



# **AGGRESSION & VIOLENCE POLICY**

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<b>APPROVED:</b>	
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## **INTRODUCTION**

Employers have a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees.

Managers have a responsibility to take steps to protect employees from foreseeable risk of violence and/or aggression in connection with their employment.

A violent and aggressive act includes aggressive behaviour, verbal abuse, physical abuse, sexual abuse, racial abuse and intentional damage to property, and extends from what may seem to be minor incidents to serious assault.

This policy provides a framework to assist in the recognition, assessment and strategic management of unacceptable behaviour and perceived risk to an employee of Norton Infant School.

## **DEFINITION OF AN AGGRESSIVE OR VIOLENT INCIDENT**

Incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health.

The definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, including racial or sexual harassment, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker's family.

## **RESPONSIBILITIES**

### **Managers**

Managers and supervisors have a responsibility to take steps to protect employees from foreseeable risk of aggression and/or violence, using the risk assessment process (see DMBC Corporate Health & Safety Policy for further details). However, employees need to differentiate between behaviour that challenges the services provided and an aggressive and/or violent incident that impinges on an individual's health, safety and well-being.

## Managers Must:

- Proactively ensure all staff in their department know and understand their responsibilities for reporting all acts of aggression and violence (see Section 2.9.1 Accident/Incident Reporting DMBC Corporate H & Safety Policy).
- Maintain a record of violent and aggressive incidents locally.
- Implement and maintain appropriate safe working procedures generated by risk assessment.
- Continuously monitor the risks involved in the work of your department and ensure that precautionary measures are implemented.
- Promote and sustain awareness of the potential risks and the need for a safer working environment, consulting with staff and encourage active co-operation.
- Ensure all staff receive suitable and sufficient training and information in the management of aggression and violence.
- Ensure staff receive prompt medical attention for physical injuries. Support, debrief and provide help for employees who have been victims of violence and/or aggression and other staff affected by incidents. If necessary refer employees for counselling to Health and Well-Being. Support and encourage staff to report incidents to the Police if appropriate.
- Make effective use of the Staff Safety (PVP) Database, (see Section 5.13.2 of the DMBC Corporate H & S Policy)

## Employees

- Employees must take reasonable care for their own safety whilst at work and conform to procedures regarding safe working.
- Employees must not put their colleagues at risk by their acts or omissions.
- All incidents of violence and aggression (to include physical violence, aggression, verbal abuse, sexual abuse, racial abuse or intentional damage to property) must be reported immediately to the relevant line manager and employees should assist and co-operate in the investigation of incidents, if required to do so.
- Employees are jointly responsible with their managers in identifying training needs in this area through supervision and appraisals.

## Good Practice

Whilst there is no substitute for training by adopting a few simple measures, aggressive and/or violent incidents may be reduced or eliminated.

## Managers should ensure:

- All incidents of aggression and/or violence are reported (see Section 2.9.1 Accident/Incident Reporting DMBC Corporate H & S Policy)).
- All staff comply with any procedures, generated by risk assessment and implemented for their safety i.e. logging in and out procedures.

## Employees should:

- Avoid potentially dangerous locations, if possible.
- Treat everyone with respect
- Respect personal space, yours and others.
- Be aware of body language, yours and others.
- Do not cause offence or provoke uninvited comments and actions.
- Stay calm, speak firmly and quietly, do not enter into arguments.

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