

All Hampstead Hill School Policies are always to be read and considered in conjunction with Equal Opportunities, Race Equality and Inclusion Policies. This Policy of Hampstead Hill School applies to all sections of the school including the Early Years Foundation Stage.

Hampstead Hill School

Health and Safety Policy:

Violence



Introduction

The main purpose of this document is to outline the reporting procedures in place and to look at some of the action that can be taken following a violent incident. At the same time it is important to stress that the need to report represents only one aspect in respect of dealing with violence in the workplace – it is just as important to use the form as a management tool. This means it should trigger management action by invoking support mechanisms for staff affected by violence. It also allows managers to link in with other measures, such as behavioural control, reprimanding the assailant, excluding the aggressor, separating incompatible clients (where appropriate), implementing new standards and revising risk assessments to take full account of any changes.

Definition of Violence

The School defines violence as:

‘Behaviour that produces damaging or hurtful effects, physical or emotional, in another’

This is a very broad definition that includes not only physical attacks but the following:

- Threatening behaviour
- Verbal abuse in person
- Verbal abuse during telephone conversations
- Abusive comments by email.

The effect on the individual varies according to a number of factors, including the nature of the incident, their perception of it, and the degree of professional and social support they enjoy.

If the incidents appear to be serious or occur regularly, the consequences may well be low morale, low self esteem, stress, poor motivation and performance, poor general health and increased absenteeism.

Guidelines for the Completion of the Incident Form

The form has been developed primarily as a tool for managers to assist them to monitor the incidence of violence within their establishments or areas of work. As such, accurate completion of the forms is essential and should prompt the identification of appropriate control measures at an early stage.

In the past there has been a tendency to treat physical assaults as being necessarily more serious than those of the non-physical variety. However, it has now become clear that this is a somewhat artificial demarcation as some non-physical assaults are clearly more serious than some which result in physical injury. In view of this, physical assault and non-physical assault should be similarly considered and evaluated according to their relative severity.

Ideally, the manager should complete the form during discussion with the employee involved in the incident. In some cases this may not be possible and it will be satisfactory for the employee to fill in the form at the time of the incident leaving the 'management action' section to be completed by the manager, who will reflect the discussions that have taken place. The manager will also verify the content of the form before signing it.

It is particularly important that employees are effectively supported after violent incidents and that appropriate management action is taken and recorded in the 'management action' section of the form. If managers feel they need to deviate significantly from the scale when agreeing a level of severity with the employee then this should be explored using the information contained within this section.

As in the case of accidents, it is important that forms are completed as soon as possible after the incident and sent to the Health and Safety Team without delay.

The violence form is chiefly designed to record incidents of violence perpetrated against staff. However, it can also be used to record incidents between clients, pupils or other service users. Following a violent incident appropriate management action should be taken and recorded in the 'management action' section of the form.

Reporting Racially Motivated Incidents

In the majority of cases the Racial Incident Form will be completed in confidence and retained.

Because of the possibility of claims arising from serious racist incidents between pupils schools should ensure that they retain records of such incidents until the children in question reach 21.

Remedies Against Persons Causing Violence or Abuse in the School Community

Where parents or guardians are known to have a history of abusive or violent behaviour arrangements should be put into place to reduce the risk of an incident.

It may be appropriate for a letter to be sent from the Principal (using the school address) to make the school's position clear and to try to avoid any further repeats of inappropriate behaviour.

Training

Training in managing violence is also likely to be an important control measure in any risk assessment which considers risks of violence to staff. This may take the form of:

- Violence at Work Training - focusing on diffusion techniques
- Breakaway Training - focusing on safe removal in the event of an attack
- Control and Restraint Training - this covers diffusion techniques, together with approved control and physical restraint procedures.

Details of training to be commissioned can be obtained from the Personnel and Administration Directorate or the School Improvement Service.

Monitoring and Review

The Principal has an important role to monitor the occurrence of violence and racially motivated incidents. It is suggested that such information would be a useful part of an annual Principal's Health and Safety report to the Principal.

Guidelines for the Completion of the Violent Incident Form

The purpose of these guidelines is to provide managers with information which will enable them to complete the violent incident form.

This form has been developed primarily as tool for managers to assist them to monitor the incidence of violence within their establishments or areas of work. As such, accurate completion of the forms is essential and should prompt the identification of appropriate control measures at an early stage. The forms are also analysed centrally for the purposes of gathering statistical information and identifying trends throughout the directorate.

There has been, in the past, a tendency to treat physical assaults as being necessarily more serious than those of the non-physical variety. However, it has now become clear that this is a somewhat artificial demarcation as some non-physical assaults are clearly more serious than some which result in physical injury. In view of this, physical assault and non-physical assault should be considered together and evaluated according to their relative severity. Incidents involving self infliction are now identified as a separate category.

Ideally, the form should be completed by the manager during discussion with the employee involved in the incident. In some cases this may not be possible and it will be satisfactory for the employee to fill in the form at the time of the incident leaving the 'management action' section to be completed by the manager.

The table below gives guidance on assessing the degree and severity of a violent incident in order that managers can gauge the effect on employees. This adopts an ascending scale of seriousness, level 1 being least serious level 5 the most serious. However, managers should be mindful that the overriding factor required in the evaluation is the perception of the

targeted individual to the particular incident in question. As a result, the level of seriousness ultimately assigned by managers following discussion with the employee may, by necessity, deviate from the guidance given in the table.

It is particularly important that employees are effectively supported after violent incidents and that appropriate management action is taken and recorded in the 'management action' section of the form. If, managers feel they need to deviate significantly from the guidance when agreeing a level of severity with the employee then this should be explored in this section. In the case of incidents involving service users this part of the form is likely to reflect changes to the individual's care plan.

It is anticipated that the completion and evaluation of the violent incident forms will be seen as an integral part of the management of services within the directorate.

Date adopted: September 2016

Updated September 2019

Name: Andrea Taylor

A handwritten signature in cursive script, appearing to read 'A Taylor', is written in black ink.

Signed:

Did the incident involve the following? (please tick as appropriate)		Level (Please consult guidance and circle appropriate number)					Were the police involved?	
Physical violence	Non-physical violence						Yes	No
Self-infliction								
		1	2	3	4	5		
If the incident involved any of the following, please specify (tick as appropriate)								
Verbal abuse			Verbal threat			Threat by a third party		
Threat with a weapon			Damage to property			Threatening Situation		
Harassment/Bullying			Threat to injure family or pets			Other		
Details of assailant/perpetrator				Address of assailant (if known or if different from overleaf)				
Surname:								
Forename(s):								
Sex: M/F Age:				Name of witness and address				
Occupation:								
Approximate weight:								
Approximate height:								
Ethnic Group (please tick appropriate box)		Assaulted person	Assailant	Did the incident involve any of the following? (please tick relevant boxes)				
White				Behavioural disorder		Drugs		
Black – Caribbean				Offensive weapon		Solvent abuse		
Black – African				Mental disorder		Alcohol		
Black – Other				Challenging behaviour		Restraint		
Indian								
Pakistani								
Bangladeshi								
Chinese								
Other (please state)								
Proposed management action (e.g. counselling or other supportive measures, changes to systems etc.)								
Date		Signature of employee involved						
Date		Signature of Supervisor						

Degree and Severity of Violent Incidents

Level	Physical Violence	Non-Physical Violence	Self Infliction
Level 1	Physical violence resulting in no injury.	Targeted verbal abuse, such as insults or swearing. Targeted threats perceived as being of a minor nature Threat to damage property.	Self harm resulting in no injury.
Level 2	Minor bruising or scratches as a result of intervening in an incident, for example restraint of a young person in a children's home. Normally this level of incident would apply to situations where the assailant inflicts a minor injury inadvertently and would be seen as something which occurs from time to time within normal parameters of the workplace.	Not applicable.	Minor injuries, such as superficial injury, bruise, graze or scratch.
Level 3	Inadvertent injury with serious consequences, such as severe laceration. Deliberate assault resulting in a minor injury, such as biting that does not break the skin.	Damage to personal property. Attempt to assault a person without resulting in physical injury or intimidation of a person by the physical presence or behaviour of another.	Serious injuries, such as laceration, open wound or fracture.
Level 4	Not applicable.	Targeted verbal threat to injure an employee, their family, pets or animals owned by them. Targeted verbal threat made by one client to another. <i>This level should reflect threats which are taken seriously. Such a decision should be based on the knowledge of the individuals concerned.</i> Threat with weapon or extremely intimidating behaviour.	A situation in which it is felt that there was a serious risk of suicide which will warrant the implementation of special management controls to monitor the situation.
Level 5	Targeted assault by the assailant resulting in serious injury such as severe bruising, cuts and fractures. These may be inflicted by biting which breaks the skin, forceful physical action or through the use of a weapon. The latter may be an item readily available within the immediate environment, such as a chair, television, craft knives or other hand tools. Any incident which results in medical attention or hospitalisation.	Harassment, including racial or sexual harassment. Harassment is different from behaviour involving occasional insults or isolated incidents of a sexual or racial nature. It implies ongoing or continuous behaviour perpetrated by one person upon another. This may have a cumulative effect on the person targeted and may escalate in its severity. Such behaviour may be seriously damaging psychologically or physically unnerving.	Very serious injury, such as that arising from attempted suicide or extreme self-mutilation.

In this context, 'targeted' means that the violence is directed towards a person rather than property.

Filename: Violence at Work.doc
Directory: /Users/lora
1/Library/Containers/com.microsoft.Word/Data/Documents
Template: /Users/lora 1/Library/Group
Containers/UBF8T346G9.Office/User
Content.localized/Templates.localized/Normal.dotm
Title: F2 - Violence at Work
Subject:
Author: Jane Simmonds
Keywords:
Comments:
Creation Date: 20/11/2019 16:23:00
Change Number: 2
Last Saved On: 20/11/2019 16:23:00
Last Saved By: Lora Binh
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Number of Characters: 11,945 (approx.)