



Tudhoe Learning Trust

Violence Policy

Approved by:	Trust Chief Executive Officer	Date: May 2023
Last reviewed on:	May 2023	
Next review due by:	May 2025	

Introduction

The Health and Safety Executive (HSE) defines workplace violence as ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’ and states that it can include verbal abuse or threats as well as physical attacks.

HSE statistics also show that teaching and education professionals have a higher than average rate of violence at work.

The Trust believes that all staff and visitors are entitled to be free from any form of violence or threatening behaviour. This policy sets out how Tudhoe Learning Trust will seek to prevent workplace violence in its schools, and the procedures that will be followed if a violent incident occurs.

Statement by the Trust

As an employer, Tudhoe Learning Trust has overall responsibility for the health, safety and welfare of staff and students in its schools. The Trust believes that all of its employees have the right to a safe working environment, free from threatening, abusive or violent behaviour, and recognises its legal obligations under the Health and Safety at Work Act 1974, to provide such an environment. As such the Trust will not tolerate violence or threatening behaviour in any circumstances.

The Trust also acknowledges and accepts its legal duties under the Management of Health and Safety at Work Regulations 1999 to undertake risk assessments that seek to identify and eliminate or reduce the risks to employees’ health, safety and welfare, including the risk from violent or abusive behaviour.

Violence, abuse, assaults or threats of such behaviour can have serious consequences for individuals and schools, and the Trust is committed to taking all necessary steps to prevent such incidents in schools. The Trust will fully investigate and support all employees affected by assaults.

This policy applies to all school employees, irrespective of whether they have a permanent or temporary contract and includes staff employed, via an agency, trainees and apprentices. The Trust will ensure that all employees are made aware of the policy and how to access a copy.

The Trust as your employer is legally required to consult employees and their elected representatives about health and safety arrangements, including its procedures for preventing and monitoring violent and abusive incidents.

The Trust is committed to providing a comprehensive training programme for all employees, pupils, and members of local governing bodies on violence, assaults, abuse and threatening behaviour and equality issues.

In accordance with the Equality Act 2010 and the public sector equality duty to eliminate discrimination and advance equality of opportunity, monitoring of the procedure will be undertaken to collect information such as: the type and frequency of incidents reported; any areas of concern to be addressed; and any additional training required.

Responsibilities of the Head Teacher and senior leadership team

While the Trust retains overall responsibility for the implementation of this policy, many of the functions to be undertaken at school level will be delegated by the Trust to the Head Teacher or appropriate members of the senior leadership team.

Statement by the Directors of the Trust

The Board of Directors undertakes to meet fully its responsibilities as the ‘persons in control of premises’ under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, to provide a safe and healthy working environment for employees and others, such as pupils, visitors and contractors.

In adopting this policy and procedure, the Board recognises its responsibility for ensuring that the policy is implemented in its entirety at academy level and employees are aware of the policy and how the reporting procedures. The Board will ensure that appropriate information and training is provided to all employees.

Responsibilities of all employees

All employees have a responsibility to cooperate with the Trust as their employer and follow instructions in relation to health and safety matters.

Definitions

In this policy:

- **‘violent incident’** refers to any form of violent conduct against a member of staff. It may be physical, psychological, sexual and/or verbal. It also refers to threats of and attempted violence of any kind, and includes abuse and threats made via the telephone or via social media. Violent behaviours may include but are not limited to: hitting, pinching, biting, spitting, swearing, offensive gestures and unwanted physical contact such as unnecessary touching.
- **‘assault’** is defined by the Crown Prosecution Service as a person intentionally or recklessly causing another to apprehend the immediate infliction of unlawful force.
- **‘secondary trauma’** refers to the potential impact on staff of chronic exposure to working with pupils suffering from unregulated stress. This can lead to a replication in the adult of similar regulatory, processing and social disorders as those experienced by the pupil.
- **‘manager’** includes the Head Teacher, members of SMT and line managers
- **‘employee’** refers to all members of staff including those employed on fixed term contracts, supply workers employed via an agency or directly by the school, trainees and student teachers, apprentices and contractors employed by the school
- **‘parent’** includes a guardian or carer

Preventing violence

Risk assessment (see Appendix 1 & 4)

The Trust will conduct regular and suitable risk assessments in relation to violent behaviour towards employees. The risk assessment will be kept under regular review and updated as necessary.

The risk assessment procedure involves:

- Establishing the risk of violence and assault to employees;
- Considering the risk of stress and/or secondary trauma which arises from working in fear of violence and/or assault;
- Taking steps to remove these risks; or
- Where removal of the risk is not possible, reducing the risk by any necessary changes in working practices or by introducing appropriate protective and supportive measures.

Control measures taken to reduce the risk of violence and assault may include, but are not limited to: the provisions of alarms for staff; revision of lone working and/or emergency procedures and changes to the working environment such as improved lighting or room layout.

Where the behaviour of an individual pupil presents a demonstrable and ongoing risk to the health, safety and wellbeing to other members of the school community and implementation of the school's pupil behaviour policy has had little or no effect, an individual behaviour risk assessment will be considered.

Incidents that will result in a pupil behaviour risk assessment include, but are not limited to:

- A pupil carrying out - or threatening to carry out - any form of physical or sexual assault, whether in or outside of the school; or
- A pupil is found to be carrying a weapon or dangerous substance, or threatens to bring a weapon/dangerous substance into school - such as a knife, ball-bearing gun, acid etc.

In accordance with the Trust Behaviour Policy, all appropriate employees will be informed of the outcome of the risk assessment (including any relevant pupil behaviour risk assessments), and ensure that this information is included in the induction for all new members of staff, including supply teachers and staff employed via an agency as appropriate. In some circumstances consideration may be given to the exclusion of a pupil in accordance with our Trust Exclusion Policy.

The Trust will monitor the effectiveness of control measures by monitoring incident rates and equality characteristics of staff affected by violence, and through meaningful engagement with the workforce and their trade union representatives.

The Trust will also gather information about the causes of violence in Trust schools, and will use this information to inform the risk assessment and prevention process. This process may involve engaging with external bodies and through the provision of training and pupil assemblies.

Liaison with the police

The police may be notified when incidents occur. Liaison with the police may be required to address violent incidents within the wider community or within the vicinity of our Trust schools.

For instance, the school may report concerns about potential dangerous activity, such as knife crime, to the police, for further investigation.

Reporting procedures (see Appendix 2 & 3)

The Trust believes that all violent incidents affecting employees should be reported, even if they initially appear trivial.

The Trust will record all incidents of violence against employees, monitor this data and make it available to all staff. The Trust will ensure all staff are made aware, at regular intervals, of the reporting procedures.

The Major Incident Report Form, available in Appendix 2, should be completed as soon as practically possible following a violent/abusive incident or following a threat of violence. The employee will be given as much time as is necessary out of their normal duties to complete the form. Once completed, the form will be passed to the employee's line manager who is responsible for ensure it is processed and recorded, and action taken in accordance with this policy.

Additionally, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), the Trust is responsible for reporting the following to the Health and Safety Executive (HSE):

- All accidents to employees resulting in deaths or 'specified injuries' (list available at <http://www.hse.gov.uk/riddor/specified-injuries.htm>).
- All accidents which result in an employee being off work due to injuries for more than seven days.
- All accidents to non-employees which result in them being killed or taken to hospital and which are connected with work.

Any violence or abuse in relation to one or more protected characteristic (age, disability, gender reassignment, race, religion or belief, sex and sexual orientation) may constitute illegal harassment under the Equality Act 2010.

Procedures to follow if a violent incident occurs

If an employee is subjected to a violent incident or is threatened with violence, the following action will be taken:

- The employee will be allowed to access a private area for as long as necessary following the incident.
- The employee's line manager and the Head Teacher will be informed of the incident as soon as possible. **The Head Teacher must inform the Trust HR Manager.**
- Where required, medical treatment will be sought for the employee. The school's designated first aider will be asked to provide assistance, and further medical treatment assessment sought as necessary (e.g. at hospital or from their GP). In the case of physical injuries, if at all possible, photos should be taken.
- The employee may also be referred for an appointment with the Trust's Occupational Health provider. Occupational Health assistance may be sought following both physical and verbal violence, as there may be stress and anxiety arising from an incident.
- Professional counselling services are available to the employee by the Trust. All Trust employees have access to a FREE 24hour counselling service and can be referred to Occupational Health to access Face to Face Counselling if required.
- The incident will be recorded, as soon as possible after the incident, in line with the procedures set out in this policy.
- The Head Teacher is responsible for ensuring written statements are taken from the employee, any witnesses and the assailant (where applicable) as soon as possible following the incident. The statements will be taken and processed in line with [ACAS guidelines](#). A copy of all statements taken in relation to the incident will be provided to the employee.
- The Head Teacher will conduct an investigation into the incident, or will delegate this responsibility to a member of SLT. A report will be produced following the

investigation, and agreed with the employee. A copy will be retained by the Trust and the HR Manager. If the violent incident is being reported to the police, they will also receive a copy of the report.

- Following the incident, the risk assessment will be reviewed by the Head Teacher, in conjunction with the HR Manager. In cases where the violent behaviour was carried out by a pupil, an individual pupil risk assessment will be undertaken. Reference will need to be made to other policies including those addressing pupil behaviour, school security and safeguarding.

If a member of staff suffers violence away from their normal workplace, as a result of an incident that has arisen in the course of and via the performance of their professional duties, support will also be provided via this process.

Dealing with weapons and dangerous substances

If a member of staff has grounds to suspect that a pupil is in possession of a weapon or noxious substance, or there has been an incident involving a weapon, they should immediately inform their line manager or a member of SMT. Employees are not expected to, and should not, deal with the incident on their own.

The Head Teacher will make a decision about whether the pupil should be searched, with or without their consent, referring to the Trusts policy relating to confiscation (as outlined in the Trusts Behaviour Policy and [DfE guidance](#)). If a weapon is found on or seen in the pupil's possession, or the pupil refuses to cooperate, the police must be called immediately. If a weapon is found during a search before the police have arrived, it should be seized and kept in a safe, secure place until the police arrive. If a pupil is suspected to have a weapon in their possession, and it is deemed unsafe to conduct a search, the police must also be called.

In the event that a pupil is found to be in the possession of a weapon, the schools behaviour management policy will be instigated and an individual pupil risk assessment will be undertaken. Depending on the circumstances of the incident, sanctions are likely to include exclusion on a temporary or permanent basis.

Violence from visitors/intruders

In the case of a violent incident perpetrated by a visitor or intruder, the manager dealing with the incident will in the first instance inform the police, requesting their prompt attendance, and ensure that all staff and pupils are safe and secure, following the procedure in this policy for responding to incidents.

If abusive, aggressive or insulting behaviour or language from a parent presents a risk to staff or pupils, or makes them feel threatened, schools have common law powers to bar the parent in question from the premises. In most cases it will be sufficient to request that the unacceptable behaviour does not continue. Following the incident, the request will be followed up in writing. However, if a bar on a parent is deemed necessary, this will be put in writing, giving the parent a formal opportunity to put forward their views before the bar is made permanent. Following any representations from the parent, the bar will be confirmed or removed. **This process will be managed by the Trust HR Manager.**

Furthermore, it is a criminal offence, under section 547 of the Education Act 1996, for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. It also allows for the removal and prosecution of any person believed to have

committed the offence. Therefore, in cases where the assailant is known (including if they are a parent), a letter will be sent stating that their behaviour is unacceptable, and they are no longer permitted to come onto the premises in the future without an appointment. If they do persist in entering the school premises and displaying unreasonable behaviour they will be treated as a trespasser and will be liable to prosecution.

Violence from pupils

Where an employee is subjected to violence from a pupil, the pupil's conduct will be dealt with via the school's pupil behaviour policy. The pupil will be removed from lessons and isolated from other students with at least two members of staff. Behaviour sanctions, including exclusion may be required. A fixed term exclusion may be necessary in order to investigate the circumstances around the incident. As part of this process an individual pupil behaviour risk assessment will be carried out and the outcome shared with all employees that have contact with the pupil in question. The school's safeguarding lead should also be consulted following violent behaviour from a pupil as there may be child protection issues to consider.

Where an employee has been subjected to violence from a pupil, and the pupil returns to school, the member of staff will be provided with appropriate support to manage the pupils return. The employee may not be required to teach or supervise the pupil in question if they do not feel comfortable doing so.

Sexual assault and harassment

The Trust's risk assessment will also specifically consider the risk of sexual assault and harassment against employees. Sexual harassment is defined as 'unwanted conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment'. It may take the form of unwanted verbal, non-verbal or physical conduct of a sexual nature and it is unlawful under the Equality Act 2010.

Incidents within the school vicinity

The Trust will also consider the risk of violent incidents, such as knife crime, not occurring directly on the school premises but in the wider vicinity of the Trust schools. The risk assessment will consider the possibility of such incidents occurring, and whether violent incidents have previously occurred in the community. However, school staff will not be required to monitor public areas outside of the school vicinity, and if there are concerns about criminal or dangerous activity taking place, the police will be contacted.

If a violent incident, such as one involving knife crime, occurs that impacts on the school, the following steps will be undertaken:

- The Head Teacher will convene a rapid response meeting with the police. This is particularly important if there is a continuing risk, for instance if the perpetrator is still at large.
- Counselling will be offered in the aftermath of the incident to the whole school community (staff, pupils and parents).

Support for victims

Employees that have experienced violence at work will be permitted paid time off to meet with their trade union representative, the police, legal counsel and to attend court if necessary.

If the employee sustains an injury arising from violence at work, and it is necessary for them to take sick leave, the Trust will advise them of their entitlements to sick pay for those suffering injury at work. Following an injury, the Trust will also provide the employee with advice on the prospects of obtaining compensation through the Criminal Injuries Compensation Authority, and will offer assistance in making and pursuing an application where appropriate.

Following the violent incident, the Trust will discuss with the employee whether they feel ready to return to their normal duties and advice will be sought from the Trust's occupational health provider. If the employee is not able to complete their normal duties, arrangements will be made for amended duties, for instance, a reduced timetable or shortened working hours. The employee will receive their normal salary during any period of amended duties and will be compensated for any damage to their personal property or clothing as a result of the violent incident.

The Trust acknowledges that employees may experience stress and/or anxiety following an assault or arising out of the threat of violence. The Trust will offer and pay for employees to attend counselling following an incidence of violence. The employee will receive paid time off from work during normal working hours to attend counselling. The Trust will conduct a stress risk assessment following on from any member of staff being subjected to violence at work. The stress risk assessment will be kept under regular review, acknowledging that the full impact of the incident may take some time to manifest.

RISK ASSESSMENT

Risk Assessment is the process of identifying the hazards present in the workplace and then evaluating the extent of the risks involved, taking into account whatever precautions are already in place and seeking to alleviate them. It is important to be clear what is meant by hazard and risk. A **Hazard** is something with the potential to cause harm. The **Risk** is the likelihood that harm will occur.

The purpose of Risk Assessment in respect of the pupils in schools is in effect no different from that relating to the building, its fixtures, fittings, equipment and grounds. It is to protect and minimise the risk of harm to the pupils, staff and others; to reduce the incidence of serious and/or extended damage to property; and to ensure that safe working practices are clearly identified and recorded.

Risk Assessment need not be a necessarily difficult or technical process. In most cases school staff will already be aware of the main hazards and will have taken measures to control them. However, it is a legal requirement for Risk Assessments on vulnerable pupils to be done formally and the results written down and brought to the attention of the staff.

Knowledge of the pupils is the crucial factor in respect of Risk Assessment. Whilst most staff will have a very good knowledge of the potential difficulties when working with the schools' pupils, schools' recording systems are an important source of information. As a consequence the diligence with which all staff use the established recording systems impacts on the quality of Risk Assessments. Other sources of information will include reports from other professional agencies such as Health and Service Reports and verbal information passed to school.

The process of Risk Assessment of pupils should include the following:

- | | |
|--|---|
| Identifying Hazards | <ul style="list-style-type: none"> • <i>Have you identified any potential or actual hazards arising from the pupil's behaviour?</i> • <i>Are the risks to this pupil, children, school staff or others?</i> |
| Assessing Risk | <ul style="list-style-type: none"> • <i>In which situations do risks occur?</i> • <i>Is injury or harm likely to arise?</i> • <i>How serious are these adverse outcomes likely to be?</i> |
| Exploring Risk Reduction Options | <ul style="list-style-type: none"> • <i>What are your risk reduction options?</i> • <i>What are the benefits and drawbacks for each option?</i> • <i>How will they affect the risk?</i> |
| Deciding Risk Management Measures | <ul style="list-style-type: none"> • <i>Which measures prevent risk?</i> • <i>Which measures manage risk?</i> • <i>Which measures cope with adverse consequences?</i> |
| Sharing Plans and Strategies | <ul style="list-style-type: none"> • <i>Who needs to know and why?</i> • <i>How will you inform them?</i> |

Staff Training Issues

- *Can you and other staff implement the plans and strategies?*
- *What training is needed?*

Evaluating Impact and Effectiveness

- *Is the pupil supported effectively?*
- *Are the risks prevented and managed?*
- *Are adverse outcomes addressed?*
- *What action will be taken as a result of this evaluation?*
- *When will the next review and evaluation take place?*

Risk Assessment is a continual process and subject to change. It is the responsibility of all staff to conduct their own Risk Assessments as any “situation” develops. Risk Assessments on vulnerable pupils should be regularly reviewed.

Appendix 1 - Risk Assessment

Pupil: _____ **Date:** _____ **Assessment completed by:** _____

Identification of Hazard

Description of foreseeable hazard		Potential	
		Actual	
List of those affected by hazard			

Assessment of Risk

In which situation does the risk usually occur?	
How likely is it that the risk will arise?	
If the risk arises who may be injured or hurt?	
What kind of injuries or harm may occur?	
How serious are the potential adverse outcomes?	

Risk Reduction

Measures	Possible Options	Benefits	Drawbacks
Proactive interventions to prevent risks			
Early interventions to manage risks			
Reactive interventions to respond to adverse outcomes			

Agreed Strategy

Focus of Measures	Measures to be Employed	Level of Risk
Proactive interventions to prevent risks		
Early interventions to manage risks		
Reactive interventions to respond to adverse outcomes		

Strategy agreed with: _____

Strategy communicated to: _____

Training needs: _____

Evaluation of Strategy Effectiveness in Supporting Student

Measures Set Out	Effectiveness in Supporting Student	Impact on Risk
Proactive interventions to prevent risk		
Early interventions to manage risk		
Reactive interventions to respond to adverse outcomes		

Future Action

Date: _____

FOR SCHOOL REFERENCE ONLY

MAJOR INCIDENT REPORT

Student's Name(s):

Report compiler:

Date: Time:

Duration of Entire Incident:

Location:

STUDENT BEHAVIOUR:

ANTECEDENTS: (a concise description of the events leading up to the incident/behaviour)

BEHAVIOUR: (describe what actually happened, and how the student responded)

CONSEQUENCES: (how did staff intervene, the student respond, was the situation resolved)

Ring if any of these RPI have been used: restriction of access/exit, time out, isolation,
physical diversion, restrictive devices,
physical control

SECTION B (to be filled in if the use of physical control has occurred)

Names of staff involved: (staff should initial their agreement with the accuracy of the report or write an alternative)

Names of staff witnesses:

Names of student witnesses:

De-escalation Techniques: (staff should always adopt a non-threatening posture, number other strategies used i.e. thus indicating the order of their use)

*verbal advice/support

*planned positive distraction, what?

*negotiation

*negotiation/limits/consequences

*re-assurance

*positive touch, who? and how?

*time out offered/directed *other: (describe)

*tactical ignoring

*distraction

*change of adult

Length of time de-escalation techniques employed:

Justification for use of physical controls: (tick and delete as necessary)

- prevent/ interrupt injury to student/students/staff/others
- prevent/ interrupt serious damage to property
- prevent/ interrupt absconding if judged prejudicial to student's safety/welfare
- interrupt disruptive behaviour prejudicial to the safe & secure learning environment

Nature of physical controls used:

Seq.	Hold	Min.	Staff involved	Position
1				
2				
3				
4				

Post incident measures undertaken to ensure student calmed, and final outcome: (must be completed)

Response and view of the student: (must either be completed by the student/agreed with the student and counter-signed by him, or the response of the student described)

Student Signature:.....

Details of any resulting injuries: (to whom, and action taken as a result e.g. medical treatment, if none, write none)

Injury form completed: YES/NO (delete)

Accident Book: YES/NO (delete)

Any other relevant information: (include details of damage to property, etc, if none, write none)

Senior Manager reported to:.....**Time:**.....**Date:**.....

Parents/Carers informed: YES/NO (delete) **If not record reason:**.....

Name of Member of Staff who informed Parents:.....

Head Teacher's comments : (including any implications for future management)

Signature:

Date:

Copied to:

Personal Safety Risk Assessment

Assessment carried out by -	Job title -	Date of assessment -
Review interval - Annually	Date reviews carried out -	

Staff covered by this assessment - ALL STAFF AND PUPILS	Duties being undertaken -
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RISK RATING		Likelihood		
		Probable Occurs repeatedly, to be expected or could affect large number of people	Possible Could occur sometime or effect a few people	Remote Unlikely to occur or not many people to be affected
Impact	Major Major injury, permanent disability or ill- health	High	High	Medium
	Severe Injury requiring medical treatment	High	Medium	Low
	Minor First aid treatment	Medium	Low	Low

Hazards / issue	Risk rating H/M/L (before)	Recommended controls (circle or ✘ / ✔ if in place)	✘ or ✔ (Y / N)	Further Action needed to reduce risk in addition to controls ticked / any comments	By whom & when	Risk Rating H/M/L (After)
Visitors to the school		School have a Security Policy and Security risk assessment in place. All visitors report to the main reception. Access to the building is restricted to staff and authorised visitors. Visitors are all issued with ID badges.		In the event of parent/carer wishing to talk to staff alone-Personal Safety Guidance to be followed by all staff. All Staff to be made aware of parental/carer guardianship concerns.		

Hazards / issue	Risk rating H/M/L (before)	Recommended controls (circle or ✘ / ✔ if in place)	✘ or ✔ (Y / N)	Further Action needed to reduce risk in addition to controls ticked / any comments	By whom & when	Risk Rating H/M/L (After)
		<p>Visitors must wait in reception area to be seen by members of staff.</p> <p>Staff challenge anyone without a badge and escort them to reception.</p> <p>In multi-building premises where it is not always possible to have access control on every door, there are other procedures in place to reduce the risk e.g. staff man exit doors at start/end of school day.</p> <p>CCTV in operation</p> <p>Visitors escorted around the building</p> <p>Visitors escorted from the premises</p>				
Meeting Visitors		<ul style="list-style-type: none"> • Meetings only to take place with visitors who have signed in at the reception area • Meetings take place in designated meeting areas • Staff to inform a colleague when meeting taking place • Staff to inform colleagues how long the meeting will last • Staff members to ensure a personal exit route from the meeting room is clear at all times 		<ul style="list-style-type: none"> • Where parent/carer known to be violent and aggressive two members of staff to be present in the meeting. • If threat perceived staff to remove themselves from the meeting. • Where parents/carers have presented violent and aggressive behaviour this is to be communicated to all staff. 		
Approach by parent/carers in the playground at the start/end of the school day		<ul style="list-style-type: none"> • Staff to position themselves close to the school building at the start and end of the school day. • Staff to determine whether a more confidential meeting is required. • Staff to remain courteous at all times 		<ul style="list-style-type: none"> • Parents/Carers to be guided to the reception area to sign in and a designated area be identified to chat with parent/carer. • If known issues concerning parent/carers staff to speak with parent/carer in two's. 		
Verbal /Physical threats on		<ul style="list-style-type: none"> • Staff to position themselves close to the school building at the start and end of the school day. 		<ul style="list-style-type: none"> • 999 to be contacted if threat perceived • Building to be made secure where threat perceived. 		

Hazards / issue	Risk rating H/M/L (before)	Recommended controls (circle or ✘ / ✔ if in place)	✘ or ✔ (Y / N)	Further Action needed to reduce risk in addition to controls ticked / any comments	By whom & when	Risk Rating H/M/L (After)
school premise		<ul style="list-style-type: none"> • Staff not to engage with persons • Staff to walk away to a place of safety where possible • Pupils to be taken to a place of safety where need identified • All incidents reported to the Head teacher. 		<ul style="list-style-type: none"> • Incidents to be reported to the governing body. • Where incidents occur staff advised of support available through Employee Assistance Programme (EAP) 03000 268999 and Occupational Health 03000 268999. • School to seek advice from Legal Services re parent/carer exclusion from the school premises 		
Physical and verbal abuse from pupils		<ul style="list-style-type: none"> • Education Health Care Plans in place where individual need identified. • Individual pupil risk assessments carried out • Behaviour policy in place. • Pupil behaviour monitored and appropriate action taken • Appropriate action taken to defuse potentially violent situations • School liaise with LA colleagues for support and guidance e.g. behaviour team/educational psychologists 		<ul style="list-style-type: none"> • Staff to receive information, instruction and training to handle verbal/physical abuse • Head teacher to consider training staff in Team teach. 		
Home visits		<ul style="list-style-type: none"> • Where possible all visits/meetings will take place at the school • Head teacher approves all home visits • Lone Working risk assessment completed • Staff carry a charged mobile phone at all times • If staff feel uncomfortable/threatened staff to make excuse(e.g. left paper work at school) 		<ul style="list-style-type: none"> • Ensure that a record is maintained of who the member of staff is visiting. • Local records to be maintained re make/model and car registration number 		
Social media threats		<ul style="list-style-type: none"> • Staff ensure that social media accounts do not compromise their professional position, privacy settings activated 		<ul style="list-style-type: none"> • Contact DCC Legal & Democratic Services Litigation 03000 269680 where concerns identified. 		

Hazards / issue	Risk rating H/M/L (before)	Recommended controls (circle or ✘ / ✔ if in place)	✘ or ✔ (Y / N)	Further Action needed to reduce risk in addition to controls ticked / any comments	By whom & when	Risk Rating H/M/L (After)
		<ul style="list-style-type: none"> Staff do not under any circumstances accept friend requests from a person you believe to be either a parent or a pupil at the school. The school social media accounts are monitored by the Head teacher 		<ul style="list-style-type: none"> Where incidents occur staff advised of support available through Employee Assistance Programme(EAP)03000 268999 and Occupational Health 03000 268999 		
Approaching persons on site		<ul style="list-style-type: none"> Staff not to approach persons alone. Staff to retreat to a place of safety or where support/assistance is available <p>Where it is safe to approach a group/person:</p> <ul style="list-style-type: none"> Approach in two's Ensure a personal exit route is clear Staff to remain courteous at all times 		<ul style="list-style-type: none"> 999 to be contacted if threat perceived Building to be made secure where threat perceived. 		
Premises Security		<ul style="list-style-type: none"> Identified gated areas locked and secured during the school day. Good level of lighting around the premise Procedures followed as identified in the School Security Policy and Security Risk assessment The buildings are secured at night by the caretaker. The premises is secure from vandalism and burglary as far as is reasonable practicable. Physical barriers (fences etc.) to prevent unauthorised entry to the grounds, <p>OR</p> <ul style="list-style-type: none"> There are procedures in place to safeguard pupils in areas where public access is impractical to prevent. 				

Hazards / issue	Risk rating H/M/L (before)	Recommended controls (circle or ✘ / ✔ if in place)	✘ or ✔ (Y / N)	Further Action needed to reduce risk in addition to controls ticked / any comments	By whom & when	Risk Rating H/M/L (After)
		<ul style="list-style-type: none"> These procedures are written in the schools security policy and include consideration of staff personal safety. All gated areas locked and secure 				
Call Outs to the premise		<ul style="list-style-type: none"> Security Risk Assessment in place Lone Working Risk Assessment in place Staff do not enter if signs of breaking and entering Only identified staff carry out Call Outs Staff assess whether presents is required on site Log of call outs maintained 		<ul style="list-style-type: none"> Where possible Call out to the premises out of school hours to be contracted to a private contractor Where breaking and entering identified contact 999/111 Head teacher informed where staff have carried out emergency call outs 		
Community Use		<ul style="list-style-type: none"> Our security strategy includes community use of the building. Community use has been physically separated from pupils where practicable. In spaces shared with community use there are other procedures in place such as supervision. 				

Other hazards (if any)	Risk rating H/M/L	Controls already in place	Risk Rating H/M/L	Further action needed / comments	By whom & when

Personal Safety Guidance - information for all staff.

Main Entrance / School Office

- On hearing doorbell, make a visual check prior to pressing the door release button
- All visitors (including parents) to sign in prior to entering the main building
- All visitors (including parents) must be given an ID badge to wear, if they are proceeding beyond the main entrance area
- All staff should challenge any visitor on the school premises if they are not wearing an ID badge

If a visitor becomes aggressive / violent in the main entrance area:

- Stay calm and listen
- Ask the person politely to take a seat
- Seek assistance from Head teacher, in the first instance
- If the situation escalates, do not hesitate to call the police

Meeting visitors in Head Teacher's office

- Never meet known aggressive or potentially violent visitors alone
- If situation is escalating and assistance is required, ring main office
- Do not hesitate to call the police

Meeting visitors in other parts of the school

- All visitors (including parents) to sign in prior to the meeting
- All visitors must be given an ID badge to wear
- Always make sure another member of staff is nearby and aware of the meeting
- Never meet known aggressive or potentially violent visitors in classrooms, always use the head teacher's office
- If a situation is escalating, stay calm and suggest (firmly but politely) that this conversation should continue with the Head teacher

Incidents involving pupils

- All pupils that present a personal safety risk to other pupils or staff will have their own individual pupil risk assessment
- Incidents involving pupils exhibiting violence or aggression towards other pupils or members of staff will be dealt with in line with our school behaviour policy
- Staff should ensure they are aware of the school's child protection and physical restraint policies and act in accordance at all times
- If an incident occurs, stay calm and always seek help from the Head Teacher, in the first instance

Home visits

- Under no circumstances should staff feel threatened or uncomfortable when making a home visit
- Home visits must only be arranged with the Head teacher's approval
- School office must be informed of the time and address, prior to making the visit

- Always take a mobile phone
- Never meet known aggressive or potentially violent visitors alone
- Home visits should last no longer than 30 minutes
- If, at any time, you feel the home situation poses threats to your own personal safety, stay calm and suggest (firmly but politely) that the meeting should continue with the Head Teacher
- Always contact the school office as soon as the home visit has been completed
- If no contact is made, the school office staff will ring your mobile to check on your well-being
- If the school office staff are unable to make contact with you, the police will be notified immediately

Lone workers

- Always make sure somebody knows that you are in school
- Always have your mobile phone with you
- Always know which emergency exits are accessible (main escape route is through the main entrance door)
- Ensure your own personal safety, by not:
 - Working at height
 - Using hazardous equipment
 - Moving and handling any heavy object
- Never challenge intruders or trespassers on your own, always notify the police immediately

Reporting and recording incidents of violence and aggression

- Always complete an incident/accident form, following any violent incident (including verbal aggression)

Support following incidents of violence and aggression

- A range of support is in place for any member of staff, following incidents of violence and aggression. Information is available on the extranet and from the headteacher.

Defusing violent situations / Basic advice:

1. Sit down - particularly if you are standing and the client is sitting.
2. Change the way you and the client are facing each other by moving to a different position.
3. Walk away.
4. Distract the client - or perhaps arrange a diversion if you see a colleague in trouble.
5. Take what the client has to say seriously, even if you do not agree with their point of view.
6. Stop insisting if the client does not want to comply.
7. Change the person dealing with the situation.
8. Avoid topics where you and the client have reached stalemate.
9. Give in, if the consequences of this can be dealt with later when the client is calmer.