

Policy on Incidents involving Violent, Threatening or Abusive Visitors

Date for review	October 2023
Named person responsible for monitoring	Headteacher
Agreed by Compliance Committee	October 2020

Linked policies: Health and Safety, Safeguarding, CCTV.

Definition

Throughout this document where the term 'visitor' is used it covers any parent/carer or visitor to the school and is not confined to adults.

Aim

All members of the school community have a right to expect that Sir William Ramsay is a safe place in which to work and learn. Abuse, threatening behaviour or violence against school staff, or other members of the school community is unacceptable and will not be tolerated. Any incident will be treated seriously and a disruptive visitor may be banned from entering the school or even prosecuted.

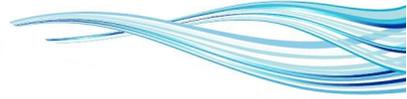
The Governing Body is committed to reducing the risks of its school staff from acts of violence and aggression by:

- Demonstrating to staff that the potential for violence at work is recognised
- Issuing clear procedures/guidelines, which include preventative and protective measures (Appendix 1)
- Providing a poster visible to visitors as they sign in at Reception as to the school's expectations of visitor behaviour
- Providing a poster visible to visitors at parents' evening locations
- Providing adequate training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- Providing an appropriate visitors system which authorises and records visits to site
- Clarifying violent incident reporting and monitoring procedures
- Encouraging proper reporting of incidents and near misses and ensuring that school staff do not avoid reporting violent incidents in the belief that an assault may suggest a failure on the part of the member of staff concerned
- Supporting staff who have been subject to violent, threatening or abusive behaviour and offering counselling where appropriate
- Having procedures for non-face to face meetings during Covid-19 (Appendix 2).

Types of violence

In identifying types of violence the Governing Body recognises that staff can be intimidated or threatened by a variety of circumstances, not simply physical assault, which includes:

- Threatening behaviour
- Gesturing
- Any aggressive or inappropriate contact
- Use of weapons
- Use of aggressive animals
- Abusive telephone calls, texts, letters, faxes, emails, website or social network entries
- Swearing, shouting insults etc
- Innuendo



- Deliberate silence
- Intimidating behaviour causing fear or emotional upset
- Any damage to property on the school site.

Support

Occupational health advice and the Employee Assistance Programme are available.