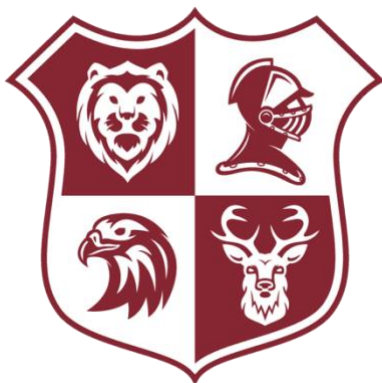


Violent Incident Management and Reporting



STATUTORY / NON-STATUTORY	NON-STATUTORY
MEMBER OF STAFF RESPONSIBLE	HEADTEACHER
DATE APPROVED BY Head/SLT	September 2018
GOVERNING BODY OR COMMITTEE RESPONSIBLE	GP
DATE OF FULL GOVERNING BODY APPROVAL	
REVISION DUE DATE	Pre-2021 (Covid Add)

NOADSWOOD SCHOOL SAFETY GUIDANCE PROCEDURE No: NSHS/SGP/18/07

Violent Incident Management & Reporting + Violent Incident Report Form

DATE:	17 th September 2018
EFFECTIVE DATE:	17 th September 2018
CATEGORY:	Health and Safety Guidance
KEYWORDS:	Violent Incident, Management, Prevention, Reporting
ISSUED BY:	Premises Manager
CONTACT:	Premises Manager Ext : 248
PROCEDURES CANCELLED OR AMENDED:	None
REMARKS:	Noadswood School Guidance Document
APPROVAL:	Kathryn Marshall
DESIGNATION:	Headteacher

YOU SHOULD ENSURE THAT :

- You read, understand and, where appropriate, act on this information
- All people in your workplace who need to know see this procedure
- This document is available in a place to which all staff members in your workplace have access

PURPOSE

To set out Noadswood School requirements and responsibilities in relation to the management, prevention and reporting of violent incidents involving staff, visitors and service users.

SCOPE

This guidance procedure covers all staff employed in Noadswood School. This includes school staff, agency staff, and staff from other organisations, contractors, volunteers and visitors. The procedure describes the responsibilities of managers and staff to ensure that they know how to manage violent incidents, understand how to reduce the probability of violent incidents where possible and access and use the School's Violent Incident Report (VIR) system.

POLICY

Noadswood School intends to provide a safe and healthy working environment and safe practices at all times and aims to ensure the health and safety of its employees and others who may be affected by their actions, so far as is reasonably practicable. The School will monitor levels of violent and aggressive behaviour, as reported, and offer appropriate training in the prevention and management of aggression as necessary. A robust and informative VIR database will be maintained by the Premises Manager, using information provided through the VIR reporting structure, in order that records can be routinely interrogated to enable monitoring / learning to take place.

REFERENCES TO LEGAL, CENTRAL GOVERNMENT AND OTHER EXTERNAL DOCUMENTS, INCLUDING RESEARCH

- Health and Safety at Work etc. Act 1974
- Management of Health & Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

HAMPSHIRE COUNTY COUNCIL AND NOADSWOOD SCHOOL REFERENCES

- Corporate policy (Violence/Aggression) :
<http://intranet.hants.gov.uk/hrsafety/polstan/violence.htm#support>
- HSE Free Leaflet – Violence at Work (INDG69) : Violence at Work (INDG69)
- Violence & Aggression National Free Advice line: Violence & Aggression National Advice line
- Counselling & Support for Employees (HCC): Health & Wellbeing Service
- Blank Risk Assessment Form: NSHS/RATF-001
- Lone Working Risk Assessment Template: NSHS/RATF-011
- Lone Working Safety Guidance Procedure: NSHS/SGP 03-07

DEFINITIONS

Violence is defined as :

- Aggressive physical contact which may or may not result in pain or injury
- Other non-physical aggressive behaviour directed towards an employee including :
 - Verbal abuse
 - Intimidating behaviour causing fear or concern
 - Sexual or racial harassment
 - Cyberbullying
- Violence to any property which may encompass a range of behaviour including:
 - Throwing a small item eg. cup, board cleaner, book
 - Destruction or ransacking of a building
- Violence towards staff
- Damage to personal or School property

ROLES

Managers are responsible for implementing this procedure.

AUTHORITY TO VARY THE PROCEDURE

Governing Body and / or Headteacher.

PROCEDURE

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1. INTRODUCTION

- 1.1 We must have a system for reporting and managing violent incidents that arise in our premises or affect our staff or others who may be affected.
- 1.2 Noadswood School has a single system of violent incident reporting which can be initiated locally, by staff or managers, based on each incident's outcome and the personal feelings and considerations of each person at the time of the incident.
- 1.3 This guidance procedure provides some guidance for the management and prevention of such incidents and identifies the specific reporting mechanism that is to be embraced in order that information can be collated and trended, in order to identify areas where violent incidents are prevalent, with a view to investigating, mitigating or reducing these incidents as appropriate.

2. LEGAL REQUIREMENTS

- 2.1 Health & Safety at Work etc. Act 1974
Employers owe a duty of care for the health, safety and welfare of all employees whilst they are at work and to other people who may be affected by their activities. They must comply with the statutory duties contained within the Act, as amended, as well as those supporting regulations.
- 2.2 Management of Health & Safety at Work Regulations 1999
Prominent among the requirements of these regulations is the duty to carry out suitable and sufficient risk assessments on all work activities. This includes activities where violent incidents may be inherent or where it is reasonably foreseeable that they may occur.
- 2.3 Reporting of Incidents, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR)
Certain specified incidents must be reported to the Health & Safety Executive (HSE) within a given time period as advised at SGP 17-07 and <http://www.hse.gov.uk/riddor/index.htm>.

3. STRUCTURE & CONTENTS

- 3.1 This guidance procedure has been designed to provide implementation guidance for managers and an information source for all employees. It explains the actions required and the performance standards expected of those managers and staff.

4. RECOGNISING POTENTIAL VIOLENCE

- 4.1 Recognising the potential for violence is often possible. At other times, it will be more difficult as it is not always premeditated and may not have an obvious cause. The analysis of previous Violent Incident Reports can identify useful indicators of potential triggers and patterns of violent incidents.
- 4.2 Whenever there is the potential for a violent or aggressive incident, a risk assessment must be carried out and recorded as a legal requirement, and action taken to reduce the risk to a tolerable level that is as low as reasonably practicable. The risk assessment must identify risks from all sources including clients, general public, client's family and friends, and visitors or other parties that have the potential to become involved. (See Blank Risk Assessment Form NSHS/RATF-001).
- 4.3 Factors associated with violence include isolation, stress, frustration, fear and experiences of violence in a person's past, especially in childhood. Contributory factors include the effects of alcohol and certain drugs.
- 4.4 Situations involving sanctions are potential triggers of a violent reaction. These can include a move to physically restrain to prevent injury or even a misinterpreted move to provide comfort.
- 4.5 Some psychotic states are associated with violence, and some physical illnesses can sometimes cause a person to react violently.
- 4.6 All threats must be treated seriously.
- 4.7 Managers and staff must discuss and decide upon appropriate actions in situations where the potential for violence is identified in accordance with the risk assessment. If restraint is to be used, it should only be as part of an overall strategy and used only in accordance with training provided.

5. PREVENTION OF VIOLENCE

- 5.1 Very straight forward precautions can be taken to avoid potential aggression. Planning for the avoidance of violence is a task for managers to undertake in consultation with their staff. The impact of the employee's attitude and behaviour in a given situation must not be underestimated.
- 5.2 Employees must feel secure in their work and this is to be facilitated by the introduction of safe working practices. This might be made possible for example, by the proximity of a 'stand by' person, by pre-arranged interruptions, effective lone working systems or by the use of verbal telephone codes requesting assistance, as well as by conventional alarm systems.
- 5.3 Attention must be given to an effective lone working system which includes the reporting in and back up arrangements for staff visiting client's homes, especially where there may be a risk of violence. Systems must be established for staff who work in isolation to ensure that their location is known. Call-back or similar systems must be available as appropriate, particularly for lone workers and/or those working outside office hours. Lone Working Risk Assessment (NSHS/RATF-011) should be used to assist in identifying these effective procedures.

- 5.4 Objects with the potential to be used as weapons must not be left lying around. Employees must also be aware that the wearing of items such as neck chains, pendant earrings, body jewellery etc. may increase the possibility of personal injury.
- 5.5 A system for raising an alarm must be available for employees, as appropriate, and the response tested on a periodic basis to ensure that it works effectively.
- 5.6 Preferably, employees should not be left alone without the ability of raising an alarm, but where this is unavoidable; other equally effective methods of reducing the risks must be considered.
- 5.7 All service users who telephone School staff must always be treated with courtesy, and waiting time must be kept to a minimum in order to reduce impatience or potentially violent situations.
- 5.8 All employees, including front line and support staff, who may have contact with members of the public, either by face-to-face or by telephone, must receive local induction / in-service training in the management of potentially violent and aggressive situations.
- 5.9 Managers and employees must discuss which situations may give cause for concern and what action is needed to help employees to feel secure and this should be recorded as part of the supervision process.
- 5.10 Managers must take action to support employees who identify instances when they have been or may be afraid, as a result of previous or potentially violent situations.
- 5.11 It is often useful for managers to have good working relationships with the local police.
- 5.12 Violence can be followed or caused by loss of credibility. It is accepted that the employee may lose personal credibility or confidence during or following a violent incident and that this credibility will be regained in time or as necessary.
- 5.13 Employees should have an awareness and, where appropriate, be trained in the use of non-threatening postures and the value of maintaining physical distance from an aggressive source.

6. HANDLING AN AGGRESSIVE INCIDENT

- 6.1 The following points of practice may help to defuse a potentially violent situation. The list is not exhaustive and other actions may be necessary and equally appropriate.
 - 6.1.1 When violence is threatened, employees should attempt to keep control of the situation.
 - 6.1.2 Attempts should be made to discuss with the violent person his or her frustrations and problems.
 - 6.1.3 Assistance from other employees may be summoned. Any other clients in the vicinity who are at risk must be encouraged to move somewhere safe.
 - 6.1.4 Physical safety of people is more important than the security of buildings or cash. There will be occasions when staff will need to retreat and help others to retreat to a safe distance, but only when this does not increase the risk of injury to any other person. Such decisions are not easy and are to be based on the balance of risks to all parties involved.

- 6.1.5 One of the difficulties with which staff have to come to terms, is the decision whether or not to use physical restraint. Very occasionally, and as a last resort, physical restraint will be necessary although many people, managers included, may feel uncomfortable about intervening in this way. If all else fails, physical restraint may help to control a violent situation but it must be employed with minimum force and in accordance with training received and corporate policy and local branch procedures.
- 6.1.6 Unless unavoidable, members of the public should not be involved in controlling an incident. Colleagues can immediately be requested to help, as appropriate, and police may then be summoned if circumstances dictate their presence.
- 6.1.7 Employees involved in violent incidents must always have the opportunity to discuss what has happened in detail with the manager and with colleagues and counselling must be offered. (HCC counselling / support for employees at : Health & Wellbeing Service).
- 6.1.8 The extent of immediate and delayed shock to all those affected by an incident must never be under-estimated. Any employee suffering shock or injury as a result of violence should seek medical attention and be offered appropriate support and advice.
- 6.1.9 Any implement used in an attack must be retained, provided this can be done without causing further difficulty or risk of added injury.
- 6.2 A review of all the aspects of a violent incident, including a decision on any action to be taken against the aggressor or any plans for working with the aggressive party, must be decided upon and an action plan must be devised, implemented and locally recorded as appropriate.
- 6.3 The question of police involvement and prosecution must be given early consideration by the line manager, taking advice from branch management and the legal section as necessary.
- 6.4 Violent incidents must be reported and recorded at the earliest opportunity in accordance with this procedure and using Violent Incident Report Form (NSHS/RF-001) in accordance with Paragraph 7 below.

7. REPORTING PROCEDURE

- 7.1 All Violent Incident Reports (VIRs) are reported using Violent Incident Report Form (NSHS/RF-001).
- 7.2 Reporting of all violent incidents ensures that local management staff are aware of such incidents and that appropriate action has been taken to support those involved and reduce the risk of a similar incident occurring in the future. Records of all violent incidents are required to meet all legislative requirements and to enable the monitoring of trends, whilst assisting in determining policy direction and ensuring the effective targeting of training resources.
- 7.3 Managers and staff should be aware that teams and units submitting VIRs are not viewed as problem areas or as poorly managed, but rather as taking the appropriate and responsible approach which is to be strongly encouraged. Staff should always be strongly encouraged to complete the VIR form and under no circumstances should they be discouraged from completing a VIR form following a violent incident.

- 7.4 Each work unit or team must have a clear process to ensure that VIR forms are always accessible, and are completed and distributed in accordance with the following procedure:
- 7.4.1 As soon as practicable, an employee must report the incident to their line manager or the most senior member of staff available who can advise on the appropriate action.
 - 7.4.2 The manager and the employee must together complete the Violent Incident Report form as soon as practically possible following the incident. This is in addition to the completion of any other related documentation including completion of the Accident Book or Accident Book Report Form, following guidance at NSHS/SGP 17-07, in the event of injury.
 - 7.4.3 For all staff, the VIR forms are to be actioned/forwarded in accordance with the 'Routing Instructions' on the VIR form itself which are as follows:
 - Original VIR Form must be stored securely with other VIR records, not personnel files
 - Copy to: **Premises Manager**
- 7.5 The respective responsibilities of those receiving VIRs are as follows :
- 7.5.1 The manager or most senior staff member available is responsible for checking that this procedure has been followed, that the member of staff has been offered counselling through the Health & Wellbeing Service and where the aggressor is a service user that this is taken into account in care plans as appropriate. The manager must also monitor trends and review training needs and operational implications of violent incidents.
 - 7.5.2 As appropriate, the manager must consider the implications of violent incidents for support to staff and managers and for advocating changes in training and resources.
 - 7.5.3 The Premises Manager will log the VIRs onto their VIR Database, examine the VIRs for concerning levels of seriousness and check the appropriateness of any actions taken. They will also ensure that all violent incidents are monitored and that the procedures and policies are reviewed as necessary when trending dictates that further action is required.
 - 7.5.4 Governing Body and Safety Committee receive copies of VIRs in order to enable them to monitor trends and specific incidents, and discuss concerns as appropriate.

8. ADDITIONAL SUPPORT & ADVICE

- 8.1 An employee suffering from shock or injury as a result of a violent incident must seek medical advice and is to be encouraged to contact the Health & Wellbeing Service for counselling. Appropriate assistance is to be provided to a member of staff after an assault, for example by home visiting, escorting to the doctor or awaiting a doctor's visit, and to ensure appropriate sensitivity when informing relatives or friends (as discussed or agreed) etc.
- 8.2 In discussion with the manager about an incident, the employee may, where appropriate, wish to be accompanied by a friend or representative to various related meetings or appointments.
- 8.3 The manager, acting on behalf of, and with the consent of the employee, may decide to inform the police of any incident or assault which occurs whilst carrying out official duties.

Under certain circumstances, the employee may not wish the police to be informed and although that wish will be taken into account, the School has a responsibility to protect employees and, in the event of a serious offence, the police may have to be informed. Managers should seek appropriate specialist advice from senior management and the legal section as dictated by the circumstances at the time of the incident.

- 8.4 If the police decide not to prosecute, the individual has a right to proceed with a private action.
- 8.5 The employee has the right to report the matter personally to the police and should inform their line manager should they decide to do so.
- 8.6 If an employee wishes to pursue a claim through the Criminal Injuries Compensation Authority, (CICA), they must apply in accordance with guidance at Criminal Injuries Compensation Authority.

9. COUNSELLING

- 9.1 The Health & Wellbeing Service is available to all staff who are victims of a violent incident. It was originally set up to support staff who had been involved in incidents of violence or abuse and offers confidential support, advice and counselling to all staff within Hampshire County Council.

10. MONITORING & REVISION

- 10.1 This procedure will be monitored and reviewed to ensure that the corporate and departmental standards are being achieved. A representative sample of workplaces will be selected for audit to monitor implementation and operation of this policy.

SCHOOL DISTRIBUTION LIST

All Staff

Noadswood School Reporting Form NSHS/RF/001

Violent Incident Report Form (VIR)

To be used for reporting aggressive incidents / behaviour towards employees of Noadswood School (not child on child) and to be completed in accordance with NSHS/SGP/18-07 and instructions on this form.

School / Workplace	Noadswood School, North Road, Dibden Purlieu, Southampton, Hampshire SO45 4ZF
Local Serial No. (optional)	
<i>Optional use of a local serial number is for each premises / school's own internal recording purposes if / where required</i>	

Type of incident	Tick boxes which most accurately reflect incident	
Aggressive physical contact with injury		
Aggressive physical contact without injury		
Injury sustained due to physical intervention (i.e. restraint)		
Non-physical aggressive behaviour towards a person (eg. verbal abuse)		
Violence towards staff		
Violence towards property		
Damage to personal property		
Damage to council property		
Sexual harassment		
Racial harassment		
Cyber-bullying		
Other		

Does this report relate to a weapon / implement brought on site (eg. knife)?	
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Date of incident		Time of incident	
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Details of incident	Insert description of incident
Actions taken	Tick the boxes which identify the actions taken

Police summoned or involved	
Premises Manager contacted	
Positive handling techniques used	
Ground / floor responses involved	
First aid provided	
Debrief / support offered to young person and staff	
Risk assessment undertaken or reviewed	
Individual support plan devised or revised	
Follow-up / restorative meeting	
Hospital visit or stay	
HSE contacted / F2508 Form completed (on-line)	
Exclusion from school	

Name of involved employee	
Title of involved employee	
Occupation / work of employee	

Name of aggressor	
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Name of Headteacher / Unit Manager	
Headteacher / Unit Manager signature	
Date of report / signature	

Completion instructions	Ensure following is carried out before sending form:
Form to be fully completed, printed and signed prior to forwarding– it is not an on-line form A local form serial number may be inserted in the appropriate box for your own reference only	

Routing instructions	Please send your completed form to: Premises Manager
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FOR OFFICE USE ONLY	Database Reference Number	VIR No:
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ADDITIONAL GUIDANCE NOTES FOR COMPLETION (see next page)

When to complete	Form to be completed under following circumstances:
<ul style="list-style-type: none"> • Whenever aggressive behaviour or violence is targeted towards an employee • If an employee wants a non-physical incident recording (eg. verbal abuse) • If Headteacher / manager considers there a need to report an aggressive incident • For recording aggressive behaviour towards voluntary helpers, staff or visitors 	

When not to complete	Form not to be completed under following circumstances:
<ul style="list-style-type: none"> • Aggressive behaviour or violent incidents towards a child by another child • Aggressive behaviour towards a child by an adult (alternative reporting exists) 	

When completed	When completed, the form should be:
<ul style="list-style-type: none"> • Copied and kept securely with other VIR record copies – not on a personal file • Used with other records to analyse / trend incidents and responses • Used as evidence when completing a challenging behaviour risk assessment or identifying appropriate control measures (eg. physical intervention training) • Forwarded to the recipients referenced in this form's Routing Instructions 	

Other information	Please consider the following when completing the form:
<ul style="list-style-type: none"> • In addition to the immediate support provided at the workplace, the employee should be reminded of the Council's free and confidential Health & Wellbeing Service on 02380 626606. Headteachers and responsible managers will need to monitor the well-being of the employee as incidents can have delayed effects • This VIR Form is effectively a separate accident / incident report form for the reporting of aggressive behaviour and violence towards employees. There is no benefit in reporting an incident twice so if this VIR Form is being used, the incident does <u>not</u> also have to be recorded / reported in the staff accident book • Physical violence incidents resulting in a serious injury or causing the employee to be off work for <u>more than</u> 3 days are legally reportable to the Health & Safety Executive (HSE) using the F2508 Report Form. This can be done by the Premises Manager. Please advise if you do this yourself • Involvement of the police will normally be for the employee to decide but Headteachers or managers have an over-riding right to summon the police 	

Data Protection Act 1998	
Personal data will only be used to record the incident and for no other purpose. Data will not be passed to any other organisation unless there is a legislative requirement to do so	