

Managing Violence and Aggression in School



We want our children to be happy and healthy today, fulfilled in the future and able to make their world an even better place.

1. Introduction

Milton Road Primary School is committed to providing a safe and secure environment for all staff, pupils, and visitors. Acts of violence and aggression towards employees or any other persons under the school's care are unacceptable. The school will take all reasonable steps to protect staff from risks to their health, safety, and wellbeing posed by violence and aggression. This policy applies to all full-time and part-time teaching and support staff, including casual employees such as supply teachers.

2. Definition of Violence and Aggression

In accordance with the Health and Safety Executive, work-related violence is defined as: "Any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work."

Violence and aggression may be directed by a pupil, parent, carer, member of the public, employee, visitor, or other individuals. It includes but is not limited to:

- Physical assault causing injury or distress
- Verbal or written aggression (including emails and letters)
- Threats of harm to staff or their families
- Stalking and harassment
- Animal attacks
- Offensive language or gestures
- Brandishing of objects or weapons
- Spitting, swearing, or verbal abuse
- Alcohol or drug-fuelled aggression
- Property damage linked to aggression

Where the offender is a staff member, these incidents will be managed under the school's HR disciplinary policy.

3. Responsibilities of Head Teachers and Employees

Head Teacher Responsibilities:

- Ensure all staff understand the school's policy and their responsibilities.
- Identify potential situations where violence or aggression may occur.
- Assess risks and implement control measures.
- Provide relevant training for staff.
- Support staff following any incidents.
- Ensure all incidents are reported and investigated.
- Report all physical assaults to the police.
- Foster a culture where violent incidents are treated as a 'whole school' matter.

Staff Responsibilities:

- Adhere to this policy and follow procedures.
- Use preventive strategies where available.
- Avoid placing themselves at unnecessary risk.
- Report any concerns to the Head Teacher.
- Support colleagues affected by violence or aggression.
- Participate in training to manage aggressive behaviour.
- Report all incidents, including minor ones, to the Head Teacher.
- Report serious incidents to the police.

4. Risk Assessment The school adopts a risk-based approach to prevent workplace violence through:

- Identifying potential hazards.
- Assessing the likelihood and severity of violence.
- Implementing control measures.
- Monitoring and reviewing effectiveness.
- Completing risk assessments in line with guidance.

5. Training Staff will receive appropriate training to manage conflict, including:

- Recognising warning signs.
- Handling threats and abuse.
- Diffusing violent situations.
- Body language and personal behaviour awareness.
- Security procedures and use of safety devices.
- Encouragement to report incidents.

6. Incident Reporting and Investigation All incidents of violence and aggression must be reported to the Head Teacher as soon as possible. This includes minor incidents. The school will:

- Record incidents in the accident/incident book.
- Input data into the AssessNET online system.

- Investigate incidents thoroughly.
- Use findings to review risk assessments.

7. Steps to Take After an Incident Supporting Employees:

- Immediate care and concern will be provided by managers and colleagues.
- Post-incident debriefing will be conducted.
- Staff will be reminded of their right to seek professional support.

Post-Incident Procedures:

- Ensure affected staff receive medical attention if needed.
- Secure staff belongings if they leave them behind.
- Contact family or friends if required.
- Offer a private debriefing session.
- Acknowledge staff emotions and experiences.
- Allow time away from the incident scene if necessary.

8. Employee Support The effects of violence and aggression can be severe. The school will provide appropriate emotional and psychological support. If required, external professional support will be sought to assist affected employees.

By implementing this policy, Milton Road Primary School aims to create a safe and supportive working environment for all staff.

9. Notice in the Front Entrance

Milton Road Primary is a warm, happy, polite, kind and successful school. We expect everyone who comes onto our school grounds or into our school to contribute to our positive, collaborative and supportive ethos and we are grateful to the many visitors who do this.



We appreciate that all of us can become frustrated or impatient at times. However, please note that rudeness, aggression or abuse will not be tolerated. Colleagues deserve to feel safe and reserve the right to withdraw from conversations or interactions when necessary and to not engage in such situations when they feel uncomfortable, unsafe, or at risk.

Please also note that in line with the DFE guidance, 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 to feel threatened for action to be taken. As a school we want to avoid this at all cost so we expect all visitors to sign or visitors to the school to align with our school ethos and values.

Thank you for your understanding