

Buckinghamshire County Council Education Department

**MILLBROOK COMBINED SCHOOL  
AND NURSERY**



**POLICY FOR  
PERSONAL SAFETY AND THE PREVENTION  
AND MANAGEMENT OF VIOLENCE IN THE  
WORKPLACE**

Member of staff responsible:  
Date policy written:

Headteacher  
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## 1.1 Policy Statement

The County Council recognises that those employees who deal directly with the public may face aggressive or violent behaviour and/or verbal abuse.

Buckinghamshire County Council is committed to reducing the risks to its employees from acts of violence and aggression by assessing the risks and introducing appropriate controls and procedures so far as is reasonably practicable including:

- Giving practical advice and guidance to managers and employees on how to avoid and manage violence whilst at work.
- Providing adequate training for employees who may be subject to violence or abuse.
- Providing appropriate equipment where applicable.
- Encouraging proper reporting of incidents and near misses and ensuring that employees do not avoid reporting and recording violent incidents in the belief that an assault may suggest failure on the part of employees concerned.
- Where appropriate, counselling of employees who have suffered violence or abuse.
- Monitoring of incidents of violence or abuse.

## 1.2 Definition of Workplace Violence

Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.

Violence and aggression comes in many forms and for the purpose of this policy, workplace violence includes physical and non-physical acts. See [appendix 1](#) for a list of examples.

## 1.3 Responsibilities

### 1.3.1. Role of managers

*Where employees' personal safety may be at risk manager's will:*

- Consult with employees on the risks to their health and safety from violence.
- Carry out or arrange to carry out job based, and when required, specific risk assessments for all tasks which they undertake, taking into account the added risks of lone working and real or perceived violence. See Health and Safety Policies and Procedures, section 2.1 for further details of the risk assessment process.

- Ensure adequately safe systems of work are drawn up and used.
- Provide appropriate equipment and resources (for example closed circuit TV, mobile phone, tracing systems, alarms and buddy systems).
- Ensure employees are aware of relevant policies and procedures.
- Evaluate training needs and ensure appropriate training is undertaken and review training needs at appraisal.
- Ensure employees have access to any relevant background information, for example on clients, location, historical problems.
- Share information with other BCC Services, partners and agencies as appropriate in order to resolve an issue or prevent further issues.
- Monitor work practices to ensure that control measures are working.
- Ensure all incidents of aggression and violence, including threats, verbal abuse and near misses, are reported, investigated and appropriate action taken (see Health and Safety Policies and Procedures section 3.1 for further details on reporting).
- Display the Violence Notice in public areas where a risk assessment indicates that staff may be at risk from violence. See [appendix 5](#) - download and sign.
- Send a standard letter to clients or members of the public who are abusive or aggressive to Council employees. See [appendix 4](#) for an example that can be put on appropriate Service Area headed paper and amended to suit most situations.
- Provide support to employees who have been exposed to violent, threatening or abusive behaviour
- Treat volunteers the same as employees

### 1.3.2 Role of employees

*All employees also have a legal duty to:*

- Report any shortcomings in systems of work to their manager or the Health and Safety Team
- Take care for their own personal safety and take time to plan in advance.
- Comply with risk assessments and safe systems of work.
- Attend training and awareness sessions as appropriate.
- Report all incidents of violence, verbal abuse and threats to their Service or School's Accident/Incident/Near Miss reporter (see Health and Safety Policies

and Procedures, section 3.1 for further details)

## APPENDIX 1 - EXAMPLE DEFINITIONS OF VIOLENCE

Physical Violence	Non-physical Violence
<ul style="list-style-type: none"><li>• Kicking</li><li>• Poking</li><li>• Pushing</li><li>• Biting</li><li>• Punching</li><li>• Strangling</li><li>• Holding/restraining</li><li>• Head-butting</li><li>• Tripping</li><li>• Hair pulling</li><li>• Scratching</li><li>• Spitting</li><li>• Sexual assault</li><li>• Use of weapons</li><li>• Use of missiles</li><li>• Deliberate vandalism</li></ul>	<ul style="list-style-type: none"><li>• Verbal abuse</li><li>• Racial or sexual abuse</li><li>• Threats - with or without weapons</li><li>• Physical posturing</li><li>• Threatening gestures</li><li>• Abusive phone calls, text messages, notes or e-mails</li><li>• Inappropriate use of social media</li><li>• Threatening use of dogs</li><li>• Harassment</li><li>• Swearing</li><li>• Shouting</li><li>• Name calling</li><li>• Bullying</li><li>• Insults</li><li>• Innuendo</li><li>• Deliberate silence</li></ul>

This is not an exhaustive list.