2.1. Categories of violent or challenging behaviour

- Physical violence – incidents that include deliberate adverse physical contact and assault.
- Verbal aggression - including threats of violence or, for example, shouting to cause intimidation or upset.
- Intimidation and harassment – including aggressive body language and/or communications including inappropriate use of digital/social media that causes offense, fear, or humiliation.
- Offensive and discriminatory behaviour – may include, for example, racist, sexist, homophobic and misogynistic acts.
- Stalking - is unwanted and/or repeated surveillance by an individual or group toward another person.
- Challenging and inappropriate behaviour can be premeditated or unpremeditated.

Staff should speak to the Claire Taylor, HR Manager if they are concerned about any behaviour that has caused upset.

2.2. Lone working

It is recognised that being exposed to violent or challenging behaviour whilst working alone or in isolation from other colleagues can result in increased risk to staff. For this reason, we have a Lone Working Policy in place to help ensure that appropriate arrangements are in place to ensure the safety of employees.

2.3. Threats or harassment towards employees

If employees are harassed or receive threats of violence that occur out of or in connection with their work, then a review of current work arrangements will need to be completed. The review should include, for example, visit procedures in consideration of the nature of threat received and, if relevant, lone worker risk assessments.

Important points for consideration include the following:

- If the member of staff is expected to work alone or in isolation from colleagues, then it is essential that the level of risk is appropriately assessed; arrangements must be satisfactory and agreed between manager and employee.
- Avoid visits and unnecessary direct contact involving the person (instigator) involved.
- Consider telephone contact only, and only if necessary.
- Circulate instruction to all relevant staff that no contact details of the workers involved (those at risk) are to be passed on to anyone contacting office.
- If the instigator is open to any other services, these services need to be notified of concerns/risk.
- A note should be added to Bromcom to notify colleagues of increased risk / specific arrangements, following risk being identified.

2.4. Risk Assessments

Where there is foreseeable significant risk of violence or challenging behaviour, risk assessments will be completed by the relevant senior member of staff and verified by the HR Manager.

Risk assessments will be completed with the involvement of all relevant persons to ensure that all aspects of the work and people involved are sufficiently covered.

The contents of the risk assessment will be communicated to all staff and appropriate support will be provided. Risk assessments will be reviewed when there is reason to believe that they are no longer valid.

2.5. Arranging meetings

Interview Rooms

Meetings with parents/carers behind closed doors could constitute a risk of violence to an employee. The risk level is dependent on the subject of the interview.

Points to consider:

- Ensure that a suitable venue is available for the meeting, purpose designed where possible with safeguards in place to ensure staff safety.
- Upon arrival of the meeting, the parent/carer must wait at reception and not be taken directly to the room by a receptionist.
- If the staff member has reason to believe the parent/carer is under the influence of drink or drugs, acting irrationally, bad tempered, etc, the meeting must be cancelled and rescheduled.
- The interviewer(s) should position themselves close to the door to enable an easy exit if needed.
- Having windows or glass panels are fitted to enable the monitoring of activities inside the room. Do not obstruct or cover up viewing panels.
- Employees are not expected to carry out physical interventions including restraint of persons without being trained and competent in such techniques.
- Ensure there is a way of communicating with colleagues / reception staff, should the emergency services need to be contacted.

2.6. Incident Reporting

Actions following an incident:

All instances of assault, threats, verbal abuse, or harassment should be reported to the HR Manager and headteacher. If the incident involves a parent/carer and/or student, this should also be reported on CPOMS and the DSL informed.

The headteacher will decide on appropriate follow-up action. For example, the headteacher may need to contact perpetrators to explain that their behaviour is not acceptable, and/or report the incident to the police or external agencies.

Serious incident escalation

For serious incidents that involve serious assault injury, the following process must be followed to ensure that incidents are escalated to the appropriate level:

Medical assistance should be provided immediately where required.

The police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse. Staff may make the decision to progress complaint to the police. The police will advise on the process and evidence requirements. The school will support staff as needed.

CCTV footage of incidents should be kept in case the police need them.

Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse. The school should provide support, including where needed, allowing time off work for individuals to recover.

2.7. Monitoring and Review

It is essential that the outcomes of any violent incidents towards staff are monitored and reviewed regularly to ensure that our management of violence strategies, approach and techniques are suitable and sufficient.

Any new or repeat incidents should be discussed as needed. Risk Assessments should be updated with any changes clearly communicated to all concerned and appropriate support offered to those involved.

2.8. Reporting and recording systems

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to the headteacher and HR Manager. Staff should also report incidents involving parents/carers and/or students on CPOMS, as the incident may be a safeguarding concern. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded. When completing an incident report, it is important to detail - who was involved, including any known details or descriptions of the perpetrator, and any relevant circumstances that may have contributed to the incident. See appendix 3 for incident report template.

Any incidents resulting in major injury to staff or that cause staff to be off work may be reportable to the Health and Safety Executive (HSE) under RIDDOR. Any incident that results in a member of the public being taken directly to hospital from the premises must also be reported.

If the headteacher/HR Manager notice an increase in reports, such as several reports within a short period or reports about the same perpetrator, appropriate action should be taken. The action may

include contacting the police or other partners or agencies about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by staff to prevent a more serious incident occurring.

Where it is necessary to report an incident to the police then the person involved will need to progress the complaint themselves but will receive any necessary management support for work related incidents.

2.9. Working with partners and other agencies

The school works closely with external agencies such as Social Services, the NHS and the police. It is therefore important that a two-way channel is maintained for sharing information on violent individuals. If the school notifies an external agency employee of a risk/incident the agency notified should follow their own risk management process, at the earliest opportunity.

3. Responsibility

Senior Leadership Team (SLT)

All of the SLT have a responsibility for correct implementation of this procedure and any supporting policy and will make sure their staff are aware of it and understand it. The SLT should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Maintain dialogue and open conversations with staff, especially if there are indications of anxiety or knowledge of violence or confrontational situations.
- Ensure that incident details are recorded as appropriate and give all employees involved in the incident full support during the whole process.
- Respond and consider seriously any suggested opportunities for improvement in violence prevention and management.
- The SLT will encourage the reporting of all incidents of violence and abuse and will not tolerate abusive behaviour from parents/carers and/or 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.
- Review and amend work arrangements and risk assessments, as necessary.
- If victims suffer trauma or upset as a result of an incident, provide appropriate support.
- If staff want to progress a formal complaint to the police, then provide the necessary support and assistance. If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.
- The SLT have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence.

All employees

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy. There are a number of things that staff can do to help prevent work-related violence:

- Be familiar with this and other associated policy and procedures to ensure compliance with arrangements to ensure the safety of yourself and others.

- Communicate in a calm and professional manner at all times to colleagues and individuals from outside the school.
- Recognise the potential for work-related violence and act to resolve it early on.
- Do not accept instances of work-related violence directed towards you or others from colleagues or individuals from outside the school.
- Be supportive of colleagues who are victims including those who have witnessed work related violence.
- Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

4. Legislation

This procedure has been produced in support of the following legislation:

- Health and Safety at Work Act (HSWA) 1974.
- Management of Health and Safety at Work Regulations 1999.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013(RIDDOR).

Manager Incident Debrief Guidance

Ideally, a debriefing should occur shortly after an incident or event, this will increase its' effectiveness. Recommendations are within the first 24 to 72 hours to provide the best support to an individual.

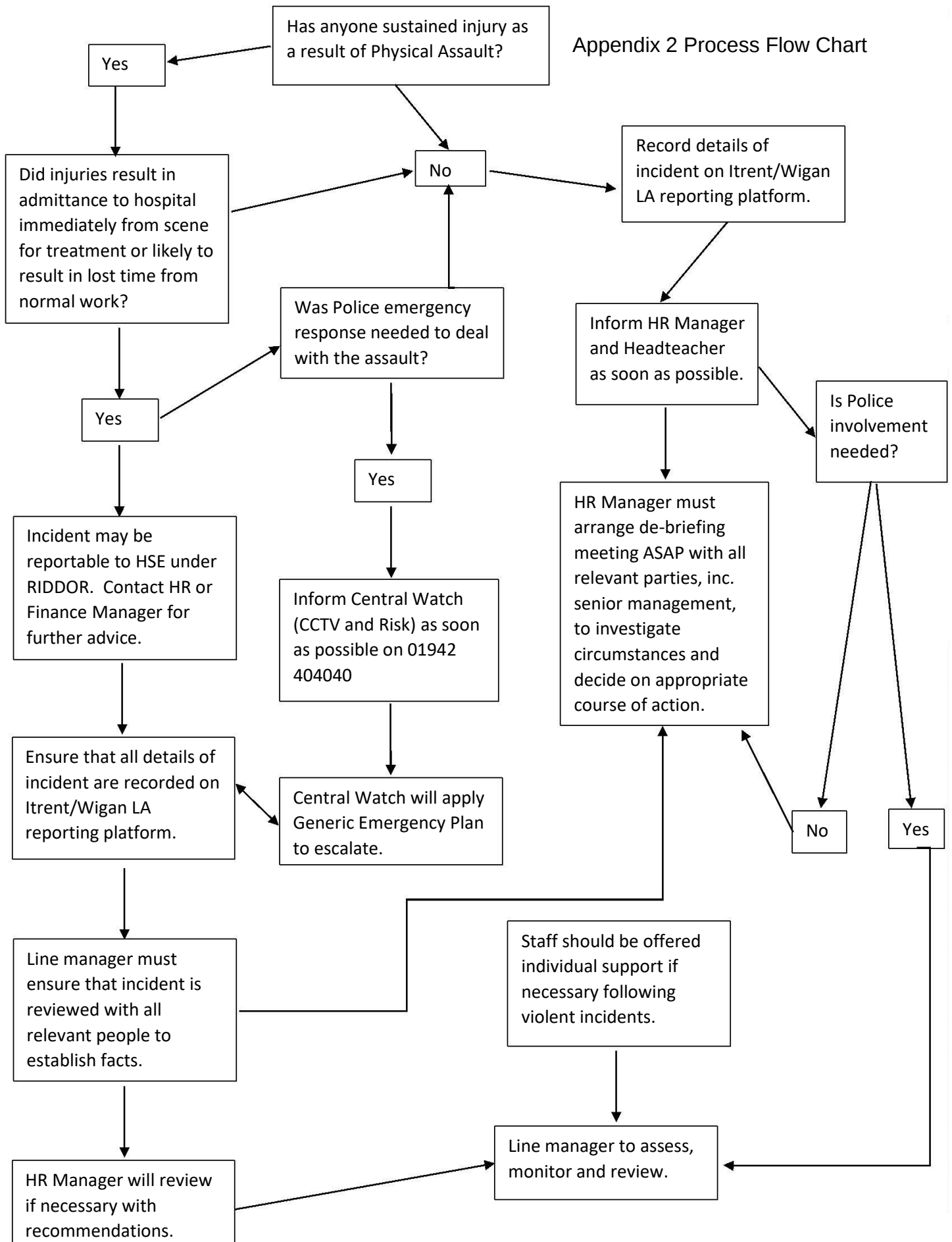
Debriefing will help:

- Individuals make sense of what has happened.
- Help individual regain a sense of normalcy and/or safety.
- Identify any additional or specialist help that may be required.
- Provide a voice to those involved.
- Provide a route back to normal functioning and improved wellbeing for those involved.

Principles to an effective de-briefing:

1. Assess the impact of the incident on all staff involved. Staff share their initial statements, making notes of key information.
2. Identify any immediate issues or problems that have impacted on safety and security and take appropriate steps to remedy.
3. Consider possible future emotional reactions and responses in the aftermath of the incident.
4. Consider changes in a person's emotional and physical wellbeing and identify additional support needs.
5. Bring closure to the incident, offer additional support and/or signposting to other services and resources.
6. Debriefing assists staff to return to the workplace.

Appendix 2 Process Flow Chart



Appendix 3 Incident report



Bedford High School INCIDENT REPORT FORM

Bedford High School handles personal data in accordance with the Data Protection Act

Part 1 – to be completed by the individual involved where possible

Name of person affected by the incident:						Age:	Gender M/F	
Home address and telephone no.								
Status: (please tick)	Employee	Trainee	Public	Student	Service User	Contractor	Agency Staff	Other
Job title:								
Date of incident:								
Actual site of incident:								
Which best describes the incident (please tick)	Personal accident	Near miss	Occupational disease	Violent Incident	Verbal aggression, intimidation or harassment	Dangerous occurrence		
Name and status of other persons involved:								
Description of the incident:								
Name and contact details of any witnesses:								
Injuries sustained, ill health or adverse effect:								
Was medical treatment needed? (please tick all that apply)	None	First Aid	Doctor	Hospital				
First aid details, name and contact number:								
Details of person completing Part 1:	Name:	Signature:	Tel No:		Date:			

REVIEW OF INCIDENT

Part 2

(To be completed by HR Manager – use separate sheets if required)

Initial description of the incident - if possible include any immediate or underlying causes

Describe current control measures – e.g. Training, safe work procedures, supervision, personal protection (PPE where appropriate) etc.

Summary of improvements required – i.e. to reduce risks further or prevent recurrence

Is the incident reportable under RIDDOR? (Please tick)

YES

NO

If YES, date reported to the LA:

Details of person completing Part 2

Print Name:	Signature:	Date:
Designation:	Telephone Number:	

