



JAMES BATEMAN JUNIOR HIGH SCHOOL

MANAGEMENT OF VIOLENT AND AGGRESSIVE INCIDENTS

1. Useful contact numbers (available in all areas)

Emergency - 999

Non-emergency - 101

2. Introduction

2.1 James Bateman Junior High School views acts of violence and aggression towards its employees or any other persons under its care as unacceptable. The school will therefore, so far as is reasonably practicable, ensure that employees are protected from risks to their health, safety and wellbeing posed by violence and aggression.

2.2 Work related violence is defined as:

Behaviour directed by a service user, pupil, their relatives or carers, members of the public, visitors or other person which produces damaging and hurtful effects, physically or emotionally in other people.

This includes:

- Assault/abuse causing actual physical injury or distress.
- Verbal or written aggression which offends the individual.
- Damage to property.
- Assault to others including members of an individual's family.
- Stalking.
- Animal attacks.
- Threat or fear of any of the above.

3. Aims and Objectives

3.1 To outline the strategies to manage the risks of violence and aggression in the workplace and provide support for the persons involved.

4. Communication of Standards of Behaviour

4.1 The school believes that all staff, pupils their relatives or carers, members of the public, visitors etc have a duty to treat each other with dignity and respect and to behave in an acceptable and appropriate manner. In line with our commitment to

equality, we strive to create an environment, free from harassment, where individuals are valued and cultural differences are understood and appreciated.

4.2 Unacceptable behaviour will not be tolerated. Examples of unacceptable behaviour include:

- Offensive language, verbal aggression, swearing, unwanted or abusive remarks which makes staff feel unsafe
- Invasion of personal space
- Brandishing of objects or weapons
- Physical assaults
- Offensive gestures
- Threats or risk of serious injury to a member of staff, service users or visitors
- Near misses i.e. unsuccessful physical assaults
- Stalking
- Spitting at people
- Alcohol or drug fuelled abuse
- Unreasonable and/or abusive behaviour
- Any of the above linked to destruction of or damage to property

4.3 Unacceptable standards of behaviour and sanctions against unacceptable behaviour need to be communicated to staff, pupils and members of the public. One way of achieving this is through posters.

5. Risk Assessment

5.1 The school will adopt a risk based approach to the prevention of workplace violence and aggression, involving risk assessment, control measures, monitoring and review. Measures which prevent the occurrence of violent incidents are preferable to those that reduce the severity of the violent incident.

6. Domestic Violence in the Workplace

6.1 Staffordshire County Council recognises it has a duty to promote a safe and healthy working environment to provide support to any employee, male or female who is the victim of domestic abuse and to protect employees from the risk of violent attacks from partners, ex-partners or family members while they are at work.

7. Training

7.1 Managers are responsible for identifying the training needs for staff as part of the ongoing risk assessment process. It is important that training records are monitored so that refresher training can be given when needed.

Training can prevent conflict situations from arising or escalating into violence. Such training should enable staff to recognise and leave situations that they consider unsafe.

8. What to do if a violent incident takes place

- 8.1 If a member of staff is involved in a violent incident they must, if at all possible, remove themselves from the situation. If there is a risk of injury to the pupils or staff member, assistance should be sought from colleagues.
- 8.2 The right to use reasonable force. Employees' have a right, established in law, to use reasonable force to defend themselves. This policy respects that right. The use of restrictive physical intervention.
- 8.3 In some settings the use of restrictive physical intervention is authorised as a technique in those situations where it is necessary for the protection of any member of staff, service user or any other person who may be present. Restrictive physical intervention can be used where a risk assessment identifies the need for intervention. In these situations, staff will be provided with the appropriate level of information, instruction and where appropriate training.
- Restrictive physical intervention must only be used as a last resort where the risk of physical injury is imminent or to avoid further injury.

9. Incident Reporting and Investigation

Incident reporting is an essential element of preventing violence and aggression. Incident reporting provides documentary evidence for:

- Supporting further action such as court orders.

A member of staff who has been the subject of violent/abusive behaviour must report the incident to the senior member of staff on duty as soon as is practicable. Staff must report all incidents of violence, even if they are of a minor nature.

The senior member of staff will report the incident using the Violence and Aggression Report Form see appendix 3. The completed form must be sent to the Strategic Health and Safety Service within:-

- 3 days of the incident for RIDDOR reportable incidents; or
- 10 days of the incident for minor i.e. non-RIDDOR reportable incident.

If a violent incident is reportable, the Strategic Health and Safety Service will notify the HSE.

If an injury resulted from the violent incident the accident book must also be completed.

All serious incidents must be investigated thoroughly by the appropriate line manager. Incident investigations should be carried out as soon as possible after the event. Information from the investigation should be used when carrying out a post incident risk assessment.

The responsible line manager needs to make a decision as to whether the incident is sufficiently serious to require onward report to their senior manager.

10. Post Incident Management and Remedial Measures

10.1 Even with effective risk management strategies in place, incidents of violence, aggression and abuse at work may still occur. It is therefore an essential part of managing violence and aggression at work that appropriate procedures are in place following an incident.

11. Post Incident Management

11.1 Support to Staff

Support for those who have experienced a violent/abusive incident is important and should aim to minimise any ongoing distress. Staff must receive full support and this will include the following:

- The immediate needs of the person(s) subject to violence and aggression e.g. first aid, medical treatment etc. are the priority.
- Following any episode of violence/abuse, there must be a full debriefing for all staff directly involved. This process of debriefing has two functions: to establish the details of what happened and to provide emotional support. The intention is to create a supportive system for staff to facilitate learning from the experience and to enhance the development of good practice in dealing with violent episodes. Such objective debriefing is to be standard practice and should normally be in two stages.

11.2 Stage 1

- (a) Senior Leaders should be involved in the factual debriefing to emphasise that incidents of violence are taken seriously. Senior Leaders should talk through the matter with those involved as soon as possible after the incident. This will take place in the Head teacher's office.
- (b) Emotional debriefing provides a supportive setting to allow people to cope more effectively. Such debriefing can include practical, informal support from colleagues as well as more formal systems of debriefing.
- (c) There must be no presumption of failure because violence has occurred. With the benefit of hindsight, staff sometimes feel a sense of failure when they have been involved in such an incident. They should be reassured that this is a normal reaction.
- (d) Those involved may need time off work following an incident and this should be offered. Staff should not be automatically sent home if they are likely to see the support they would receive from colleagues as more beneficial. However, if a member of staff requests to go home, they will be asked if they would like someone to accompany them. At the same time, it may be necessary to arrange for a friend or relative to spend some time with them. If the person does not wish to leave work, ask them if they wish to be relieved of certain duties for a while.
- (e) It is usually better for a member of staff to return to work as soon as possible, although they should not risk aggravating an injury. They should consult their doctor with regard to their fitness to return to work.

- (f) Staff must be informed of the legal options available to them in the case of an incident.
- (g) The Head must also ensure that all relevant staff are fully briefed about the incident.
- (h) The Strategic Health and Safety Service is available to give advice to managers following a violent incident.

11.3 **Stage 2**

The second stage of the debriefing should involve the wider staff group. At an appropriate time, the Head will call a meeting of the staff on duty to discuss the implications of the incident as a practice/learning issue. Violence/abuse will, in such circumstances, be viewed as a practice matter and not as a negative reflection on staff members' abilities. Discussing what has happened enables all to learn about the handling of future incidents and is often a helpful way of resolving personal feelings about the incident. The meeting will enable staff to discuss incidents together, participate in the planning of how to handle future visits/contact and benefit from having the support of colleagues.

12. **Police Involvement**

Incidents involving the safety of staff encompass a very wide range of issues and by their nature are unpredictable. Accordingly the role of the police can and must vary to respond to those incidents.

Essentially the role of the police encompasses 3 major areas: -

- (a) The senior member of staff on duty at the time the incident is taking place may make a judgement that the issue is now beyond the ability of the staff to deal with and that assistance from the police is required. In those circumstances the senior member of staff should make a decision to dial 999 and seek urgent police help. In doing so the senior member of staff needs to be aware that the police will take charge of the whole incident upon their arrival.
- (b) Following an incident the police can be asked, at the request of staff, to investigate an actual criminal act. It is a matter for individual staff to decide whether they wish to make such an approach to the police and in taking that decision staff need to be aware of the inability of certain individuals to understand their own actions and therefore to be held responsible in law for their actions.
- (c) Staff have a civil right to report an incident to the police and management will inform staff of that civil right. In some cases it would be appropriate to simply report the matter to the police without requesting that they investigate but simply so that they can issue a crime reference number to the member of staff so that they can, if they wish, proceed with a claim to the Criminal Injuries Compensation Authority (CICA).

The above cannot fully encompass the complexity and variety of violent incidents which may arise. However, both senior managers and trade unions are available to advise at any time.

13. **Signs of Potentially Violent Behaviour**

13.1 The following list is not exhaustive but merely indicative of signs and signals to be alert to:

- Restless behaviour involving pushing, noisiness and jostling, and general body language;
- Deliberately provocative conduct (name calling, hiding property etc);
- Attention seeking conduct;
- Sudden change in tone, volume or speech pattern;
- Over-sensitive reaction to correction or instruction;
- Threatening conduct, verbal abuse. Threats should be taken seriously and responded to appropriately.
- Previous history of violent conduct;
- Individual under the influence of alcohol, drugs or solvents.
- A noticeable behavioural change in a service user.
- A feeling of heightened tension.

All of the above, individually or in combination, can be indicators of potential aggression and, since most violent acts result from a build up and progression of factors, alertness to such signs and signals can enable earlier intervention and prevention.

13.2 Staff should note the following:

- Potentially difficult situations can often be anticipated and teams should endeavour to arrange or secure adequate staff/resources to deal with possible incidents.
- Staff should not overreact, question, or attempt to interview an intoxicated person. To do so could provoke violence. Calmness and reassurance is required.

13.3 Interviews/Telephones

Where staff are being subject to verbal abuse from a parent or carer that offends them, either face to face or by telephone, they should inform the person that they will withdraw from the interview/telephone conversation immediately. Should this fail to have the desired effect, then staff should withdraw and inform their Manager accordingly. If necessary, subsequent calls from that parent or carer can then be diverted to another member of staff.

Policy Adoption and Revision Details			
Governors Review:	07.03.2012	Effective date:	08.03.2012
Adopted on:	07.03.2012	Review Date:	March 2014

**Staffordshire County Council
Violence & Aggression Report Form**

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Directorate
Business Unit
Establishment

C&LL	<input type="checkbox"/>	SC&H	<input type="checkbox"/>	DSD	<input type="checkbox"/>	Strategic Centre	<input type="checkbox"/>
						DfES Number	<input type="text"/>

Names of person(s) subject to violent / aggressive behaviour

Name	Personnel No.	Status	Details of Injury	First aid treatment

Has this incident resulted in any member of staff being absent from work for more than 3 days?

Yes No If Yes

Who	How long

(If yes please contact the Health and Safety team as soon as possible).

Date of Incident:	<input type="text"/>	Time of Incident:	<input type="text"/> am/pm
Reported to:	<input type="text"/>	Reported by:	<input type="text"/>
Date reported:	<input type="text"/>	Time reported:	<input type="text"/> am/pm

Location (room)

If incident occurred away from the normal place of work/base please state the address and exact location.

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Name of Assailant

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Status of Assailant

Employee of SCC	<input type="checkbox"/>	Contractor	<input type="checkbox"/>	Volunteer	<input type="checkbox"/>
Service User	<input type="checkbox"/>	Member of Public	<input type="checkbox"/>	Other (please state)	<input type="text"/>
Student / Pupil	<input type="checkbox"/>	Work Experience	<input type="checkbox"/>		

Was an offensive weapon used?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If yes describe the weapon:

Witness details: (statements should be obtained from witnesses and attached to this form).

Name	Personnel No.	Status	Address if non employee

Description of events leading up to the incident

Details of incident

What happened after the incident

State what action has been taken or planned to reduce the risk of a similar incident:

Follow up action checklist

Were the police informed?	Yes	No	
Family / Carers of service users informed?	Yes	No	
Referred in relation to child protection / vulnerable adult?	Yes	No	
CSCI / other relevant agency informed?	Yes	No	
In the opinion of those involved was this incident motivated by discrimination?	Yes	No	
If Yes report the incident using the discriminatory incident form available on the Intranet			

at www.intra.staffordshire.gov.uk/equality					
What motivated the incident?					
Racism		Religion		Disability	Sexuality
Gender		Domestic Abuse		Other	

The affected parties and other members of staff have been made aware of the following:

The support of staff counselling service	Yes		No	
Their civil rights	Yes		No	
Their rights to medical attention	Yes		No	
Their right to time out following the incident	Yes		No	
A crime number may be obtained from the police	Yes		No	
Health and Safety policies are accessible to staff	Yes		No	
Staff care feedback forms available to staff	Yes		No	
Appropriate checks / treatments provided to service users	Yes		No	

Restricted physical intervention technique used?

Yes		No	
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Tick most relevant.

Standing Breakaway/Release	<input type="checkbox"/>	Seated Hair Pull Stabilisation	<input type="checkbox"/>	Escorting Stabilisation	<input type="checkbox"/>	Floor Other	<input type="checkbox"/>
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Non physical management of violence and aggression technique used?

Yes		No	
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Tick most relevant.

Calming Strategies	<input type="checkbox"/>	Redirection	<input type="checkbox"/>	Evasive Action	<input type="checkbox"/>	Other	<input type="checkbox"/>
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Prior to the incident was there an Individual Risk Assessment / Behaviour Management Plan in place?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Does the Individual Risk Assessment / Behaviour Management Plan require reviewing?

If YES; date reviewed _____

Which member of staff made the decision to use physical intervention?			
Why was the decision made?			
Was the incident discussed with the Service User?	Yes	No	
Outcome			
Was the service users medical / behavioural / special needs education needs a contributing factor			

to the incident? YES / NO

Details

What roles did individuals take during the incident		
Who	Did What	How Long

Details of the manager completing this form

Print Name

Job Title

Signature

Date

For Health and Safety Team use only

Date received

HSE RIDDOR
Reportable

HSE Report
Number

Date reported to
HSE

Telephone
investigation

H&S Advisers
Name

Site visit required

Date of site
visit

Incident Type

Additional comments by H&S Adviser

Send or email the completed form to the Strategic Health and Safety Service within 3 days of the incident for RIDDOR portable incidents, or 10 days for all other incidents.