

Violence aggression, intimidation and harassment to staff policy

Issued: March 2021
Reviewed: March 2024
Next Review Due: Spring 2027

1.0 Introduction

- 1.1 Birmingham Diocesan Multi-Academy Trust (BDMAT) and its schools are aware that some members of staff will on occasion be in a position where they may face verbal abuse, threatening behaviour or even be assaulted in some way. This will be distressing for themselves, their families and their colleagues. Where violence and aggression is anticipated, the Trust and the school will operate systems of work that minimise risks. This policy sets out ways in which the Trust can help prevent such incidents and minimise their effect.
- 1.2 We work with a diverse range of young people and adults and it may not always be possible to foresee a particular incident. However, the overwhelming majority of situations can be anticipated in which there might be a risk to personal safety, and this document sets out the way in which these potential incidents should be managed.
- 1.3 If incidents do occur, it is important that managers and staff follow the reporting procedure so that relevant information from the incident can be used to adjust operational, managerial and policy practices.

2.0 Purpose of the Policy

- 2.1 The purpose of this policy is to set out BDMAT's policy and procedures to prevent, manage and respond to work-related abuse from parents, pupils or members of the public.
- 2.2 The Trust Board supports this policy, and we will not tolerate any instances of work-related abuse, including verbal abuse, violence, intimidation and harassment to our staff.
- 2.3 All employees have the right to be treated with consideration, dignity, and respect. This policy applies to all BDMAT staff working on our premises.

3.0 Definitions

- 3.1 Birmingham Diocesan Multi-Academy Trust and its schools use the following definitions:

Violence and aggression: any incident in which an employee is abused, threatened or assaulted by another person in circumstances arising out of the course of their employment with BDMAT. 'Assault' refers to any form of violent conduct against a member of staff. It may be physical, psychological, sexual and/or verbal. It also refers to threats of and attempted assault of any kind, and includes abuse and threats made via the telephone or via social media.

Intimidation: to frighten or threaten someone, usually in order to persuade them to do something that you want them to do

Harassment: someone's actions amount to harassment when they make the victim feel distressed, humiliated, threatened or fearful. The main goal of harassment is to persuade victims either not to do something that they are entitled or required to do or to do something that they are not obliged to do. The intention of the perpetrator may also be to harass the member of staff through attempting to damage their reputation / spread false information. This may be through verbal communications with others or written via social media / emails / WhatsApp etc.

- 3.2 We accept that there is overlap between these definitions and that on some occasions more than one definition might describe how a member of staff is feeling. Also, we accept that the member of staff may use the word 'bullying' to describe how they are feeling. Any behaviours that the member of staff feels are covered by these definitions will be dealt with under this policy. These definitions apply whether the member of staff is on or off duty.

4.0 Examples of behaviour that fall within the scope of this policy include:

- Kicking
- Biting
- Punching
- Poking or pushing
- Spitting
- Scratching
- Head butting
- Tripping
- Actions that restrict movement
- Unwanted physical contact which results in no injury
- Use of weapons
- Use of missiles
- Extreme or repetitive verbal or written abuse which causes personal offence or distress (including telephone calls, emails and social media postings)
- Sexual, racial, homophobic or other harassment
- Bullying including cyber bullying
- Intimidation
- Damage to personal property
- Other aggressive behaviour
- Shouting
- Posturing

- Gestures
- Insults
- Innuendo
- Unreasonable demands or blackmail
- Allegations which turn out to be vexatious or malicious
- Spreading lies or innuendoes about a member of staff
- Undermining a member of staff with other members of the community based on unfounded facts

Please note, this list is not exhaustive.

5.0 General Policy

5.1 Violence, aggression, intimidation and harassment are unacceptable. However, given the nature of the services we provide, it is acknowledged that some staff may, on occasion, encounter such behaviours and therefore the Trust takes reasonable measures to eliminate or minimise the risks.

- Risk assessments will be undertaken for specific pupils with known difficulties.
- Generic risk assessments will be in place to cover potential abuse from parents and members of the public.
- Staff will receive training from time to time on measures to be taken in different circumstances.
- All incidents of violence, aggression, intimidation and harassment **must** be reported to a member of the School Leadership Team (or member of the BDMAT executive team for staff working in the Central Team and BDMAT Headteachers).
- Where a member of staff has to use positive 'handling procedures' as a result of violence in the school from a pupil, these should be recorded in the school's 'Red Bound and Numbered Book'.
- Following an incident, support will be offered by the school – where necessary staff should be directed to access support from our Health Assured scheme.
- Staff are expected to take account of their own safety when considering their actions in intervening in any incidents of violence or aggression.
- Staff are reminded of their right to involve the police if they feel a criminal act has been committed – staff should also consider consulting with their Trade Union

6.0 Roles and Responsibilities

6.1 **The Trust Board**, as the employer, is responsible for the provision of measures to safeguard its staff. It delegates the implementation of the measures provided for

within this policy to the Chief Executive Officer who in turn delegates this to the **Headteacher of each individual school.**

6.2 **The Headteacher and School Leadership Team** will:

- ensure that risk assessments are undertaken to manage the risks in relation to violence and assaults on employees.
- ensure that relevant staff receive training at appropriate intervals in skills that can be used to minimise risks to personal safety.
- ensure that all staff are aware of the procedure to report incidents of violence and aggression.
- ensure that all such reports are thoroughly investigated and responded to.
- offer and provide appropriate post-incident support to staff.
- monitor the effectiveness of this policy.

6.3 **Individual members of staff** are responsible for:

- following working procedures in line with risk assessments.
- reporting likely or actual incidents of violence, aggression, intimidation or harassment.
- taking due regard of their own personal safety and well-being and for withdrawing from a situation where the risk of actual or potential violence or aggression is high. An exception to this is where any formal plan (e.g. a care plan) relating to a pupil, requires an alternative, prescribed course of action to be followed.

6.4 **Advice to parents and carers for raising concerns with staff**

- Make an appointment to see the relevant person. If you just turn up at the school, they may not be able to give you the time you need.
- Make a note of the things that you are unhappy about. It will help to clarify the issues and help you when you meet the member of staff.
- Don't jump to conclusions. What made you angry may not be exactly what happened in reality. Deal with your anger before going to the school. An angry confrontation will normally get a defensive response rather than a helpful one. School staff may also refuse to talk to you while you are angry, so you will have achieved nothing.
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to may need to investigate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the BDMAT complaints procedure (also available at www.bdmatschools.com). This will tell you the informal and formal procedure for taking your concerns further.

7.0 Risk Assessments related to pupils

- 7.1 Risk is defined as “the likelihood of harm”. The significance of a risk depends upon the severity of the possible outcome and the number of people who may be affected. All risks should be managed before harm occurs – that is to say, by adopting a proactive approach rather than a reactive one.
- 7.2 These assessments are not to be confused with those made for an individual pupil, through a formal plan such as a Care Plan or a My Support Plan. They are different and separate because the risk of violence or aggression from a pupil may extend beyond the staff who might normally be expected to have access to the agreed plan. In the case of care plans, these individual assessments will be taken into account when preparing the risk assessment.
- 7.3 **Risk assessments** will seek to establish the risk to staff after taking into account:
- Information about children including the frequency and severity of any previous incidents
 - Frequency and nature of contact
 - Experience and training of staff
 - Location
 - Adequacy of existing precautionary measures
- 7.4 The risk assessor will identify any necessary measures and ensure that identified post holders accept the responsibility to act upon them within an agreed timescale commensurate with the risk.
- 7.5 All significant risks will be recorded on a risk assessment form. Both assessors and line managers are responsible for ensuring that the outcomes of assessments are made known to all relevant personnel including BDMAT Head of Operations, Head of HR and Head of School Support.
- 7.6 All assessments will be reviewed **at least annually** but more frequently if enhanced risks are identified or whenever relevant circumstances change.
- 7.7 Assessments will be reviewed after each incident.

8.0 Preventative Strategies

8.1 General Security

School procedures provide for the registration of all visitors at our school reception areas. If a member of staff observes a stranger not wearing a visitor’s badge, they will challenge this person immediately and alert Reception or a member of senior staff. However, due to the nature of some school sites,

unauthorised access may be possible, and it is acknowledged that this may pose a risk to staff or pupils. Where a parent / member of the public is considered to be irate they will not be let into the building until they have calmed down and given reassurances about their conduct on site.

8.2 **Suitable Working Environments**

When speaking to a member of the public/parent/pupil, staff will wherever possible use rooms with an unobscured vision panel in the door, and ideally leave the door open. Room layout is at the discretion of the individual member of staff and is governed by space and teaching needs. Wherever possible staff will base themselves in a position which allows sight of all entrances and immediate access to at least one of them - staff should position themselves nearest to the door.

8.3 **Working Practices and Patterns**

If it is anticipated that a visitor or pupil may display aggressive behaviour, staff will not meet with that person alone and will prepare their responses to any violent or aggressive behaviour in advance of the meeting. Staff will avoid working in isolation, particularly out of normal hours. If telephone callers become abusive or threatening, staff will issue a caution along the lines of, 'if you continue to be abusive, I shall have to put the telephone down', and then do so if the caller persists, at all times remaining polite, courteous and respectful. Make a note of the conversation following the meeting.

8.4 **Physical Intervention (Control and Restraint) of pupils**

As a general rule, physical interventions will only be used as a last resort when other strategies have been tried and found to be unsuccessful or when the risks of not employing an intervention outweigh the risks of using reasonable force. There is no legal definition of 'reasonable force' so it is not possible to set out comprehensively when it is reasonable to use force, or the degree of force that may reasonably be used. It will always depend on all the circumstances of the case.

There are two relevant considerations:

- the use of force can be regarded as reasonable only if the circumstances of the particular incident warrant it. The use of any degree of force is unlawful if the particular circumstances do not warrant such use.
- the degree of force employed must be in proportion to the circumstances of the incident and the seriousness of the behaviour or the consequences it is intended to prevent. The degree of force and the duration of its application will always be the minimum needed to achieve the desired result.

It is a criminal offence to use physical force, or to act in a way that leads another person to fear the use of force (for example, by raising a fist or issuing a verbal threat), unless the circumstances give rise to a 'lawful excuse' or justification for the use of that force. Such justification may be to prevent an injury to oneself or

to others or to prevent serious damage to property. In these circumstances, a reasonable amount of force may be used. Staff are aware that the use of unjustified and excessive force might be an offence.

All instances of physical intervention will be reported to a senior member of staff and recorded in the 'Bound and Numbered Book'.

8.5 **Self-Defence**

Leaving or getting away from a threatening situation is often the best defence, using any pretext that may work but individuals do have the legal right to defend themselves, or others, if attacked. The amount and degree of defensive force used must be proportional to the level of risk being faced. This will depend upon the circumstances.

8.6 **Positive Behaviour Policy**

Each school should have in place a Behaviour Policy which focusses on a 'positive' approach and outlines the school's expectations of pupils and includes a Code of Conduct, as well as providing advice on creating a positive climate for learning and information on School rewards and sanctions.

8.7 **Lone Working**

There will be occasions when members of staff will be working alone in their particular area of the school, particularly outside of normal school hours/term time.

The risk of violence and aggression towards staff increases in a lone working situation. Staff will take care not to make an appointment to see a visitor who is not previously known to them at a time when they will be alone in an area of the school.

If possible, they will cancel or re-schedule the appointment, rearrange the venue or arrange for an additional member of staff to be present. Staff should only work alone if they have gained permission to do this from their line manager and a risk assessment has been put in place.

8.8 **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 may be through formal training or a briefing from senior leaders, depending on the risk potential for the staff members.

9.0 Responsive Measures

9.1 Short-term Debriefing

The nature and level of action following an incident will depend on the circumstances of each case. Some 'minor' instances may not require any action, but it is important that no incident is dismissed as being too trivial to deal with without first exploring the effect of it with the member of staff involved.

Immediately after an incident, the line manager will ensure that all necessary first aid or medical treatment is arranged.

It is probable that the victim will want to talk about the incident but may be feeling distressed or guilty. It is important that sensitive support is given at this point. Line Managers will be aware that other colleagues are likely to be seen as primary emotional supports and this may require some flexibility about the normal work routine continuing. Further opportunities to talk about the incident will be provided after a period for reflection.

All parties involved in the incident will write down their thoughts and recollection of the incident as soon as they feel able to.

The staff member will be offered counselling through Health Assured and reminded that a trade union or professional association representative may be present at any meeting where a discussion of the incident takes place.

All incidents will be formally acknowledged, verbally and/or in writing.

The Headteacher and other managers will review risk assessments and care and support programmes in the light of any incident. This will include the sharing of information to ensure that all staff are made aware of risks as appropriate.

9.2 Longer-term Debriefing

Victims of violence or aggression may need time to come to terms with the implications of the incident.

The Headteacher, Leadership Team and Line Manager will be alert to the possibility that the member of staff is underestimating his or her own needs.

Other staff who witnessed the incident or are likely to come into contact with the aggressor will be given information about the incident and its implications.

Any staff development needs that are highlighted by the incident will be addressed.

If a member of staff is absent from work for a lengthy period following the incident, a referral will be made to an Occupational Health Adviser in accordance with the Trust's Absence Management Policy.

9.3 **Counselling**

Counselling will be offered where it is deemed appropriate by the Leadership Team and/or Human Resources through Health Assured., or where required, more specialist support.

9.4 **Change of Duties**

The staff member and Headteacher/Line Manager should agree any need to alter work duties as a result of the incident. This will be done such that the member of staff is not put under duress or made to feel guilty.

9.5 **Involvement of the Police**

The police will usually be informed of all incidents where a member of staff has been assaulted. In some circumstances the member of staff may not wish the police to be involved. However, the Headteacher has the final decision and may judge that the wider protection of the school community requires that a report be made to the police, notwithstanding the wishes of the individual. If, during the course of the incident a child is assaulted or abused, this will be reported in accordance with statutory regulations. The member of staff may also wish the police to be informed if they feel that any intimidation / harassment has reached a level where their behaviour could be classed as 'criminal'.

9.6 **Employer's Liability**

A member of staff who believes that they have suffered harm as a result of a work-related incident may seek independent advice as to any civil claim they may have. The Trust's Employers Liability insurance will apply where legal liability is established against the Trust or any other employee.

Employees may also contact the Criminal Injuries Compensation Board. Details can be found at www.cica.gov.uk. In order to pursue a claim, the incident must be reported to the police within 24 hours and to the Board within two years.

9.7 **Legal Advice and Support**

If an employee is the victim

If an employee is a victim of an assault / intimidation /harassment on one of our sites, which gives rise to criminal proceedings, the Trust's solicitors will provide support in terms of advising on the criminal process. However, this will not extend to bringing a civil action for damages, save to the extent that this is necessary in order to secure an injunction to prevent further assaults or harassment. If an injunction is to be sought against the perpetrator, the Trust's solicitors will advise

on each case as to whether the circumstances justify such an application or whether alternative action may be more suitable.

If an employee is alleged to have committed an offence

Where an employee is the subject of a criminal investigation as a result of allegations made by one of the Trust's clients, the Trust cannot provide legal advice or representation to that individual. This is so, even where it appears that the employee has followed the Trust's procedures.

If the police decide to take action against a member of staff, then the Trust will be as supportive as the merits of the case allow. However, the Trust is also unable to provide financial assistance to an employee to seek his or her own legal advice and representation from another source. Nor can it reimburse an employee's legal costs in the event of a prosecution not proceeding or ending in an acquittal.

In light of these two paragraphs, **it is strongly recommended that staff consider membership of an appropriate Trade Union**. Alternatively, staff may want to consider the possibility of taking out private insurance cover for such eventualities.

If a third party claims compensation

Where an employee is the subject of civil proceedings arising from an incident in which a third party alleges injury, the matter will be dealt with under the Trust's insurance arrangements, thus protecting individual employees. The only circumstances where employees may find themselves outside the protection of the Trust's insurance are where criminal acts have been committed or where the individual is negligent.

9.7 Exclusion of Pupils

Guidance on the exclusion of pupils has been provided by [Statutory Guidance on School Suspensions and Permanent Exclusions September 2023](#)

Only the Headteacher can exclude a pupil and this must be on disciplinary grounds. A pupil may be excluded for one or more fixed periods (up to a maximum of 45 school days in a single academic year), or permanently. Please refer to the BDMAT exclusions policy regarding the school's approach to permanent exclusion.

10.0 Dealing with Abusive Parents

10.1 Statement of principles

This section of the policy has been written taking in to account the DfE Guidance "Advice on school security: Access to, and barring individuals from school premises": [The Department for Education's guidance on Controlling access to school premises November 2018](#)

as well as National Association of Headteachers (NAHT) guidance on dealing with abusive parents.

- 10.11 At BDMAT we value the positive relationships forged with parents and visitors to our schools. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our schools a place where we model for pupils the behaviour we teach and expect. We place a high importance on good manners, positive communication and mutual respect.
- 10.12 Almost all parents, carers and visitors to BDMAT schools are keen to work with us and are supportive. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.
- 10.13 In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.
- 10.14 The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression, abuse, intimidation or harassment from parents. The board of Trustees has a requirement to protect staff and pupils from such behaviours.
- 10.15 Actions taken against the parent who are alleged to be abusive will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of the Local Academy Board and then the Local Academy Board are in place to ensure fairness.
- 10.16 There are a number of routes that the school / trust can undertake to deal with unacceptable behaviour as outlined below.

10.2 **Clarify to the parent what is considered acceptable behaviour by the school**

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if

there are further incidents. The parent will be invited to write to the Headteacher with their version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.

10.3 **Invite the parent to an informal meeting to discuss events**

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

10.4 **Impose conditions on the parent's contact with the school and its staff**

10.41 [The Department for Education's guidance on Controlling access to school premises November 2018](#) states that schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. ***It's enough for a member of staff or a pupil to feel threatened.***

10.42 Although fulfilling a public function, schools are private places. The public (including parents) has no automatic right of entry. Parents of enrolled pupils have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

10.43 Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of school staff by a member of SLT.
- restricting contact by telephone to named members of the senior leadership team / other staff.
- restricting written communications to named members of the senior leadership team and determining the frequency of these.

- restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school.
- any other restriction as deemed reasonable and proportionate by the Headteacher.

10.45 If the school / Trust plans to put in place one of these restrictions the parent will be informed by letter from the Headteacher the details of the conditions that are being imposed. The parent would then be given **10 school days** from the date of that letter to make representations in writing about the conditions to the Chair of the Local Academy Board. The Chair of the Local Academy Board would then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 school days of the date of the parent's letter. If the decision is to confirm the conditions will normally remain in effect for 6 months.

10.46 If the decision is to confirm the conditions imposed, this decision will be reviewed by the Local Academy Board normally after approximately six months (and every six months after that, if appropriate).

10.47 Just before the 6 month term review, the parent will be invited to make written representation to the Local Academy Board. This and the evidence from the Headteacher will be considered at a meeting of the Local Academy Board where three governors will consider the representations. The three Local Academy Board governors may decide to maintain, extend, amend or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the Local Academy Board within 10 days of the date of the meeting.

10.48 When deciding whether it will be necessary to maintain, extend, amend or remove the conditions, governors will give consideration to the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from then and any evidence of the parent's co-operation with the school in other respects. Governors may also make the decision to impose a ban on the parent (see section 10.5)

10.49 If the restrictions are maintained, extended or amended by the panel of three governors the parent will have the right to appeal this decision to a panel of three different governors. The parent has 10 school days from the governors informing them of their decision to log and appeal – this should be directed to the clerk of the Local Academy Board.

10.5 **Imposing a ban**

10.51 Where other procedures have been exhausted and aggression, intimidation or harassment continues OR where there is an extreme act of violence then the

school may consider banning the individual from school premises. This may also include banning a parent from accessing certain school staff by written communication or telephone; if this is the case, a means of communication about urgent matters such as their child's health etc will be established.

- 10.52 Where the parent is not already subject to restrictions (as set out above), the individual will be advised in writing by the Headteacher that a provisional ban is being imposed. The parent would then be given 10 school days from the date of that letter to make representations about the ban in writing to the Chair of the Local Academy Board.
- 10.53 The Chair of the Local Academy Board would then decide whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter.
- 10.54 If the Chair's decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.
- 10.55 A decision to impose a ban will normally be reviewed by a panel of three governors of the Local Academy Board after approximately six months (and every six months after that, if appropriate; or sooner, if the length of the banning order is less than six months). The parent will be invited to make written representation to the Local Academy Board; this and the evidence from the Headteacher will be considered at a meeting of a panel of the Board of the Local Academy Board. Local Academy Board governors may decide to remove the ban, extend the ban or impose conditions on parent's access to the school. The decision of the review will be communicated to the parent by the clerk to the Trustees within 10 days of the date of the meeting.
- 10.56 In deciding whether to remove or extend the ban or impose conditions, Local Academy Board governors will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from them and any evidence of the parent's co-operation with the school in other respects.
- 10.57 If the ban is maintained, extended or amended by the panel of three governors the parent will have the right to appeal this decision to a panel of three different governors. The parent has 10 school days from the governors informing them of their decision to log and appeal – this should be directed to the clerk of the Local Academy Board.
- 10.58 Where the banning order has been imposed following a review of an on-going restrictions by a panel of governors this will be communicated to the parent by

the chair of the panel. The parent then has 10 school days from the governors informing the parent of their decision to log and appeal – this should be directed to the clerk of the Local Academy Board. The appeal will be heard by three different governors of the Local Academy Board.

10.6 **Removal from school**

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547, Education Act 1996 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the Board of Trustees. Legal proceedings may be brought against the parent.

10.7 **Complaints policy**

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the BDMAT Complaint's Policy.

11.0 **Reporting Procedures**

11.1 Only by reporting incidents can working practices and procedures be adjusted to provide as much protection for staff as is possible. The cumulative effect of several minor incidents can be just as harmful as that from those of a more serious nature.

11.2 Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers.

11.3 All incidents, including physical attacks, serious or persistent threats and verbal abuse must be recorded in the incident book at the school. 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.

11.4 If senior leaders notice an increase in reports, several reports within a short period or reports about the same perpetrator, line managers should record the details, ask staff for more information and take action. The action may include contacting the police or BDMAT central team 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.

11.5 Any incidents or accidents should be recorded on EVOLVE where an injury has been sustained.

11.6 Major injuries are also reported to RIDDOR.

- 11.7 Any incident requiring a member of staff to use any form of restrictive physical intervention should be recorded in the Bound and Numbered Book.
- 11.8 The Headteacher and Leadership Team, via the Local Academy Board, will use these reports to identify measures that can reduce the likelihood of any recurrence as well as spotting regular or repeated perpetrators and victims.
- 11.9 All reports will also be monitored by the Local Academy Board and regular cumulative reports will be compiled to identify trends and areas for further action. These will be shared with the BDMAT Head of Operations.
- 11.10 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.
- 11.11 Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported.
- 11.12 Managers should contact the HSE Incident Contact Centre on 0845 300 9923 to report the incident.

12.0 Further Support and Advice

Some useful contacts are:

British Association for Counselling and Psychotherapy
BACP House
15 St John's Business Park, Lutterworth
Leicestershire,
LE17 4HB
Tel: 01455 883300

Victim Support
9A The Butts
Ilminster
Somerset,
TA19 0AY
Tel: 01460 55535

Criminal Injuries Compensation Authority
Alexander Bain House
15 York Street
Glasgow, G2 8JQ
Tel: 0203 6842517

HSE
The Pithay
Bristol, BS1 2ND
Tel: 0117988 6000