



PONTARDDULAIS COMPREHENSIVE SCHOOL YSGOL GYFUN PONTARDDULAIS



Management of Violence and Aggression at Work Policy Rheoli Trais ac Ymddygiad yn y Polisi Gwaith

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1. Introduction

- 1.1. Pontarddulais Comprehensive School is committed to providing a safe and secure work environment for all staff and will take all reasonably practicable measures to prevent, or reduce the risk of such exposure to violence and aggression when delivering services to the School community. Pontarddulais Comprehensive School also recognises that exposure to violence and aggression, or threat of violence, is not an acceptable part of employees' duties.

2. Policy Statement

- 2.1. In line with the Corporate Health and Safety Policy, Pontarddulais Comprehensive School recognises and accepts its duties and responsibilities to ensure, so far as is reasonably practicable, the health, safety and wellbeing of its employees and others who may be at risk from its activities.
- 2.2. Pontarddulais Comprehensive School will not tolerate any aggressive, abusive or violent behaviour towards employees engaged in their work duties and appropriate action will be taken to protect staff.
- 2.3. Pontarddulais Comprehensive School will be able to demonstrate compliance with this policy via audit.
- 2.4. Serious and deliberate violation of Pontarddulais Comprehensive School's Corporate Health & Safety Policy, health and safety rules and standards will be viewed as gross misconduct under the Disciplinary Policy of Pontarddulais Comprehensive School.
- 2.5. It is acknowledged that in certain work situations some incidents of violent behaviour, including verbal abuse, can be attributed to client or users of the services medical condition or disability. As such, this is a Corporate Policy with Pontarddulais Comprehensive School supplementing it by having in place its own procedures and guidelines, which reflect the principles of this policy and the individual needs of Pontarddulais Comprehensive School.



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2.6. This policy is concerned with work related violence and aggressive behaviour, both physical and verbal towards all employees of Pontarddulais Comprehensive School from stakeholders, parents/carers, visitors or members of the public.

2.7. Managers may choose to delegate their duties but cannot delegate their responsibilities.

3. Scope

3.1. This policy applies to all staff, volunteers, agency staff and elected members who are all required to comply.

3.2. When considering the terms on which work, services or supplies will be provided to Pontarddulais Comprehensive School, the Headteacher will ensure specific provision concerning the health, safety and wellbeing of staff, pupils, parents/carers and the public.

3.3. Incidents of violence and aggression to employees by colleagues are dealt with under Pontarddulais Comprehensive School's Discipline Procedure.

4. Definition of Violence & Aggression

4.1. For the purposes of this policy the definition of violence is:

"Any incident, in which an employee feels abused, threatened or assaulted in circumstances arising out of the course of their duties".

Violence may take the form of:

- verbal abuse – directly or via the telephone/written – letter/email/social media
- verbal and non-verbal intimidation
- racial, sexual, disability or other harassment
- physical assault
- threatening behaviour; implied threat
- the use of animals to assault or intimidate
- pre-meditated violence and aggression.

4.2. This definition includes any violence in, or outside, the workplace which arises as a result of the member of staff's work activity.



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5. Corporate Responsibilities

5.1. Council

5.1.1. The Council will nominate one of its members as the portfolio holder for health, safety and wellbeing issues. The Council will promote this policy and comply with its provisions.

5.2. Chief Executive

5.2.1. With reference to the Corporate Health and Safety Policy, the Chief Executive is directly responsible for the health, safety and wellbeing of all employees and others who may be affected by the Local Authority's undertakings.

5.3. Executive Board

5.3.1. The Executive Board will be collectively responsible for strategic health and safety planning and for periodic review of health and safety performance.

5.4. Directors/Chief Officers

5.4.1. Ensure Heads of Service deliver their responsibilities under this policy and report any failings or barriers that may affect compliance to Executive Board.

5.4.2. Ensure that the Heads of Service and all managers comply with procurement procedures for equipment and specialist services.

5.5. Heads of Service

5.5.1. Ensure that suitable and sufficient arrangements, funds and resources are in place to manage violence and aggression within their Service Unit.

5.5.2. Ensure that risk assessments are undertaken and risks are minimised in those areas of work or circumstance where a predictable risk of violence and aggression exists.

5.5.3. Ensure that adequate monitoring systems are in place to evaluate the effectiveness of local arrangements to minimise the risks related to violence and aggression.

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- 5.5.4. Review violence and aggression incident statistics, identify trends and take action as appropriate.
 - 5.5.5. Identify key health and safety risks specified in the Service Business Plan and ensure control measures are implemented to reduce the risk.
 - 5.5.6. Ensure that there is effective consultation and communication between management, Trade Unions and employees to address risks, and raise awareness of violence and aggression risks e.g. SMT, Team Briefs.
 - 5.5.7. Ensure that employees interfacing with the public have access to details of individuals who are known to present a potential risk due to previous violent or abusive behaviour towards Local Authority employees.
 - 5.5.8. Ensure there is immediate and affective communication between other Directorates, and external partners (where appropriate) when it is deemed that details of a perpetrator need to be brought to the attention of other Local Authority employees who are likely to come into contact through the course of their work to raise awareness of the risks from that perpetrator.
- 5.6. Headteacher
- 5.6.1. The Headteacher is responsible for ensuring that suitable and sufficient arrangements are in place to implement this policy within his/her sphere or responsibility.
 - 5.6.2. Ensure that risk assessments are carried out on all job posts/work activities where staff interact with parents/carers, pupils and members of the public, and that they take account of the risk of violence and aggression to staff, and ensure suitable control measures are implemented to remove or reduce the significant risks that are identified.
 - 5.6.3. Ensure that all staff identified through the risk assessment process, receive suitable and sufficient training at appropriate intervals in skills that can be used to minimise risks to their personal health, safety and wellbeing.
 - 5.6.4. Ensure that all staff are provided with clear instructions in respect of reporting incidents and threats of violence and aggression. Ensure all violence and aggression incidents are reported in accordance to the Management of Accident/Incident and Reporting Policy and details of aggressors are communicated to Line Managers and/or the Headship Team.
 - 5.6.5. Respond and thoroughly investigate all incidents, threats of, or actual violence at work, and take any remedial action that may be necessary to reduce the risk of further violence and aggression. Ensure that the HS3 violence and aggression incident report form is completed and sent to the



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Corporate Health, Safety and Wellbeing Service promptly. Include any other relevant witness statements or investigation notes. The Corporate Health, Safety and Wellbeing Service may investigate the incident.

- 5.6.6. Support staff involved in incidents of violence and aggression by providing appropriate post-incident support and debriefing to staff. When appropriate and in consultation with the colleague concerned, make an offer of referral to the Counselling Service or request a critical incident debrief.
- 5.6.7. In the event of an incident, ensure that response arrangements are in place to deal with violence and aggression towards staff and all staff are aware of those arrangements.
- 5.6.8. Where applicable and in consultation with the colleague, the Headteacher will ensure any assault, threat of assault or incident of a violent nature will be reported to the police in order that the matter can be investigated, and legal advice be sought.
- 5.6.9. Monitor incidents of violence and aggression within their workplace and revise risk assessments accordingly.
- 5.6.10. Notify the Local Authority of each incident of physical assault by a parent/carers, pupil or member of the public. Where appropriate, the persons responsible for the violent or abusive behaviour to be informed in writing that this behaviour will not be tolerated and is not acceptable.

5.7. **Employee**

- 5.7.1. Accept and understand their responsibility for reducing the risks of violence, and to cooperate and comply with any instruction given by the Headteacher which is provided for reasons of health and safety.
- 5.7.2. Colleagues will comply with the provisions of all Swansea Council health, safety and wellbeing policies.
- 5.7.3. Colleagues will conduct work in a manner which is safe for themselves, their colleagues, parents/carers, pupils and members of the public who may be affected by the employee's acts or omissions. Attempt to minimise potentially violent situations in accordance with relevant training undertaken. This may include the use of a range of strategies to reduce escalation of violence and aggression.
- 5.7.4. When identified through risk assessment, attend any training and subsequent refresher training provided for the risks associated with violence and aggression.



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- 5.7.5. Wear the personal protective equipment (PPE) provided to minimise risks when carrying out their duties, and be responsible for reporting if the PPE is damaged/not suitable for use.
- 5.7.6. Bring to their Line Manager or Headteacher's attention and/or Trade Union representative if they become aware of a work situation where there is a risk of violence which has not been adequately addressed. Report incidents of violence and aggression to their Line Manager and ensure that the relevant sections of the HS3 form are completed.
- 5.7.7. Not engage in unsafe practices and take unnecessary risks which have the potential to harm themselves, colleagues, parents/carers, pupils or members of the public.

5.8. **Corporate Health, Safety & Wellbeing Manager**

- 5.8.1. Will ensure the provision of advice and guidance via the Corporate Health, Safety and Wellbeing Service to those identified as having responsibilities under this policy.
- 5.8.2. To deliver any mandatory health and safety training required by this policy.
- 5.8.3. Collate all data submitted by managers as a requirement of this policy, and ensure its analysis and interpretation.
- 5.8.4. To ensure that all accidents/incidents/near misses reported that are notifiable under RIDDOR are referred to the Health and Safety Executive.

6. **Review and Monitoring**

- 6.1. The requirements of this policy will be monitored by way of a risk-prioritised process of auditing. All Service Units within the Local Authority will be able to demonstrate compliance with this policy.
- 6.2. The training and responsibilities of individuals will be monitored by the Local Authority through its management and appraisal processes.
- 6.3. Where necessary the Local Authority will take appropriate action to ensure that this policy is upheld.
- 6.4. This policy will be reviewed by the Corporate Health, Safety and Wellbeing Manager every 3 years or if:



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- New legislation is published or existing legislation is updated.
- New guidance is published or existing guidance is updated
- Research, monitoring or auditing suggests that a review may be required.
- Incident investigation suggests that a review may be required.

7. Reference

- Health and Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.
- Safety Representatives and Safety Committees Regulations 1977.
- Health & Safety (Consultation with employees) Regulations 1996.
- Equality Act 2010.
- Council Constitution – Part 4 Rules of Procedure – dealing with unreasonable or unacceptable behaviour by members of the public.