

VIOLENCE & AGGRESSION POLICY

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## **Health and Safety Policy Arrangement – Violence at Work for WELLING SCHOOL**

### **What is Violence?**

The Health and Safety Executive (HSE) define violence as ‘any incident in which an employee is abused, threatened or assaulted by a member of the staff or public in circumstances arising out of the course of his or her employment’.

Verbal abuse and threats are the most common types of incident. Physical attacks are comparatively rare.

### **Definition of Abuse for Guidance**

‘An abusive act’ is any act or omission of an act that wilfully deprives a person of their rights which may cause or causes actual physical injury or emotional harm to that person. Among other acts, this would include striking or kicking a person, using physical or chemical restraint improperly or without authorisation, withholding food and any form of racial or sexual abuse, wilful, deliberate and malicious teasing.

### **Management Action Plan**

The best way to tackle the problem of potential violence is for management and employees to work together in determining the strategy for dealing with the problem.

The following steps should be taken when deciding what action (if any) is needed.

### **Investigate Risk**

The problem of violence at work may not be immediately apparent. Employees may not inform anyone that they have been faced with a violent situation; some may accept that facing aggressive behaviour is part of the job and that reporting incidents may reflect badly on them.

The easiest way to find out is to ask employees. This can be done informally by managers or supervisors or by asking employees to complete a short questionnaire.

It is important that employees are informed of the results of the survey so that if there is a problem they will realise you recognise it and if a problem does not exist any fears will be put to rest.

Even if no problem is found it is wise to check the position again from time to time as situations may change.

### **Record and Categorise Incidents**

By keeping a detailed record of all incidents **Welling School** will build up a picture of the problem. A report form can be used to get the details of what happened, where, when, who was involved and any possible causes. **Welling School** will encourage employees to report all incidents and having a report form for this purpose will help show that this is what you expect.

Details on the incident report forms can be used to check for patterns. Look for areas and times of incidents, as well as common causes.

It may be useful to categorise the incidents as this may help you to target your plan of action initially where it is needed most.

A simple classification now follows to help identify how serious incidents are:

<b>Type of Incident</b>	<b>Outcome</b>
1. Physical contact	a) Fatal injury b) Major injury c) Minor injury / shock
2. Serious or persistent	a) Shock threats or verbal abuse b) Stress – feeling of being at or harassment

Note: record any first aid treatment; hospital treatment (and out-patient treatment); counselling; number of days absent from work.

### **Assess Hazard**

Once **Welling School** has instigated a formal reporting procedure and all incidents are being recorded and categorised it is then possible to make an assessment of the degree of risk of violence faced by our employees.

Also **Welling School** shall be able to determine which types of work and areas of work leave your employees exposed to these risks.

It will then be necessary for preventative measures to be examined and a strategy to be devised to minimise the risks and protect employees.

### **Consider Preventative Measures**

It may mean that physical changes to the business are necessary such as the installation of security locks, etc.

Better lighting may be necessary in some areas, particularly if there are secluded areas around buildings which form part of your premises.

Another measure for preventing potentially violent situations at work is to train our employees. The aim of this training should be to give employees more knowledge and confidence to enable them to deal with aggression generally, by spotting early signs and avoiding or coping with it.

A mix of measures will often work best. We will balance the risks to employees against any possible side-effects arising from our actions. An atmosphere that suggests that employees are worried about violence can sometimes increase its likelihood.

### **Put Measures into Practice**

The measures we adopt will be comprehensive and easily understood so they can be actioned by employees. It is important that employees co-operate, follow the procedures properly and report any further incidents.

### **Monitor Effectiveness**

Once we have taken steps to reduce the potential of violence at work, management will check how well they are working. Evidence of this will be seen in the reduction of serious incidents and in the improvement in morale.

### **Preventing Violence to Employees – Action Plan**

Step 1	Investigate Risk
Step 2	Record and Categorise Incidents

Step 3	Assess Hazard
Step 4	Consider Preventative Measures
Step 5	Put Measures into Practice
Step 6	Monitor Effectiveness

(Review periodically and revise as necessary)

### **Report of Violence or Harassment**

All reports of violence and aggression should be uploaded on the incidents section of Every. Where this is not possible a Violence and Aggression form should be completed and handed to the HR Advisor. The form can be found on the T:Drive Policies and Performance.