



# Calveley Academy

## Work-related Violence Policy

### **Purpose of this policy**

The purpose of this policy is to set out our school's policy and procedures to prevent, manage and respond to work-related violence. Senior leaders support this policy and we 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 member of the public. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises.

### **Definition of work-related violence**

We will define work-related violence as: 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.

### **Responsibilities of staff and managers**

These relate to all members of staff, and other personnel who work on these premises, or have responsibilities relating to them.

#### ***The Head of School***

All senior leaders have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. They 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
- 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 as necessary.
- 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 where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.

All staff have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence. Any member of staff found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

### **Staff**

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy.

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.
- Recognise the potential for work-related violence and act to resolve it early on. Staff should take positive action and, for example, contact The Head of School if they think a parent 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 but minor incidents and incidents of verbal abuse should be reported to The Head of School 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.

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.

Staff and managers should also work with trade unions, where relevant, in preventing, addressing, reporting and responding to incidents or work-related violence.

## **Prevention and management measures**

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.

### **Work environment**

We have CCTV to monitor and survey the premises. This is visible in the school office. The system can be used to focus on a potentially violent individual. It can also be used by the police to identify perpetrators. There are sufficient memory for two weeks worth of surveillance but, after that time, discs are recorded over.

### **Training**

The following training should be provided:

- 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 will be through our induction process.
- Senior Leaders' will be trained as above, as well as on how to handle complaints and trouble among all stakeholders

## **Actions following an incident**

If a staff member is being abused, threatened or attacked, they should approach their Head of school or line manager for help. They 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 the Police

Medical assistance should be provided immediately where required.

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.

CCTV incidents should be kept in case the police need them. All incidents should be recorded .

Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and Senior leaders should provide support, including, where needed, allowing time off work for individuals to recover.

### **Review dates**

This policy should be reviewed yearly when all other policies are reviewed, or if regular or serious incidents arise that suggest it needs to be revisited.

### **Reporting and recording systems**

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to their line manager or Head of School. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded . 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.

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.

Policy Adopted – October 2021

Review before November 2022







