



DEALING WITH ABUSE, THREATS AND VIOLENCE TOWARDS STAFF POLICY

Introduction

The Management Board and the Director of Education share a duty of care with in relation to protecting the physical and emotional well-being of all the staff employed at WATHEN GRANGE SCHOOL . It is their belief that violence, threatening behaviour and abuse against school staff are unacceptable and should not be tolerated. Wherever violence, threatening behaviour and abuse occur towards school staff, all reasonable and appropriate action will be taken in support of the staff. This policy outlines how incidents involving adults will be dealt with.

Violence, threatening behaviour and abuse

All staff members have a right to expect that their school and in pupil's homes are a safe place in which to work and that prompt and appropriate action will take place on their behalf if they are subject to violence, threatening behaviour and abuse by parents and other adults or our students (not withstanding their personal difficulties and reasons for being at the school), on school premises. Examples of such behaviour might include:

- ☒ Abusive and aggressive language
- ☒ Common Assault – involving the threat of immediate violence or causing minor injury such as a graze, reddening of the skin or minor bruise
- ☒ Actual bodily Harm – causing an injury which interferes with the health or comfort of the victim such as multiple bruising, broken tooth or temporary sensory loss
- ☒ Grievous Bodily Harm – causing serious injury such as a broken bone or as injury requiring lengthy treatment
- ☒ Radically Aggravated form of Assault where there is racial element to the offence

Measures to avoid prevent and minimise incidents

The Director of Education will take the lead role in relation to the policy.

The Management Board will oversee the implementation of the policy.

A Risk Assessment for the workplace will be carried out annually.

Advice to staff about how they should act and behave in the incident will be provided and to new staff as and when they join the school.

Strategies advised include:

- ☒ Be assertive but not aggressive

- ☒ Speak calmly without raising the voice
- ☒ Seek assistance
- ☒ Be polite but firm
- ☒ Maintain a safe distance between yourself and the aggressor
- ☒ Think about an escape route should a need arise
- ☒ Remember body language and stances to protect yourself physically
- ☒ Consider location for potentially difficult encounter and seek advice from the Head Teacher beforehand

Action when an incident occurs

The school staff will not tolerate unacceptably abusive language and any interchanges involving abusive language towards school staff will be logged and, if necessary, recorded on an Incident Report Form.

Action may need to be taken against adults who repeatedly use abusive language; this might include a formal letter or barring the person from the school site.

The recording and reporting of incidents involving violence, threatening behaviour and abuse towards staff are important because:

- ☒ It may be necessary to collect evidence in the event of the police bringing formal charges against an alleged assailant
- ☒ The Company insurers will require information should a claim for compensation be made
- ☒ The review of this policy will be aided by monitoring incidents which are recorded at the time of the occurrence

Once an attack has occurred, staff should complete an Incident Report Form (located in the school office)

The DUTY MANAGER should be informed immediately and will liaise with all relevant parties and the Police if appropriate.

Dealing with the incident

All parties involved will take account the needs, feelings, views and wishes of the victim at every stage. Sympathetic and practical help and support as counselling will be made available to the victim at the time of the incident and subsequently.

Support:

- ☒ The Director of Education / SLT / Duty Manager
- ☒ The member of staff's trade union
- ☒ National Teacher Line – 0800 562561
- ☒ Victim Support

The 999 call system should always be used when immediate attendance of a police officer is required. The Police support the use of 999 in all cases where:

- ☒ There is danger to life
- ☒ There is likelihood of violence
- ☒ An assault is, or believed to be, in progress
- ☒ The offender is on the premises
- ☒ The offence has just occurred and an early arrest is likely

In non-urgent cases, where the incident is not thought to be an emergency but police involvement is required, 101 should be contacted and all reports to be logged.

Harassment

In the event of a member of staff finding him/ herself subjected to a pattern of persistent and unreasonable behaviour from individual parents/ carers which is not abusive or overtly aggressive, but which can be perceived as intimidating and oppressive, this may constitute as an offence under the Protection from Harassment Act 1997.

If the actions of a parent/ carer appear to be heading in this direction, staff should record all incidents in writing, with the date, location, and means of communication (e.g. Telephone call, letter, email, verbal, 1:1 conversation) and inform the Director of Education or SLY Duty Manager .

An option at this stage would be banning the parent/care from the school premises by the Director of Education on behalf of the school. If a person who has been banned subsequently trespasses and causes a nuisance or disturbance, the matter will be referred to the Police.

Written by: Viron Mangat January 2018

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