

Oaklands School
Together Everybody Achieves More

Work-Related Policy and Procedure to prevent, manage and respond to work- related violence



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**PART OF THE
SAFEGUARDING POLICIES**

Work-Related Policy and Procedure to prevent, manage and respond to work-related violence

Reviewed July 2020

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1. Introduction

- 1.1. The purpose of this policy is to set out our School's policy and procedures to prevent, manage and respond to work-related violence. Management supports this policy and will not tolerate any instances of work-related violence, including verbal abuse to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer/parent or member of the public. All employees have the right to be treated with consideration, dignity and respect.
- 1.2. This policy applies to all staff working on our premises, including all contractors and external agency staff. In this policy the term 'customer' refers to parents and any other contractor or external agency staff.

2. Aims and Objectives

- 2.1. The aims of this policy are:
 - **Ambition** To ensure that Oaklands is a safe and secure place to work
 - **Self-confidence** Give staff the clear support that violence and abuse will not be tolerated.
 - **Perseverance** Regular monitor this with staff to ensure that the systems are working effectively.
 - **Independence** Have clear guidelines so that all staff know what the expectations are.
 - **Respect** Ensure that everyone is respected.
 - **Enquiry** Find out ways of improving communication between all stakeholders.

3. Definition of work-related violence

- 3.1. Any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment. This is based on the Health and Safety Executive's definition.

4. Responsibilities of staff and managers

- 4.1. These relate to all members of staff, including external agency personnel and other personnel who work on the premises, or have responsibilities relating to them.

5. Managers

- 5.1. All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it.
- 5.2. Managers should also:
 - Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly
 - Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process. You should also respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
 - Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers, parents and members of the public. Make sure you also offer good customer service and follow specific policies and procedures.
 - 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 this policy and the risk assessment as necessary
- 5.3. There may be occasions where customers are banned from the site. This information needs to be shared so that all are vigilant.
- 5.4. Where possible, direct staff to appropriate support and advice after an incident has occurred. Encourage other staff members to support their colleagues, including those that might have witnessed the incident. If victims are particularly traumatised by the event, provide support as appropriate.
- 5.5. If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.
- 5.6. Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence or abuse. They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

6. Staff

- 6.1. All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy. Reference to the staff signed Code of Conduct should also be made.
- 6.2. There are a number of things that staff can do to help prevent work-related violence:
 - Be aware of the school's policy and comply with it, including specific policies on aspects such as excluding customers.
 - Offer good customer service and be aware of customer needs
 - Recognise the potential for work-related violence and take action to resolve it early on. Staff should take positive action and, for example, contact a manager if they think a customer or member of the public might cause problems
 - Don't accept instances of work related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be reported in the incident book kept in the office, but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
 - Be supportive of colleagues who are victims or witnessed work-related violence
 - Suggest additional measures to managers which might help to prevent and manage work-related violence.
 - Ensure the Whistleblowing policy is adhered to
- 6.3. 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.
- 6.4. Staff and managers should also work with trade unions, where relevant, in preventing, addressing, reporting and responding to incidents or work-related violence.

7. Risk Assessments

- 7.1. The risk assessments for work-related violence are kept in the school office.
- 7.2. The risk assessments are conducted by a senior manager and are reviewed every year, unless an increase in the number of incidents suggests the assessment should be reviewed more frequently.
- 7.3. The risks are assessed by talking to staff, reviewing the incident book and considering the work environment and job description. If staff believe a risk factor has not been covered by the assessment or have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

8. Prevention and management measures

- 8.1. There are a number of measures in place following the risk assessment that staff should be aware of. These fall under the areas of work environment, working practices and training.

9. Work environment

- 9.1. We have CCTV to monitor and survey the premises. This is visible in the Site Manager's office. The system can be used to focus on potentially vulnerable areas of the school, i.e., the Main School Reception, both playgrounds KS1 and KS2, the entrance to the KS1 gate and the entrance to the KS2 gate, including the fenced off area containing the skip.
- 9.2. There is sufficient disc space to hold one month's worth of surveillance, but after that time, discs are recorded over. New discs should be purchased every quarter and the system is serviced every year.

10. Working practices

- 10.1. There are enough staff working in school to ensure that supervision ratios are kept to. Members of staff should ensure they are aware of where other adults are if support is needed. Staff must remember to remain professional at all times.

11. Training

- 11.1. All staff, including new staff, should receive awareness training on work-related violence, our policy and procedures, how to prevent work-related violence, reporting procedures and what to do following an incident. This may be through formal training or a briefing from managers, depending on the risk potential for the staff members. Managers will be trained as above, as well as on how to handle complaints and trouble-shoot among customers effectively.

12. Specific and relevant policies

- 12.1. There are other policies that are relevant to the prevention and management of work-related violence. These include:
- Health and Safety Policy
 - Lone working policy
 - Child Protection policy
 - Whistleblowing
 - Grievance and Harrassment
 - Complaints and Compliments
 - Communication Policy
 - Staff Code of Conduct

13. Actions following an incident

- 13.1. If a staff member is being abused, threatened or attacked, they should approach their manager or a colleague for help. Managers should respond to the situation by talking to the perpetrator, explaining that their behaviour is not acceptable. They should try to resolve the problem and, if that is not possible, call for assistance. The person may be asked to leave the premises. Police may be called. Medical assistance should be provided immediately where required.
- 13.2. 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.
- 13.3. CCTV discs of incidents should be kept in case the police need them. All incidents should be recorded in the incident book and less serious incidents reported to managers.
- 13.4. Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and managers should provide support.

14. Reporting and recording systems

- 14.1. Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded in the incident book in the office. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.
- 14.2. Any incidents resulting in major injury to staff or that cause staff to be off work for three days or more must be reported under the RIDDOR Regulations 1995. Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported. Managers should contact the HSE Incident Contact Centre on 0845 300 9923 to report the incident.
- 14.3. Less serious incidents should still be reported to managers as they occur and managers should make a note of these. If managers notice an increase in reports, several reports within a short period or reports about the same perpetrator, managers should record the details, ask staff for more information and take action. The action may include contacting the police or other local businesses about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by managers or staff to prevent a more serious incident occurring.
- 14.4. Where appropriate, the school will let other local businesses know of any troublemakers or incidents in our premises, informing the police and other local businesses about persistent troublemakers; sharing our CCTV footage with other businesses and the police to aid in the identification and prosecution of persistent troublemakers; banning persistent troublemakers from our premises, including troublemakers identified by other local businesses; attending local meetings to offer suggestions about further partnership working.