



DROYLSDEN

Academy

Behaviour for Learning Policy

The Behaviour for Learning Policy at the Academy is a statement of good practice which allows all students to learn and all teachers to teach. It covers all aspects of the Academy that contribute to a positive learning environment and Academy ethos. All members of the Academy are expected to help maintain an environment conducive to learning of which the fundamental tenets are mutual respect, courtesy and tolerance.

AIMS

- To support effective teaching and learning
- To contribute to mutual respect
- To maintain an orderly environment both within the Academy and the surrounding community
- To adhere to an agreed set of Behaviour for Learning principals
- To gain the agreement and active support of teachers, support staff and parents
- To promote Student Voice in regard to Behaviour for Learning expectations and Rewards
- To work in partnership with parents to encourage positive behaviour and attitudes
- To reward good behaviour and achievement
- To sanction poor behaviour

GENERAL EXPECTATIONS

- Be smart and in full correct uniform
- Be punctual to the Academy and to all lessons
- Be prepared and fully equipped for all lessons including bringing PE kit when needed
- Be responsible for the Academy environment
- Be safe
- Be kind, polite and careful
- BE MOTIVATED TO LEARN
- BE RESPECTFUL

You are expected:

- to arrive at Academy by 8:30am with the correct books and equipment for the day
- to respect others and their property
- to respect the building and grounds
- to follow directions

- to wear Academy uniform
- to move around the Academy on the left in an orderly manner
- to carry your journal with you and to use it appropriately
- to complete home learning and hand it in on time
- not to eat/drink/chew in lessons or on the corridors
- to stay healthy
- not to wear hats or hoodies
- not to use headphones or mobile phones in lessons (unless authorised by the teacher)
- not to use or possess illegal drugs or weapons

At the beginning of lessons you are expected to:

- be on time and line up outside the classroom in an orderly manner
- enter the classroom when instructed in an orderly manner and stand behind your chair
- take off outdoor clothing before entering the room
- get out books and equipment, including journal
- put bags out of the way
- sit quietly ready to start the lesson
- sit according to the teacher's seating plan
- follow directions

During lessons you are expected to:

- be silent and listen when the teacher or another student is speaking
- stay in your seat and remain in the room unless you have permission to do otherwise (written permission to be out of the classroom)
- participate fully in the lesson
- work to the best of your ability without distracting others
- respect the environment
- ask for help if necessary at the appropriate time
- write home learning tasks and record rewards/achievements in your journal

At the end of the lesson you are expected to:

- work until the teacher indicates the end of the lesson
- leave in an orderly manner when dismissed
- leave the room tidy

REWARDS

Praise and rewards should have a significant emphasis across the Academy in order to recognise student's contributions to Academy life both academic and otherwise, individually and working as part of a group.

The Rewards Policy supports the Academy Behaviour for Learning Policy. There is a consistent system of rewards which is understood by all staff, students and parents. The aim of the rewards policy is to actively promote and encourage a positive Academy ethos which is one of personal achievement and individual responsibility.

The following rewards may be applied:

- Appropriate use of general praise and encouragement
- Award of house points each lesson - resulting in individual, learning group and house rewards
- 'Exceptional Work' cards within subject areas
- Achievement postcards which may be posted home
- Regular involvement of Subject Leaders, Directors of Learning and the Leadership Team in praising and rewarding students
- Display of students academic/creative work and achievements
- Achievement newsletters
- Subject certificates
- Termly celebrations of achievements (Rewards assemblies)
- Attendance rewards
- Community/prefect awards
- End of year rewards

Behaviour for Learning - Examples of BfL to be corrected by relevant members of staff

Class Teacher

For students exhibiting poor BfL;

- Late to lesson (5+ minutes)
- No journal
- Lack of equipment
- Eating, chewing, drinking in class
- Failure to remove coat in class
- Being noisy / talking
- Failure to follow instructions
- Being un-cooperative
- Interrupting a teacher / shouting out
- Time wasting / avoiding work
- Using inappropriate language / swearing
- Getting out of seat and walking around
- Failure to complete class work, homework, coursework, etc.
- Writing graffiti in exercise books or on the desks

Learning Tutor

Where students are causing concern;

- Poor behaviour of students; before, during and after Academy in public areas of the Academy and in some curriculum areas
- Refusal to follow instructions of staff on lunch/break duty and of lunchtime assistants
- Refusal to follow the instructions of the Learning Tutor
- Students truanting or disrupting Tutor time

Subject Leader

Support class teacher in the following ways;

- Persistent unacceptable behaviour in subject lessons
- Disrupting the education of other students
- Persistent failure to meet homework and coursework deadlines set by class teacher (after previous class teacher intervention)
- Verbal abuse of class teacher
- Fight/disturbance between students in curriculum area
- Unprovoked assault on another student in curriculum area
- Failure to complete class teacher detention

Assistant Director of Learning BfL KS3 or KS4

- Persistent refusal to hand over jewellery / non-uniform
- Persistent refusal to hand over phone / walkman, etc.
- Persistent bullying
- Persistent defiance of the uniform code
- Disagreement / Fight between students in public areas of the Academy
- Unprovoked assault on another student in public areas of the Academy
- Failure to comply with sanctions / strategies laid down by the Learning Tutor/Subject Leader
- Disruption of learning in several subject areas

Director of Learning BfL KS3 or KS4 / Governors Welfare Panel

- Refusal to follow the instructions of the class teacher/subject leader
- Unacceptable behaviour to/from Academy
- Unacceptable verbal abuse of staff (including racist remarks)
- Ongoing disagreements/BfL Issues between students
- Ongoing truancy/disruption of learning in several subject areas Academy - truanting students may be referred to the EWO
- Failure to comply with sanctions/strategies laid down by the Subject Leader/aDoL
- Failure to comply with strategies agreed at the GWP

Senior Leadership Team Intervention

Leadership Team

- Drug possession / dealing
- Assault on a member of staff
- Serious verbal abuse of staff
- Serious aggression fight / assault on another student
- Failure to follow DoL instruction
- Failure to comply with strategies laid down in the GWP
- Disruption of DoL lesson

Principal / Governors Discipline Committee

- Student is issued with Fixed Term / Permanent Exclusion
- The case is heard by Governors Discipline Committee
- In the event of long fixed term - final warnings are issued
- In the event of a permanent exclusion - Governors decide whether or not to uphold the Principal's decision.

Behaviour for Learning - A Staged Referral Process

Class Teacher

For students exhibiting poor BfL;

- Various behaviour management strategies implemented by teacher
- Initial formal verbal warning for persistently poor BfL (and/or name on board)
- Final verbal warning issued
- Student to be removed from lessons by S.L. / Patrol - Referral slip/email to be sent to L.T and S.L. when convenient
- Detention issued by class teacher
- In some cases, phone call to parents /carers regarding the incident(s)
- Subject Leader to provide additional support where appropriate
- Students making little progress are referred to the S.L. for further intervention

Learning Tutor

Where students are causing concern;

- Work collaboratively with class teacher/S.L
- Discuss BfL concerns with student
- Negotiation of apology
- Email specific class teachers to assess progress in all curriculum areas. Students causing concern in more than one curriculum area are to be placed on a Learning Review for 2 weeks
- Parents immediately informed of this action
- Daily contact and in-depth learning conversations linked to Learning Review
- Students making little progress are referred to aDoL to agree further BfL strategies. Students to remain on Review with L.T. monitored by aDoL

Subject Leader

Support class teacher in the following ways;

- Monitoring of BfL referrals from class teachers
- Formal discussion with student regarding BfL
- Negotiation of apology
- S.L. detention issued - to be attended by class teacher and S.L. BfL curricular Targets set - linked to learning
- Contact with parents - Liaise with class teacher / L.T.
- Student placed in alternative learning group where appropriate
- S.L. Report issued where appropriate
- S.L. to actively review progress in their subject area towards targets
- Lack of progress, liaise with L.T and refer to aDoL BfL

Assistant Director of Learning BfL KS3 or KS4

- Monitor Learning Review with L.T.
- Parental/Student meeting arranged - BfL strategies discussed and targets collaboratively agreed
- Student, parent and teacher to sign BfL Contract
- Daily monitoring of progress towards targets
- Community service if lack of progress made
- Liaise with L.T. Students making good progress are referred back to Learning Tutor to monitor for an agreed period
- Parent informed of good progress
- Lack of significant progress made - Student will be referred to DoL BfL for further Intervention
- Parent informed of referral

Director of Learning BfL KS3 or KS4 / Governors Welfare Panel

- Formal Academy Letter sent home - outlining a failure to follow agreed strategies as previously discussed with aDoL BfL
- Student referred to Inclusion Centre for support - this may involve isolation or in some cases; alternative curriculum provision will be requested - Including Internal/External Support agencies
- Lack of progress will lead to a referral to the Governors Welfare Panel
- Targets are set collaboratively with Governors, Director of Key Stage and DoL BfL involving parents/students
- When progress is made, parent informed - student is referred to aDoL BfL to set new or amend previous BfL targets to monitor weekly
- Lack of progress will lead to a referral to the Leadership Team - parent informed

Senior Leadership Team Intervention

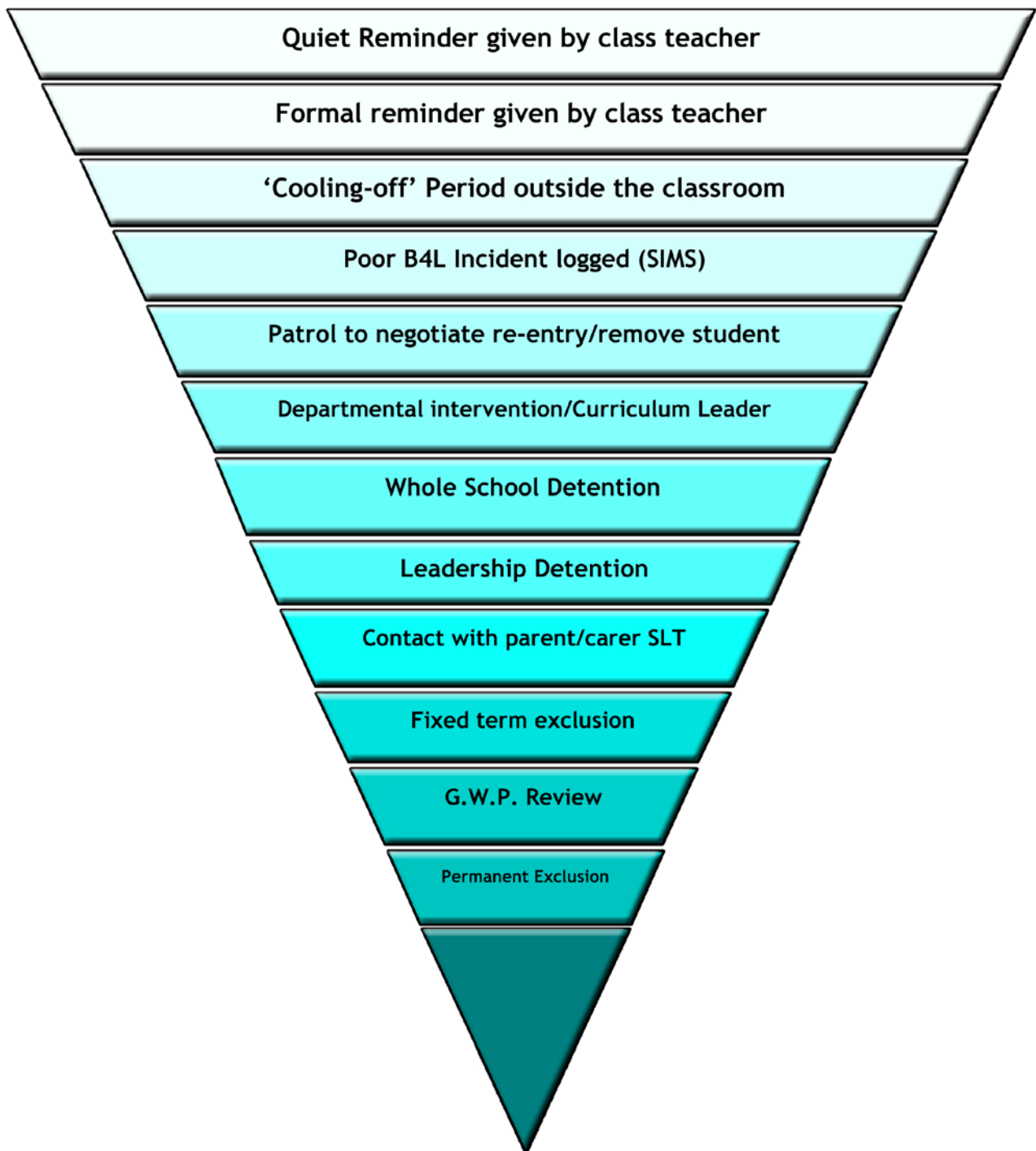
Leadership Team

- Discussion with student regarding long-term future at the Academy
- Negotiation of apology
- Phone call home/ SLT Letter sent home
- Home - Academy agreement signed
- External provision may be recommended for student
- Students may be immediately removed from lessons and placed in isolation
- Fixed-Term / Permanent exclusion recommended

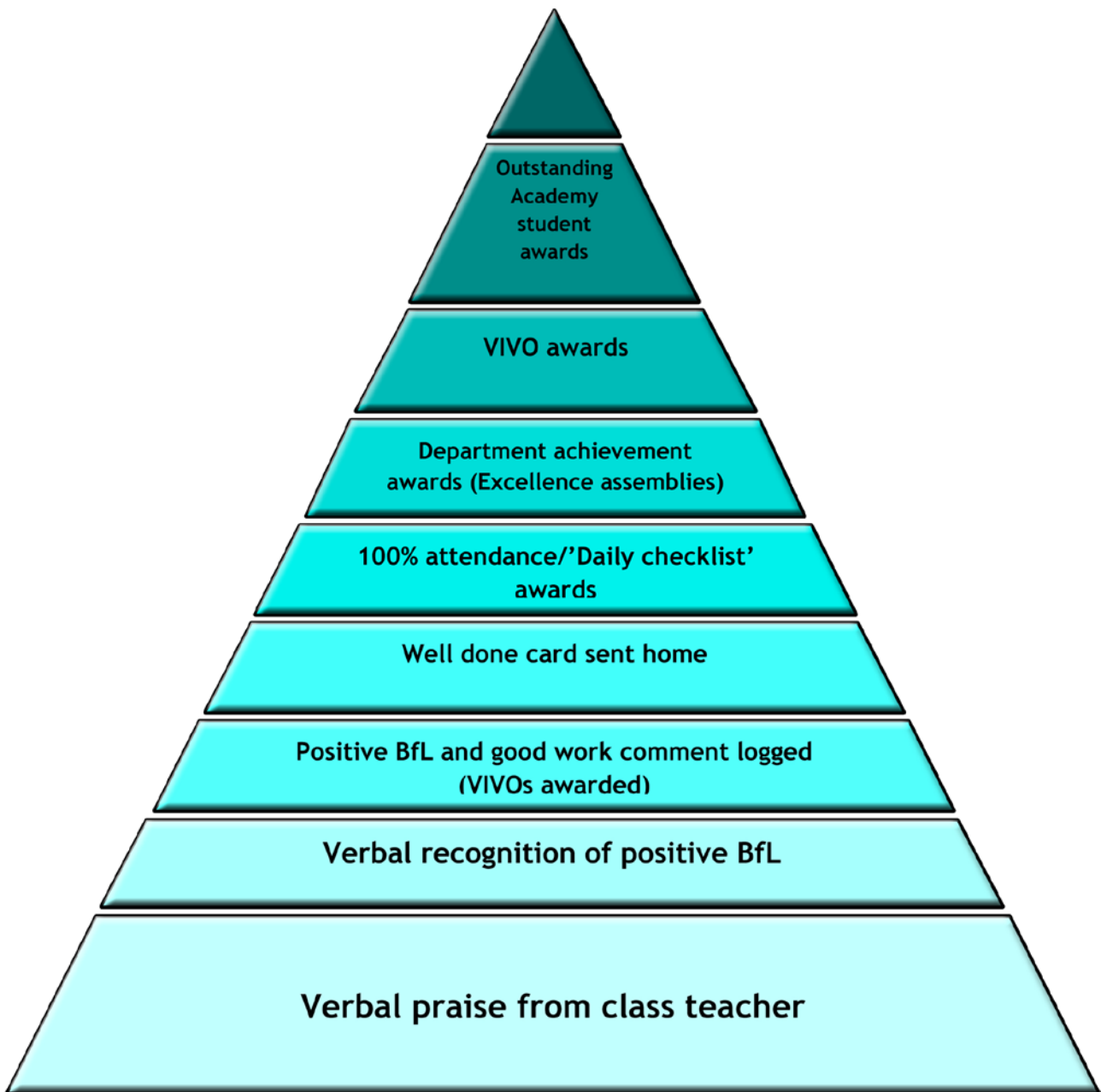
Principal / Governors Discipline Committee

- Student issued with Fixed-Term / Permanent exclusion
- Case heard by Governors Discipline Committee
- In the event of a long fixed-term exclusion - final warnings issued
- In the even of a Permanent exclusion - Governors decide whether or not to uphold the Principal's decision

Behaviour for Learning Pyramid



Rewards Pyramid



Appendix to:

Anti- Bullying Policy; Behaviour for Learning Policy; Safeguarding Policy

If a student displays behaviour which is:

- harmful to another student
- repeated or a one-off serious incident of harm
- accompanied by concerns about the student's understanding of what is happening and a lack of response to normal behaviour management interventions
- behaviour to another student which may be physical(e.g. assault); emotional(e.g. bullying); sexual(e.g. inappropriate comments that are threatening to another child, inappropriate touching)
- carried out face to face or electronically

and/or

- arouses concerns about the student's general welfare or the response of parents/carers when it is discussed with them

Droylsden Academy may deem a risk assessment and management plan necessary. The Tameside Template for Risk Assessment and Management will be used.

In any such situation, the following needs should be addressed:

- the student whose behaviour is causing concern
- any other student who is experiencing harmful behaviour
- involvement of relevant students in decision-making
- consultation with students' parents/carers
- the Academy's reputation
- the duty to share information with other relevant agencies

The Academy will consider Tameside's Violence and Aggression Guidance.

RISK ASSESSMENT & MANAGEMENT PLAN for Vulnerable Young Person

Risk assessment and risk management are an integral part of school practice. This Risk Assessment tool should be used in conjunction with a PSP/Inclusion Referral/Inclusion Action Plan. Safeguarding children can also be best achieved by engaging the services of other agencies and should always be done in partnership with parents/carers and the young person. However if there is a concern at any time that a child is at risk of significant harm it is essential to consult with Rebecca Lumb/Glynis Elsender - Head of Child Protection/Designated Child Protection officer Director of Inclusion/Deputy Director of Inclusion - and use the child protection procedures in the Tameside Safeguarding Children Framework to consult with, or make a referral to Children's Social Work. There are, for example, particular information sharing issues in the context of suspected sexual abuse, sexual exploitation and forced marriage. For information about the Framework go to www.tameside.gov.uk/childprotection

Where the concern is not about risk of significant harm but you are still worried about a child's welfare then it is appropriate to consider initiating a Common Assessment, with the consent of the young person and the parents/carers. Another valuable source of help in thinking how best to help a child is the Tameside Children's Needs Framework which can be accessed at www.tameside.gov.uk/cypp/framework.pdf

Name of YP:	DOB:	Date:
Gender:	Review Date:	Key Worker:
Assessment author:	Other contributors:	
Family information:	Address if different:	
Mother:		
Father:		
Siblings: _____ _____ _____		
Significant extended family members:	Address if known:	
Others:		

Outline reason for risk assessment:
Risk posed:
To whom:
School information:
Present situation:
Friendships: <i>(age, genders, appropriateness, family, in/out of school setting)</i>
Social skills:
Ability to make /maintain friendships:

Journey to and from school:	
School Bus/Service Bus/Train/Walk/Car/Bike/Other	
Academic ability:	
SEN - Yes/No	Details of SEN:
Stage/Statement:	
CP/CIN issues:	
Yes/No	
If Yes please state:	
Has a CAF been completed?	Name of Lead Professional:
Learning Mentor Support:	
Yes/No	
<i>If Yes please outline intervention plan:</i>	
Other Agency referrals:	
<i>Please give details:</i>	

<p>Current Children's' Social Care Involvement:</p> <p>Yes/No</p> <p>Please state:</p>	<p>Previous C S C Involvement:</p> <p>Yes/No</p> <p>Give details:</p>
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Criminal convictions: (Please state age/date of conviction)

Previous allegations:

Outcome of allegation: *(i.e.unfounded, malicious, unsubstantiated)*

Action taken:

History of bullying/bullied: (for what reason,by whom etc)

Specific needs for VYP *(Write in full)*

Motivational factors for VYP: (positives)

Specific risks posed & to whom:	Restrictions put in place to reduce risk & manage risk:	Person responsible and timescale where appropriate
<i>Journey to & from school</i>		
<i>Breakfast club</i>		
<i>Break</i>		
<i>Lesson time</i>		
<i>Lunch</i>		
<i>Toilet areas</i>		
<i>Extra curricular activities</i>		
<i>Trips/Visits</i>		
<i>Work Experience</i>		
<i>School disco</i>		
<i>Arrangements for last day of term</i>		
<i>Isolation</i>		
<i>Contingency plan: i.e. what planned action will be taken should concerns escalate and/ or the risk is not being managed?</i>		

Date of Review:

People and Performance
OCCUPATIONAL HEALTH AND SAFETY

VIOLENCE AND AGGRESSION GUIDANCE

January 2007
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VIOLENCE AND AGGRESSION GUIDANCE

Tameside Metropolitan Borough Council is responsible for the provision of a safe and healthy working environment for its employees and elected Members.

1. Introduction

Accordingly, it is the Council's intention to reduce the risk of employees and Members being exposed to work related violence. In this regard the Council will: -

- Not tolerate any acts of violence or aggression at work of towards its employees and/or Members by any other person.

The following Management actions will apply:

- Endeavour to provide safe systems of work
- Carry out risk assessments and identify training needs specific to each service area.
- Record and investigate all incidents of violence and aggression and take any remedial action that may be necessary.
- Make counselling facilities available to employees and Members following incidents of violence and aggression.

2. Definitions

The Health and Safety Executive (HSE) define violence at work as 'any incident in which a person is abused threatened or assaulted in circumstances relating to their work'.

This would include: -

- **Physical attack:** Whether visible injury occurs or not.
- **Serious verbal abuse:** When a person feels an unacceptable threat has been made against them. This would not necessarily include foul; abusive or threatening language. This would also include threats against relatives or friends.
- **Animal attack:** Where an animal is used as a threat or an attack occurs.
- **Attack against property:** As a means to intimidate an employee.
- **Harassment:** An incident of behaviour causing fear, alarm or distress.
- **Detention:** The holding or detaining of a person in any way, against their will.

3. Who is at risk?

- Staff who represent the Council providing a frontline service.
- Any Member of the Council acting in this capacity, in particular when visiting constituents in their home or at surgeries

- Staff who make home visits for whatever reason in the course of their duties.
- Staff who are required to carry out their duties in public areas throughout the Borough.
- Staff who work during the night or outside the normal working day.
- Staff who are put into a situation where a client may be prejudiced in some way to the employee.
- Any member of staff who has not been provided with the appropriate information, training, or safe systems of work.

4. Management Guidelines

4.1 Risk Assessment and Control Measures

- Undertake and document [risk assessments](#) of all situations where it is foreseeable that incidents of violence or aggression towards staff and/or Members could occur.
- Ensure that service unit policies and procedures are relevant and provide clear information. This will enable staff, as far as possible, to attempt to prevent incidents of violence or aggression, or to enable them to cope, to the best of their abilities with situations where aggression may occur.
- Where staff make visits to client(s)'s homes or premises, the risks are unknown and the visit is a first visit, or the client is known to be aggressive it may be a consideration that at least two people make the visit.
- Provide staff with the means of discussing situations with managers and colleagues on a regular basis to improve communication and awareness within the service.
- Employees and Members must be encouraged to report incidents of violence and personal support should be provided to any individual who becomes a victim of such an incident. If requested by the employee or manager access to further counselling services can be provided (contact Occupational Health Unit).

Note: See Appendix 1 and 2 for checklists for Managers and staff who make Home Visits.

4.1.1 Safeguards

The Council's duty is to protect staff and Members, as far as possible, from any foreseeable risk of assault by those with whom they come into contact in the course of their work.

It may be appropriate, depending on the activities of each Service Unit, for the preparation of their own internal Code of Practice for their employees and management.

4.1.2 Training

The training needs for each Service Unit should be assessed on their own merits.

The Council provides courses designed to help staff to deal with incidents of violence and aggression, however, it is recognised that managers in some service areas may wish to provide additional training specific to that Service Unit's activities. A suitable training programme should be provided for staff with priority on training the most vulnerable first.

A general course, "Dealing with Incidences of Violence and Aggression" is available through the Council and details can be found on the intranet in the Corporate Training Calendar.

4.1.3 Risk Assessment

Each manager has a duty to carry out risk assessments to identify whether or not there is the potential risk of violence in any area of work. It is important that employees are consulted during the risk assessment process and that the risk assessments are reviewed regularly.

- Managers should endeavour to identify jobs and places of work where an employee's interaction with others could place them at risk, or they feel threatened or vulnerable.
- Where incidents have been reported, records should be analysed to assess whether these are isolated incidents or there is a recurring problem.
- Proforma risk assessment forms are available on the Occupational Health and Safety Unit site on the Intranet, however, Service Units may use alternative layouts; It is important to remember that this is a working document and MUST be reviewed on a regular basis (at least annually) or whenever there is a change in systems or procedures.
- A risk assessment may result in a written safe working procedure that should be issued to and signed for by individuals, and compliance monitored on a regular basis by managers.
- Managers must ensure that such risk assessments are clearly recorded in writing and retained.

4.1.4 Specific Area Hazards and Control Measures

a. Security of Buildings

Ensure that there is a safe exit from the building at all times, where possible external doors should be self locking, rather than requiring keys.

External lighting should be adequate to allow staff to leave safely at night; car parks should also be well lit.

If possible avoid lone working situations, where this is not possible, adequate arrangements should be made to minimise risks. It is advisable to refer to the Council's ['Lone Working Guidelines'](#) available on the Council's intranet site. This can be found by accessing 'O' for Occupational Health and Safety Unit in the A-Z section.

If staff work shifts, or work late in the evening, encourage them where possible to leave in groups. All staff are responsible for their own personal safety and where employees leave their work premises when it is dark or late and there are not many people around, they should take such precautions to minimise the risks, for example

- Thinking ahead and planning journey home, avoiding deserted areas.

- Keeping to well-lit main roads where possible and avoiding short cuts like alleyways, waste ground and wooded, bushy areas.
- Staying alert and being aware of what's going on around for example by not wearing a personal stereo.
- Letting someone know when leaving work and expected time of arrival home.
- Having mobile phone handy (but not on show)
- Spreading valuables around person, for example, keeping phone in your bag, house keys in your trouser pocket and money in jacket.
- Not being conspicuous about carrying valuables, for example talking on mobile phone, carrying a laptop, or wearing lots of jewellery.

Further up-to-date advice can be obtained on:

<http://www.crimestoppers-uk.org/solving/preventingcrime/personalsafety>

b. Reception Areas

Positive measures

First impressions may well have a bearing on how people act. Finances and resources may be limited but customer reception areas could ideally have:

- Easy access
- Good lighting and an inviting atmosphere
- Interesting and informative display boards
- Reading materials for adults
- Easy toilet access

Try to keep waiting times to a minimum. Where there is a delay explain and apologise to the person. Sometimes refreshments might be offered. Treat clients, as you would want to be treated.

c. Precautionary measures

If it is thought that there is a potential for aggressive behaviour or that violence may occur it should be possible for members of staff to respond quickly to any call for assistance. Any alarm raised must be treated seriously and no one should be made to feel foolish or inadequate if it turns out that help is not required after all. This should be expected from time to time.

Consider the installation of an alarm system with panic buttons. Ensure that all staff can hear alarms, are trained to use them, they are maintained regularly and that drills are practised frequently (use the fire log book as a record).

Where glass barriers are present they should be of shatterproof glass. Ensure, as far as possible, that there are no weapons/missiles to hand, e.g. heavy ashtrays. In residential establishments this may be difficult; managers should raise staff awareness around these dangers. Access from reception areas to work areas or interview rooms should be by controlled access where possible.

d. Interview Rooms

It is advisable that potentially difficult and/or violent clients should be interviewed in a room close to where colleagues are working. Vision panels in doors maintain privacy but ensure that observations can be made from outside the room. If trouble is anticipated arrange interruptions from other members of staff to check on employees.

When interviewing clients ensure staff are seated between the client and the door to maintain a clear escape route if needed.

e. Communication

Managers and supervisors must maintain their own awareness and make staff aware of potentially difficult and confrontational violent situations.

Check that all information is available to staff regarding the background of new customers.

Ensure that all factual information is shared with any other colleagues who may be involved with the same person.

f. Visits away from the Workplace

Checklists can be found in *Appendix 1 and 2*. Compliance with their contents should ensure staff do not forget essential safety systems, e.g. informing supervisors or staff where they are going, taking attack alarms, radios or mobile phones with them.

Managers/supervisors should consider: -

- Providing mobile phones, personal attack alarms and/or walkie-talkies.
- Where staff are to meet a client for the first time this should be in the office with other people nearby. Review current practise as to whether outside visits are essential or desirable. Where it is essential and there are doubts about personal safety two people should attend.
- There must be a system whereby supervisors or managers are made aware of the times when employees leave and return to the office. If an employee is working alone, or visiting a potentially dangerous location, it could be arranged that they phone in at pre-arranged times. If an employee is detained and will return later than expected they must inform their supervisor of this. If an employee does not return, or call at a pre-arranged time, the supervisor must contact the last known location to determine if the visit has concluded. If not, they should work back through the visiting route.
- If staff are required to make a home visit, and at any time feel uneasy or not happy about anything connected with the visit, then they should not enter the building or take the visit any further.
- Contacting, as appropriate, the Police. Details of the employee's vehicle such as registration number model and colour should be readily available.
- It is essential when working away from the workplace that mobile phones provided for staff by the employer are switched on at all times.

- If an employee has to visit a client with a known history of difficult conduct and/or violence, or the visit is to an isolated place or where there is the risk of the client becoming difficult and/or distressed, then the visit should not be made alone. It is a manager's responsibility to ensure that support is available. If back up is not available at the time then the visit should be rearranged to a time when support is available. In some cases it may be feasible to request Police accompaniment or that of a Tameside Patroller.
- Managers may consider registering their Service with the Lone Outworker Protection scheme available through 24 hour Emergency control. This service provides reassurance and assistance when workers are on duty either out of hours or in high risk areas. Further information is obtainable from Emergency control on 0161 342 3092 or 3091.
- Making appointments with clients before public houses open to minimise drink related attacks. Also look at situations where employees may work close to a pub or nightclub after closing time. Ensure that no employee is left in one of these situations.
- Even if staff do not feel vulnerable the manager may consider they have underestimated the risk and put alternative control measures in place.

g. Deploying Staff

- Do not place staff in a situation where a client is known to be sexist or racist, or into a location where racial tensions are high, without support.
- Where it is identified that an employee is vulnerable they must receive extra support from management as the Manager has a responsibility to promote equal opportunities between employees, and employees and service users/clients.
- Discretion should be used at all times when handling any situation where a relationship deteriorates. Any reallocation arrangements will need to take into account the member of staff's reaction.

h. Working Outside Normal Hours

Lone working outside normal hours should not be considered unless absolutely essential. (**Lone Working Guidelines**) are available on the intranet under Occupational Health and Safety).

If it cannot be avoided consider:

- Providing transport.
- Supplying employees with a mobile phone (with quick dial features set to emergency contacts).
- Regular contact with an agreed checkpoint.
- Managers may consider registering their Service with the Lone Outworker Protection scheme available through 24 hour Emergency control. This service provides reassurance and assistance when workers are on duty either out of hours or in high risk areas. Further information is obtainable from Emergency control on 0161 342 3092 or 3091.
- For those who work in a security capacity, working practices should dictate that extreme care and discretion are used before and when investigating a disturbance. Assistance **MUST** be called for **BEFORE** attempting to apprehend a person or give chase.
- Avoid lone working situations for alarm call outs, **DO NOT** enter a building if it is suspected that an intruder is on the premises. Notify the Police and wait for their

arrival. When waiting in a vehicle, keep doors locked and windows shut at all times. Keep the engine running or the keys in the ignition and park where you can leave the scene quickly and safely if need be. **Employees are more important than property.**

4.1.5 Dealing with verbal abuse/intimidating behaviour

Please refer to Appendix 2 attached.

Employees are not expected to put up with verbal abuse or intimidating behaviour, whether from a member of the public, or another employee.

Whether on a face-to-face basis, or over the telephone, if verbal abuse occurs remain calm and do not raise your voice. Inform the person that you cannot continue with the conversation/query until they stop using abusive language. If they continue to use verbal abuse you can politely terminate the conversation and inform them that a supervisor or manager will either attend to them, or contact them, in the near future. At this point in time an undertaking (promise) to communicate whether this is by a phone call by a supervisor or manager or in writing and the timescales for doing so must be communicated and adhered to.

Details of the incident/call should be recorded and a note made on any relevant records as an aid to others who may have contact with that person.

If an employee verbally abuses or intimidates a colleague the incident should be reported to the line manager or supervisor.

The Council will not tolerate incidents of serious verbal abuse towards employees.

4.2 Planning to Cope with Violence

4.2.1 Reporting Incidents

If an employee or Member experiences what they perceive to be an incident of violence (as defined in section 2 above) they must report the incident to their supervisor or senior officer as soon as possible (Members report to the Deputy Chief Executive). The Council's definition of violence emphasises the employee's perception, and managers must be aware of and support employees, who may be reluctant to report incidents.

Supervisors or line management must investigate all such incidents thoroughly; in this regard the Violence Report Form must be completed and submitted within 24 hours, to the Service Group, Health and Safety Link person.

In cases of disturbance, assault or potential violence, you should call the Police. Dial 4444 for TAC; do not use local links. Remember, it may take up to 15 minutes for the Police to arrive.

Local management have the authority to close buildings if a serious incident occurs and require a person/s to leave the Council premises. This should be done sensitively to avoid possible retaliation. Troublemakers can be banned or suspended from using the facilities. Whether this is temporary or permanent this MUST be done in consultation with the Borough Solicitor who will send any necessary communication, in order not to avoid any Human Rights legislation.

An employee has the right to walk away from a potentially dangerous situation without suffering any detriment, financial or otherwise. They should report the incident to their line manager as soon as possible.

After any incident management should consult with affected employees before making the decision whether to involve the Police.

Remember that a prompt decision to call the Police will help a subsequent claim against the perpetrators.

Note: See Appendix 3 for Violent Incident Report Form.

4.2.2 RIDDOR

Under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) 1995, any violent incident where an employee, elected Member or self-employed person carrying out work on behalf of the Council suffers a physical assault that results in an absence of over three days from work then this becomes reportable to the Health and Safety Executive.

In addition to completion of the violence report form, an accident report should be completed and sent to the relevant service group Health and Safety link person.

4.2.3 Procedure for dealing with physical assaults on employees

As soon as possible after the event it may be appropriate to call a meeting/debrief of all relevant staff including if possible others involved in the incident.

A victim of a physical assault may want to go home, and if this is the case it may be necessary for someone to accompany them.

The line manager or other nominated officer should see the victim as soon as possible after the incident. If this is not possible it is the duty of any witness to report the incident.

It must be remembered that physical assault or harassment (a course of unacceptable and unwanted behaviour) is a criminal offence and no employee is expected to put up with assault or harassment in the course of his or her days work.

Victims should be encouraged to report incidents of physical abuse or harassment to the Police and can request that their manager or nominated officer do this on their behalf. Although clearly the employee will be required to provide a statement to the police to enable them to investigate and take action.

The perpetrators of these offences must be made accountable for their actions and failure to report incidents to the Police may affect subsequent claims to the Criminal Injuries Compensation Board.

If employees have to attend a Police Station to give a written statement, a representative of the Council, the Trade Union Representative or another representative of their choice may accompany them.

If the Police decide to take action, then the employee should be given appropriate support and assistance.

Irrespective of whether the Police take criminal action it may be open to the employee personally to take civil action.

Note: In cases of sexual assault, requests for confidentiality MUST be adhered to. Personal details should be omitted from the violence report form.

4.2.4 Council support of people and employees

If an employee is injured as a result of violence they may be entitled to claim compensation from the following sources: -

- **Seek compensation from the assailant(s) in the Civil Courts.** In this regard advice may be available from an independent solicitor or Trade Union.
- **Seek compensation from the Criminal Injuries Compensation Board.** Notification to the Police must have been given immediately. Advice should be sought from the local Police Headquarters.
- **State Industrial Injuries Payments.** Advice and claim forms should be available from the Department of Work and Pensions.
- **Employer Liability Insurance.** (Only if it can be proved that the assault arose as a consequence of the Council's negligence). Advice from an independent solicitor or the employee's Trade Union should be taken.

4.2.5 Employee's return to work

Managers should be aware that even though an employee has been certified as being fit to return to work there may still be longer term effects especially if they are being confronted by the same type of situations.

Return to work interviews must be undertaken and temporary adjustments or redeployment considered where necessary.

It may be beneficial for the employee to receive counselling (obtained through the Occupational Health Unit). If they are receptive to this, encourage them to discuss it with you; there may be other actions that can be taken to resolve the problem.

HOME VISITING: CHECKLIST FOR MANAGERS

ARE STAFF

- Appropriately and sufficiently trained in the identification signs and actions to take in the prevention of violence, relevant to the nature of their work?
- Fully informed about the area they work?
- Aware of attitudes, traits or mannerisms, which may aggravate clients etc?
- Given all available information about the client from all relevant agencies?

HAVE THEY

- Understood the importance of reviewing all available documentation on cases?
- Left an itinerary?
- Made plans to keep in contact with colleagues or appointed person?
- The means to contact you or an emergency number for out of normal office hours?
- Got your home telephone number (and you theirs)?
- Fully trained in the organisations procedures for minimising risk?
- The authority to arrange an accompanied visit, security escort or use of a taxi?

DO THEY

- Carry incident report forms?
- Fully aware of this procedure?
- Use them?
- Know how to prematurely end an interview if necessary?
- Know how to control and defuse potentially violent situations?
- Appreciate the need to put their own safety first?
- Understand the provisions for their support by the organisation?

HOME VISITING: CHECKLIST FOR STAFF

HAVE YOU

- Been informed of all the relevant training about violence to staff that is available to you?
- Had all relevant training about violence to staff?
- Been made aware of all the relevant Risk Assessments.
- A full understanding of your units SAFETY POLICY FOR VISITORS?
- A clear idea about the area into which you are going?
- Carefully previewed the case? Any previous visits?
- Asked to 'double up', take an escort or use a taxi if unsure?
- Made appointments?
- Left an itinerary and expected departure/arrival times?
- Told colleagues, manager etc., about possible changes to plans?
- Arranged to ring manager or colleague after the visit is completed?
- Arranged for a colleague to contact you at a specified time if necessary?

DO YOU CARRY

- Forms to record and report 'incidents'?
- A mobile phone or personal alarm? Does it work? Is it handy?
- Contact numbers on a 'quick dial' setting?
- Out-of-hours telephone numbers in case of emergencies?

CAN YOU

- Be certain your attitudes, body language or dress etc., won't cause a problem?
- Defuse potential problems and manage aggression?

REPORT OF A VIOLENT INCIDENT

This form should be completed after any incident where a member of staff has been threatened, verbally abused, attacked or otherwise harassed in the course of their duty.

On completion the form will be sent to the relevant Health and Safety link person. The Senior Manager will retain a copy for their records and also send a quarterly statistics report to the Occupational Health and Safety Unit.

Name of Staff Member

Workplace

Date and Time of Incident

PRN

Service Unit

Names of Other Staff Involved

Names of Witnesses

Place where incident occurred.

(Give accurate description e.g. in corridor, interview room, clients premises etc.).

First Aid. Was first aid given? Yes/No

If yes, by whom (name and address)

Did the injured person go to the hospital or need further medical attention? Yes/No

Details of any injuries sustained.

Details of incident: Did any of the following occur? (Tick relevant items)

- Verbal aggression/threats
- Throwing of/damaging objects
- Physical violence
- Posturing/challenging behaviour
- Verbal/emotional abuse
- Were weapons or objects used to injure/threaten?

Description of the incident: Mention any others involved eg. other resident, family member, adult or animal. If so describe briefly:

Did any property get damaged?

Brief description of the incident: Comment on whether the violence was directed at you or occurred indirectly, eg. while you were walking away, dealing with another incident etc.

What do you think caused the incident? Consider your own and others actions and try to identify other circumstances that may have contributed, e.g. shortage of staff, location, training, facilities etc.

If a physical assault took place were the Police called? Yes/ No: If no, please gives details as to why not

Was the incident later discussed? Yes/No If so with whom?

Did you feel supported by your colleagues? Yes/No

Did you feel supported by your service unit? Yes/No

Were you happy with the outcome of the debrief? Yes/No

Comments:

Signed Manager.....

Designation Designation

Date Date