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	Issued: 20 February 2023 Reviewed: 14 Feb 2024
Dealing with Abuse or Aggression to school employees	Review date: When necessary
	Supersedes: 7 June 2018 (reviewed 2020)
Approved By	FULL GOVERNING BODY & M COMMITTEE/HEADTEACHER

Violence and aggression have been defined as:

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”. The employee concerned should decide whether, in their opinion, they feel they have been a victim of violence and aggression.

However, Governors consider the following types of behaviour to be serious and unacceptable and, as such, will not be tolerated (This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour).

- Shouting at school staff, either in person or over the telephone.
- Physical intimidation of staff e.g., standing very close to him/her.
- The use of offensive hand gestures e.g., two fingers raised.
- Threatening school staff or pupils.
- Shaking or holding a fist towards another person.
- Writing abusive comments about a member of staff e.g., he/she is an idiot.
- Swearing at a member of school staff.
- Instigating or contributing to social networking sites which abuse school staff.
- Pushing.
- Hitting, e.g., slapping, punching, or kicking.
- Spitting.
- Racist/sexist/homophobic comments.

Incidents involving pupils should be handled in accordance with the school's Behaviour Policy.

STATEMENT OF INTENT

All members of the school community have a right to expect that South End Junior School is a safe place in which to work and learn. There is no place for violence, threatening behaviour, or abuse.

Any staff members who suffer verbal or physical abuse or threatening behaviour can expect the full support of the Governing Body.

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PREVENTING VIOLENCE AND AGGRESSION

1. Staff should familiarise themselves with Appendix 1 – Activities and Situations that could lead to Violent incidents Occurring.
2. Staff should attempt to avoid any situation where they are isolated, for instance by working in the same room or close to another member of staff and carrying a mobile phone with them when leaving the site.

Staff should share expertise in dealing with incidents and developing techniques for handling confrontational situations.

Some techniques are:

- a. Avoid confrontation in front of an audience – the fewer people involved in an incident, the easier it is for the aggressor to back down without losing face.
 - b. Stay calm, speak slowly so as not be drawn into a heated argument.
 - c. Give the aggressor space.
 - d. Avoid aggressive body language such as hands on hips, wagging fingers, looking down on the aggressor.
 - e. Ask another, preferably a Senior member of staff, to help talk things with through with a visitor.
3. Follow any control measures the school has in place on any specific risk assessments relating to meeting parents/carers who are known to present a risk
 4. The school will display a poster explaining the consequences of threatening or assaulting school staff.
 5. The school will ensure that any damage to the building or fencing is repaired quickly to maintain security.
 6. Office staff will ensure that all visitors follow procedures laid down. This will prevent unauthorised visitors wandering around the school.

TACKLING VIOLENCE AND AGGRESSION

If a staff member finds themselves in a situation where they perceive that the behaviour of those around them could lead to violence or aggression, the staff member should: -

- Let the person(s) finish what they have to say without interrupting,
- *Either* advise the person(s) that it is necessary for them to call a colleague, *or*
- Advise the person(s) involved that the conversation cannot be continued at the moment and bring it to a halt.

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- Call a Senior member of staff who should advise that previous behaviour had made their colleague feel uncomfortable and that the meeting can only continue if everyone has calmed down.
- If the person(s) begin to swear the meeting will be halted and the person(s) will be advised that this type of behaviour is unacceptable and that the meeting cannot continue – the matter will then be referred to the Head
- If the person(s) continues to be aggressive or are violent the Police will be called, after which the Head may decide to restrict access of the person(s) to school site.

FOLLOWING VIOLENCE AND AGGRESSION

Depending on the level of violence or aggression displayed the school will take some or all of the following actions, as appropriate: -

- Remind parents and carers by a blanket letter or inclusion in newsletter that this sort of behaviour will not be tolerated and the possible consequences.
- Seek to resolve the situation through discussion and mediation.
- Speak to the person(s) letting them know that their behaviour is unacceptable and that future instances may result in further action.
- Write to the person(s) pointing out school behaviour expectations and potential consequences if the aggressive behaviour continues.
- In situations where the school deems that the aggressive, abusive, insulting behavior or language is a risk to school staff or pupils:
 - Write to the person(s) temporarily barring* them from site, until the individual has had the opportunity to formally present their side or
 - Write to the person(s) telling them they intend to bar* them and invite them to present their side by a set deadline.
- Discuss the matter to the Local Authority
- Report the matter to the local Police and follow their guidance.
- Report the matter to the Police with a view to prosecution.
- Report the incident to the Health and Safety Committee of the Governing Body

All matters of violence and aggression will be investigated by the Head or Deputy Head.

All matters of violence and aggression will be reported to NNC Health and Safety using the Accident/Incident Notification Form. This includes verbal abuse, threats or antisocial behavior.

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MANAGING VIOLENCE AND AGGRESSION

The school will follow the guidance from the Health and Safety Executive and NNC and will survey staff to inform a risk assessment, following which appropriate action to reduce any risk will be taken.

BANNING A PARENT/CARER/VISITOR FROM THE SCHOOL

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. The parent/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that police involvement or an injunction application may follow. This communication will clearly state: The reason for the ban being imposed.

- The date of commencement of the ban
- A date by which any written representations by the individual should be received by the school
- A date for review of the ban and how this will be arranged (including any reparation that may be required by the school, e.g., a written apology)
- Provision to be made (if a parent or carer) for access to their child during the school day, e.g., should an emergency occur and the process to be followed should the parent/carers wish to contact the school or need to attend meetings at the school.
- What action will be taken to remove the individual from the premises should the ban be breached?

2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included

3. The Chair of Governors/LA will be informed of the ban

4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

SUPPORTING STAFF

Following any incidents involving staff the Head will check with the staff member to ensure that any support needed is put into place. This could be in the form of giving them the chance to talk about their experience or may warrant time off work, counselling, legal assistance etc.