



**BDMAT**  
Birmingham Diocesan  
Multi-Academy Trust

# **Violence and Aggression to Staff Policy**

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## 1.0 Introduction

- 1.1 Birmingham Diocesan Multi-Academy Trust (BDMAT) and its schools are aware that some members of staff will on occasion be in a position where they may face verbal abuse, threatening behaviour or even be assaulted in some way. This will be distressing for themselves, their families and their colleagues. Where violence and aggression is anticipated, the Trust and the school will operate systems of work that minimise risks. This policy sets out ways in which the Trust can help prevent such incidents and minimise their effect.
- 1.2 We work with a diverse range of young people and adults and it may not always be possible to foresee a particular incident. However, the overwhelming majority of situations can be anticipated in which there might be a risk to personal safety, and this document sets out the way in which these potential incidents should be managed.
- 1.3 If incidents do occur, it is important that managers and staff follow the reporting procedure so that relevant information from the incident can be used to adjust operational, managerial and policy practices.

## 2.0 Purpose of the Policy

- 2.1 The purpose of this policy is to set out BDMAT's policy and procedures to prevent, manage and respond to work-related violence.
- 2.2 The Trust Board supports this policy, and we will not tolerate any instances of work-related violence, including verbal abuse, to our staff.
- 2.3 All employees have the right to be treated with consideration, dignity, and respect. This policy applies to all staff working on our premises.

## 3.0 Definition of 'Violence and Aggression' in School

- 3.1 Birmingham Diocesan Multi-Academy Trust and its schools defines the term as:

***Any incident in which an employee is abused, threatened or assaulted by another person in circumstances arising out of the course of their employment with BDMAT.***

This applies whether the member of staff is on or off duty and is irrespective of the status of the perpetrator.

#### **4.0 Examples of behaviour classed as 'violence' or 'aggression':**

- Kicking
- Biting
- Punching
- Poking or pushing
- Spitting
- Scratching
- Head butting
- Tripping
- Actions that restrict movement
- Unwanted physical contact which results in no injury
- Use of weapons
- Use of missiles
- Extreme or repetitive verbal or written abuse which causes personal offence or distress
- Sexual, racial, homophobic or other harassment
- Bullying including cyber bullying
- Intimidation
- Damage to personal property
- Other aggressive behaviour
- Shouting
- Posturing
- Gestures
- Insults
- Innuendo
- Unreasonable demands or blackmail
- Allegations which turn out to be vexatious or malicious

Please note, this list is not exhaustive.

#### **5.0 General Policy**

5.1 Violence and aggression are unacceptable. However, given the nature of the services we provide, it is acknowledged that some staff may, on occasion, encounter violence or aggression and therefore the Trust takes reasonable measures to eliminate or minimise the risks.

- Risk assessments will be undertaken for specific pupils with known difficulties.
- Staff will receive training from time to time on measures to be taken in different circumstances.

- All incidents of violence and aggression **must** be reported to a member of the school Leadership Team (or member of the BDMAT executive team for staff working in the Central Team)
- Where a member of staff has to use positive ‘handling procedures’ as a result of violence in the school, these should be recorded in the school’s ‘Red Bound and Numbered Book’.
- Following an incident of violence or aggression, support will be offered by the school – where necessary staff should be directed to access support from our Health Assured scheme.
- Staff are expected to take account of their own safety when considering their actions in intervening in any incidents of violence or aggression.

## 6.0 Roles and Responsibilities

6.1 **The Trust Board**, as the employer, is responsible for the provision of measures to safeguard its staff. It delegates the implementation of the measures provided for within this policy to the Chief Executive Officer who in turn delegates this to the **Headteacher of each individual school**.

6.2 **The Headteacher and Leadership Team** will:

- ensure that risk assessments are undertaken where required;
- ensure that relevant staff receive training at appropriate intervals in skills that can be used to minimise risks to personal safety;
- ensure that all staff are aware of the procedure to report incidents of violence and aggression;
- ensure that all such reports are thoroughly investigated and responded to;
- offer and provide appropriate post-incident support to staff; and
- monitor the effectiveness of this policy.

6.3 **Individual members of staff** are responsible for:

- following working procedures and risk assessments;
- reporting likely or actual incidents of violence or aggression; and
- taking due regard of their own personal safety and well-being and for withdrawing from a situation where the risk of actual or potential violence or aggression is high. An exception to this is where any formal plan (e.g. a care plan) relating to a pupil, requires an alternative, prescribed course of action to be followed.

## 7.0 Risk Assessment

7.1 Risk is defined as “the likelihood of harm”. The significance of a risk depends upon the severity of the possible outcome and the number of people who may be affected. All risks should be managed before harm occurs – that is to say, by adopting a proactive approach rather than a reactive one.

- 7.2 These assessments are not to be confused with those made for an individual pupil, through a formal plan such as a Care Plan or a My Support Plan. They are different and separate because the risk of violence or aggression from a pupil may extend beyond the staff who might normally be expected to have access to the agreed plan. In the case of care plans, these individual assessments will be taken into account when preparing the risk assessment.
- 7.3 **Risk assessments** will seek to establish the risk to staff after taking into account:
- Information about children including the frequency and severity of any previous incidents;
  - Frequency and nature of contact;
  - Experience and training of staff;
  - Location; and
  - Adequacy of existing precautionary measures.
- 7.4 The risk assessor will identify any necessary measures and ensure that identified post holders accept the responsibility to act upon them within an agreed timescale commensurate with the risk.
- 7.5 All significant risks will be recorded on a risk assessment form. Both assessors and line managers are responsible for ensuring that the outcomes of assessments are made known to all relevant personnel including BDMAT Head of Operations, Head of HR and Head of School Support.
- 7.6 All assessments will be reviewed **at least annually** but more frequently if enhanced risks are identified or whenever relevant circumstances change.
- 7.7 Assessments will be reviewed after each incident.

## 8.0 Preventative Strategies

### 8.1 General Security

School procedures provide for the registration of all visitors at our school reception areas. If a member of staff observes a stranger not wearing a visitor's badge, they will challenge this person immediately and alert Reception or a member of senior staff. However, due to the nature of some school sites, unauthorised access is possible, and it is acknowledged that this may pose a risk to staff or pupils.

### 8.2 Suitable Working Environments

When speaking to a member of the public/parent/pupil, staff will wherever possible use rooms with an unobscured vision panel in the door, and ideally leave the door open. Room layout is at the discretion of the individual member of staff

and is governed by space and teaching needs. Wherever possible staff will base themselves in a position which allows sight of all entrances and immediate access to at least one of them - staff should position themselves nearest to the door.

### 8.3 **Working Practices and Patterns**

If it is anticipated that a visitor or pupil may display aggressive behaviour, staff will not meet with that person alone and will prepare their responses to any violent or aggressive behaviour in advance of the meeting. Staff will avoid working in isolation, particularly out of normal hours. If telephone callers become abusive or threatening, staff will issue a caution along the lines of, 'if you continue to be abusive, I shall put the telephone down', and then do so if the caller persists, at all times remaining polite, courteous and respectful.

### 8.4 **Physical Intervention (Control and Restraint)**

As a general rule, physical interventions will only be used as a last resort when other strategies have been tried and found to be unsuccessful or when the risks of not employing an intervention outweigh the risks of using reasonable force. There is no legal definition of 'reasonable force' so it is not possible to set out comprehensively when it is reasonable to use force, or the degree of force that may reasonably be used. It will always depend on all the circumstances of the case.

There are two relevant considerations:

- the use of force can be regarded as reasonable only if the circumstances of the particular incident warrant it. The use of any degree of force is unlawful if the particular circumstances do not warrant such use;
- the degree of force employed must be in proportion to the circumstances of the incident and the seriousness of the behaviour or the consequences it is intended to prevent. The degree of force and the duration of its application will always be the minimum needed to achieve the desired result.

It is a criminal offence to use physical force, or to act in a way that leads another person to fear the use of force (for example, by raising a fist or issuing a verbal threat), unless the circumstances give rise to a 'lawful excuse' or justification for the use of that force. Such justification may be to prevent an injury to oneself or to others or to prevent serious damage to property. In these circumstances, a reasonable amount of force may be used. Staff are aware that the use of unjustified and excessive force might be an offence.

All instances of physical intervention will be reported to a senior member of staff and recorded in the 'Red Bound and Numbered Book'.

### 8.5 **Self-Defence**

Leaving or getting away from a threatening situation is often the best defence, using any pretext that may work but individuals do have the legal right to defend

themselves, or others, if attacked. The amount and degree of defensive force used must be proportional to the level of risk being faced. This will depend upon the circumstances.

#### 8.6 **Positive Behaviour Policy**

Each school should have in place a Behaviour Policy which focusses on a 'positive' approach and outlines the school's expectations of pupils and includes a Code of Conduct, as well as providing advice on creating a positive climate for learning and information on School rewards and sanctions.

#### 8.7 **Lone Working**

There will be occasions when members of staff will be working alone in their particular area of the school, particularly outside of normal school hours/term time.

The risk of violence and aggression towards staff increases in a lone working situation. Staff will take care not to make an appointment to see a visitor who is not previously known to them at a time when they will be alone in an area of the school.

If possible, they will cancel or re-schedule the appointment, rearrange the venue or arrange for an additional member of staff to be present. Staff should only work alone if they have gained permission to do this from their line manager and a risk assessment has been put in place.

#### 8.8 **Training**

The following training should be provided:

All staff, including new staff, should receive awareness training on work-related violence, our policy and procedures, how to prevent work-related violence, reporting procedures and what to do following an incident. This may be through formal training or a briefing from senior leaders, depending on the risk potential for the staff members.

#### 9.0 **Responsive Measures**

##### 9.1 **Short-term Debriefing**

The nature and level of action following an incident will depend on the circumstances of each case. Some 'minor' instances may not require any action, but it is important that no incident is dismissed as being too trivial to deal with without first exploring the effect of it with the member of staff involved.

Immediately after an incident, the line manager will ensure that all necessary first aid or medical treatment is arranged.



It is probable that the victim will want to talk about the incident but may be feeling distressed or guilty. It is important that sensitive support is given at this point. Line Managers will be aware that other colleagues are likely to be seen as primary emotional supports and this may require some flexibility about the normal work routine continuing. Further opportunities to talk about the incident will be provided after a period for reflection.

All parties involved in the incident will write down their thoughts and recollection of the incident as soon as they feel able to.

The staff member will be offered counselling through Health Assured and reminded that a trade union or professional association representative may be present at any meeting where a discussion of the incident takes place.

All incidents will be formally acknowledged, verbally and/or in writing.

The Headteacher and other managers will review risk assessments and care and support programmes in the light of any incident. This will include the sharing of information to ensure that all staff are made aware of risks as appropriate.

## 9.2 **Longer-term Debriefing**

Victims of violence or aggression may need time to come to terms with the implications of the incident.

The Headteacher, Leadership Team and Line Manager will be alert to the possibility that the member of staff is underestimating his or her own needs.

Other staff who witnessed the incident or are likely to come into contact with the aggressor will be given information about the incident and its implications.

Any staff development needs that are highlighted by the incident will be addressed.

If a member of staff is absent from work for a lengthy period following the incident, a referral will be made to an Occupational Health Adviser in accordance with the Trust's Absence Management Policy.

## 9.3 **Counselling**

Counselling will be offered where it is deemed appropriate by the Leadership Team and/or Human Resources through Health Assured.

## 9.4 **Change of Duties**

The staff member and Headteacher/Line Manager should agree any need to alter work duties as a result of the incident. This will be done such that the member of staff is not put under duress or made to feel guilty.

#### 9.5 **Involvement of the Police**

The police will usually be informed of all incidents where a member of staff has been assaulted. In some circumstances the member of staff may not wish the police to be involved. However, the Headteacher has the final decision and may judge that the wider protection of the school community requires that a report be made to the police, notwithstanding the wishes of the individual. If, during the course of the incident a child is assaulted or abused, this will be reported in accordance with statutory regulations.

#### 9.6 **Employer's Liability**

A member of staff who believes that they have suffered harm as a result of a work-related incident may seek independent advice as to any civil claim they may have. The Trust's Employers Liability insurance will apply where legal liability is established against the Trust or any other employee.

Employees may also contact the Criminal Injuries Compensation Board. Details can be found at [www.cica.gov.uk](http://www.cica.gov.uk). In order to pursue a claim, the incident must be reported to the police within 24 hours and to the Board within two years.

#### 9.7 **Legal Advice and Support**

##### ***If an employee is the victim***

If an employee is a victim of an assault on one of our sites, which gives rise to criminal proceedings, the Trust's solicitors will provide support in terms of advising on the criminal process. However, this will not extend to bringing a civil action for damages, save to the extent that this is necessary in order to secure an injunction to prevent further assaults or harassment. If an injunction is to be sought against the perpetrator, the Trust's solicitors will advise on each case as to whether the circumstances justify such an application or whether alternative action may be more suitable.

##### ***If an employee is alleged to have committed an offence***

Where an employee is the subject of a criminal investigation as a result of allegations made by one of the Trust's clients, the Trust cannot provide legal advice or representation to that individual. This is so, even where it appears that the employee has followed the Trust's procedures.

If the police decide to take action against a member of staff, then the Trust will be as supportive as the merits of the case allow. However, the Trust is also unable to provide financial assistance to an employee to seek his or her own legal advice and representation from another source. Nor can it reimburse an employee's legal costs in the event of a prosecution not proceeding or ending in an acquittal.

In light of these two paragraphs, **it is strongly recommended that staff consider membership of an appropriate Trade Union.** Alternatively, staff may want to consider the possibility of taking out private insurance cover for such eventualities.

***If a third party claims compensation***

Where an employee is the subject of civil proceedings arising from an incident in which a third party alleges injury, the matter will be dealt with under the Trust's insurance arrangements, thus protecting individual employees. The only circumstances where employees may find themselves outside the protection of the Trust's insurance are where criminal acts have been committed or where the individual is negligent.

**9.8 Exclusion of Pupils**

Guidance on the exclusion of pupils has been provided by *Statutory Guidance for Those with Legal Responsibilities in Relation to Exclusion 2017*.

Only the Headteacher can exclude a pupil and this must be on disciplinary grounds. A pupil may be excluded for one or more fixed periods (up to a maximum of 45 school days in a single academic year), or permanently. Please refer to the each school's own behaviour / exclusions policy regarding each school's approach to permanent exclusion.

**9.9 Warning Letters**

The Trust's solicitors will, at the request of the CEO and subject to satisfactory evidence, issue a warning letter to any adult who has committed a serious act of violent, abusive or aggressive behaviour.

**10.0 Dealing with Abusive Parents**

**10.1 Statement of principles**

This section of the policy has been written taking in to account the DfE Guidance "Advice on school security: Access to, and barring individuals from school premises" December 2012:

<https://www.gov.uk/government/publications/controlling-access-to-school-premises/controlling-access-to-school-premises>

as well as National Association of Headteachers (NAHT) guidance on dealing with abusive parents.

At BDMAT we value the positive relationships forged with parents and visitors to our school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our schools a place where we model for pupils the behaviour we teach and expect. We place a high importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to BDMAT schools are keen to work with us and are supportive. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents. The board of Trustees has a requirement to protect staff and pupils from such aggression.

The progress and well-being of the parent's child(ren) will be fully considered. Actions taken against the parent who are abusive will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of the Local Academy Board and then the Local Academy Board are in place to ensure fairness

## 10.2 **Advice to parents and carers for raising concerns with staff**

- Make an appointment to see the relevant person. If you just turn up at the school, they may not be able to give you the time you need.
- Make a note of the things that you are unhappy about. It will help to clarify the issues and help you when you meet the member of staff.
- Don't jump to conclusions. What made you angry may not be exactly what happened in reality. Deal with your anger before going to the school. An angry confrontation will normally get a defensive response rather than a helpful one. School staff may also refuse to talk to you while you are angry, so you will have achieved nothing.
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to may need to investigate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the BDMAT complaints procedure (also available at [www.bdmatschools.com](http://www.bdmatschools.com)). This will tell you the informal and formal procedure for taking your concerns further.

### 10.3 **BDMAT's approach to dealing with incidents**

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the headteacher or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

### 10.4 **Risk Assessment**

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/pupils feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

### 10.5 **Recording of Incidents**

Staff/pupils subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Headteacher. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults these may be made available to the parent if they request it. The retention and disposal of this information will be in line with BDMAT's Retention Policy.

### 10.6 **The school's response**

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions will include the following:

#### 10.6.1 **Clarify to the parent what is considered acceptable behaviour by the school**

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Headteacher with their version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.

#### 10.6.2 **Invite the parent to an informal meeting to discuss events**

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of

school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

### 10.6.3 **Impose conditions on the parent's contact with the school and its staff**

Although fulfilling a public function, schools are private places. The public (including parents) has no automatic right of entry. Parents of enrolled pupils have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of school staff by a member of SLT;
- restricting contact by telephone to named members of the senior leadership team;
- restricting written communications to named members of the senior leadership team;
- restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school;
- any other restriction as deemed reasonable and proportionate by the Headteacher.

In this case the parent will be informed by letter from the Headteacher the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of the Local Academy Board. The Chair of the Local Academy Board would then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 working days of the date of the parent's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Local Academy Board after approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the Local Academy Board. This and the evidence from the Headteacher will be considered at a meeting of the Local Academy Board. Local Academy Board governors may decide to maintain, extend or remove the

conditions. The decision of the review will be communicated to the parent by the clerk to the Local Academy Board within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will give consideration to the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from then and any evidence of the parent's co-operation with the school in other respects.

#### 10.6.4 **Imposing a ban**

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent from accessing school staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of the Local Academy Board. (Model Letter 2 page 21)

The Chair of the Local Academy Board would then decide whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter.

If the Chair's decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

A decision to impose a ban will be reviewed by the Local Academy Board after approximately six months (and every six months after that, if appropriate; or sooner, if the length of the banning order is less than six months). The parent will be invited to make written representation to the Local Academy Board; this and the evidence from the Headteacher will be considered at a meeting of the full Board of the Local Academy Board. Local Academy Board governors may decide to remove the ban, extend the ban or impose conditions on parent's access to the school. The decision of the review will be communicated to the parent by the clerk to the Trustees within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, Local Academy Board governors will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of

future good conduct received from them and any evidence of the parent's co-operation with the school in other respects.

#### 10.6.5 **Removal from school**

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547, Education Act 1996 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the Board of Trustees. Legal proceedings may be brought against the parent.

#### 10.7 **Complaints policy**

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the BDMAT Complaint's Policy.

#### 11.0 **Reporting Procedures**

Only by reporting incidents can working practices and procedures be adjusted to provide as much protection for staff as is possible. The cumulative effect of several minor incidents can be just as harmful as that from those of a more serious nature.

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers.

All incidents, including physical attacks, serious or persistent threats and verbal abuse must be recorded in the incident book at the school. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.

If senior leaders notice an increase in reports, several reports within a short period or reports about the same perpetrator, line managers should record the details, ask staff for more information and take action. The action may include contacting the police or BDMAT central team about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by managers or staff to prevent a more serious incident occurring.

Each school's Accident Report Forms are kept by the school **office** and are used to record all incidents and accidents, where an injury has been sustained.

For incidents that are more serious, the headteacher completes an on-line Accident/Incident Report and Investigation form with a copy being retained at the school. Major injuries are also reported to RIDDOR.

Any incident requiring a member of staff to use any form of restrictive physical intervention should be recorded in the Red Bound and Numbered Book.



The Headteacher and Leadership Team, via the Local Academy Board, will use these reports to identify measures that can reduce the likelihood of any recurrence as well as spotting regular or repeated perpetrators and victims.

All reports will also be monitored by the Local Academy Board and regular cumulative reports will be compiled to identify trends and areas for further action. These will be shared with the BDMAT Head of Operations.

Any incidents resulting in major injury to staff or that cause staff to be off work for three days or more must be reported under the RIDDOR Regulations 1995.

Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported.

Managers should contact the HSE Incident Contact Centre on 0845 300 9923 to report the incident.

## **12.0 Further Support and Advice**

Some useful contacts are:

British Association for Counselling and Psychotherapy  
BACP House  
15 St John's Business Park, Lutterworth  
Leicestershire,  
LE17 4HB  
Tel: 01455 883300

Victim Support  
9A The Butts  
Ilminster  
Somerset,  
TA19 0AY  
Tel: 01460 55535

Criminal Injuries Compensation Authority  
Alexander Bain House  
15 York Street  
Glasgow, G2 8JQ  
Tel: 0203 6842517

HSE  
The Pithay  
Bristol, BS1 2ND  
Tel: 0117988 6000

## 13.0 Appendices

### a) Template poster for schools

### b) Model template Letters:

- **Model letter 1:** This is an initial letter from the Headteacher to ensure the parent is clear about behaviour standards expected by the school. This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting.
- **Model letter 2:** This is a letter from the Headteacher informing parents of the school's decision to impose conditions on the parent's attendance at school events, pending review by the Chair of the Local Academy Board
- **Model letter 3:** Letter from the Chair of the Local Academy Board informing parent of her decision to confirm or remove the conditions
- **Model letter 4:** Letter from Headteacher informing parents of the school's intention to impose a ban on their attendance at school premises, pending review by the Chair of the Local Academy Board
- **Model letter 5:** Letter from the Chair of the Local Academy Board informing parent of their decision to confirm or remove ban
- **Model Letter 6:** Letter from clerk to the Local Academy Board requesting statement from parents to the Local Academy Board for review of decision.
- **Model letter 7:** Letter from clerk to the Local Academy Board to confirm the outcome of further reviews of decisions where the imposition of conditions/ban has been extended or removed.

### c) Risk Assessments:

- Violence from pupils
- Violence from parents
- Violence After hours
- Violence from intruders

**Template poster to be displayed in schools**

**Insert school logo**

We welcome parents and visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns, we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Anyone behaving in this way is likely to be removed from the premises and prosecuted.

## Model Letter 1

Warning (sent by Headteacher by recorded delivery)

### ***Date***

Dear

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of that we would expect of a parent of a student at ***insert name of school.***

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Local Academy Board on behalf of the BDMAT Board of Trustees will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on Violence and Aggression Towards Staff Policy can be found on our website.

Yours sincerely

Headteacher

cc: Chair of Local Academy Board

## Model Letter 2

Imposing conditions on the parent's attendance at school events, pending review (sent by headteacher by recorded delivery)

### **Date**

Dear

I have received a report from the (name of staff) about your conduct on

..... at .....

(add summary of incident and its effect on staff and pupils)

(You will recollect that I have already written to you about a previous incident on **(date)** warning you of the consequence of any further insulting or aggressive behaviour on your part) **school to complete or delete as appropriate**

I must inform you that the Local Academy Board on behalf of the BDMAT Board of Trustees, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school. These are as follows: **(delete as appropriate)**

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff other than (headteacher / deputy headteacher).
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Other as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Chair of the Local Academy Board. Please consider them to be in force until you receive written confirmation.

The Chair of Local Academy Board **insert name** will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send them in writing any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to

express regret and give assurances about your future good conduct. They will then write to you with the outcome of their decision.

If on receipt of your comments, the Chair of Local Academy Board considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the Local Academy Board.

Yours sincerely

Headteacher

cc: Chair of Local Academy Board

### Model Letter 3

Letter to confirm or overturn headteacher's decision to impose conditions (sent by Chair of the Local Academy Board by recorded delivery)

#### Date

Dear

**Insert name of Headteacher** wrote to you on (date) to detail concerns about an incident when your behaviour towards **(name)** fell short of what we would expect as a school. You will be aware that the Headteacher has written to you previously about your behaviour towards staff.

I have not received a written response from you/ I have received a letter from you dated ....., the contents of which I have considered carefully (**delete as appropriate**).

In the circumstances, and after further consideration of the Headteacher's report and your letter, **delete if appropriate** I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

- (Copy conditions from HT's letter)

This decision will be reviewed by the Local Academy Board in approximately six months' time. The Clerk to the Local Academy Board will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

#### OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, **delete if appropriate** I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.



Yours sincerely

Chair of Local Academy Board

cc: Headteacher

## Model Letter 4a

Imposition of a ban on contacting or attending the school, pending review following warning letter (sent by Headteacher by recorded delivery)

### Date

Dear

I have received a report from the **(name of staff)** about your conduct on ..... at .....

### **(add summary of incident and its effect on staff and pupils)**

You will recollect that I have already written to you about a previous incident on **(date)** warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the Local Academy Board on behalf of the BDMAT Board of Trustees, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the summer term Parents' Evening.

The restrictions above are provisional until they have been reviewed by the Chair of the Local Academy Board. Please consider them to be in force until you receive their confirmation.

The Chair of the Local Academy Board, **insert name**, will need to decide whether it is appropriate to confirm or overturn this decision. Please send them, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.



If on receipt of your comments, the Chair of the Local Academy Board considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Local Academy Board.

Yours sincerely

Headteacher

cc: Chair of Local Academy Board

**Model Letter 4b**

Imposition of a ban on contacting or attending the school, pending review with no previous warning letter (sent by Headteacher by recorded delivery)

**Date**

Dear

I have received a report from the (name of staff) about your conduct on ..... at .....

(add summary of incident and its effect on staff and pupils)

I must inform you that the Local Academy Board acting on behalf of BDMAT, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

Due to the need for police involvement in the incident, (*amend as required*) I am writing to inform you that I am recommending imposing a ban on you attending the school. This means you may not attend school for any reason whatsoever.

If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision, you may bring your child/children to school and collect them at the end of the school day, but you must not go beyond the school gate.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive their confirmation. The Chair of Governors, add name, will need to decide whether it is appropriate to confirm or overturn this decision. Please send them, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Local Academy Board.

Yours sincerely



Headteacher

cc: Chair of Governors

## Model Letter 5

Letter to confirm or overturn Headteacher's decision to impose a ban (sent by the Chair of the Local Academy Board by recorded delivery)

### Date

Dear

***Insert name of Headteacher***, headteacher, wrote to you on **(date)** to detail concerns about an incident when your behaviour towards (name) fell far short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you / I have received a letter from you dated ....., the contents of which I have considered carefully. ***delete as appropriate***

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with **insert Headteacher's name** or a member of the senior team.

This decision will be reviewed in six months' time by the Local Academy Board. The Clerk to the Local Academy Board will write to you in advance of the meeting of the Local Academy Board to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your cooperation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all the above sanctions may be applied.

Yours sincerely



Chair of Local Academy Board

cc: Headteacher

## Model Letter 6

Letter from clerk to the Local Academy Board requesting parents' statement for review by the Local Academy Board (sent by clerk by recorded delivery)

### Date

Dear

***Insert name of Headteacher***, headteacher, wrote to you on **(date)** to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed.

This decision will be reviewed by the Local Academy Board at their next meeting on **(date)**.

I am writing to ask whether you would like to make a written statement to governors for their consideration in making the decision whether to remove the restriction or extend it.

If you should wish to make a written statement, please can you e-mail it to me at **(address)** by **(date – parents should be given 10 days to respond)**.

Yours sincerely

Clerk to Local Academy Board  
cc: Headteacher

## Model Letter 7

Letter detailing outcome of Local Academy Board review (sent by Clerk to Trustees)

### Date

Dear

I wrote to you on (date) to request a statement to enable the Local Academy Board to review the school's decision to impose conditions / ban you from attending school premises.

I have not received a written response from you / I have received a letter from you dated ....., the contents of which were considered carefully by the Local Academy Board at their meeting on (date).

In the circumstances, and after further consideration of the Headteacher's report (and your letter), Governors have determined that the decision to impose conditions/ban you from attending or contacting school attend should be confirmed. **(delete as appropriate)**

The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either **insert name of Headteacher** and **insert name of Deputy Headteacher**.
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Any other condition imposed

OR

- You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by **insert name of Headteacher**.
- You may not contact by telephone or in writing any member of staff.

This decision will be reviewed again in six months' time. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any

appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your cooperation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, **(delete as appropriate)** Governors have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Clerk to the Local Academy Board  
cc: Headteacher

## Violence from Pupils - Risk Assessment

School Name		Decide who may be harmed (insert ✓):					
		Student		Contractors		Visitors	
Department / Location (if applicable)		Staff		Vulnerable People		Volunteers	
Identified Hazards	Initial Risk Rating	Existing Control Measures (select all that are in place)	✓	Actions / Comments	Residual Risk Rating H/M/L		
Stress as a result of sustained verbal violence or threat of violence  Injuries as a result of physical violence	H	There is a documented pupil behaviour policy in place that is regularly communicated to pupils & parents, understood and consistently applied.					
		Pupils are routinely reminded in assemblies and as part of PHSE of what is and is not acceptable behaviour.					
		Staff are appropriately trained to recognise potentially violent situations and how to avoid and or diffuse them.					
		Individual risk assessments / care plans are in place for pupils with known violent or inappropriate behaviour.					
		There is a documented and communicated system in place for summoning assistance from other members of staff.					
		Members of staff know how to respond in an emergency situation.					
		Staff do not work on a 1 to 1 basis with pupils who are aggressive and or violent (they are always within sight or sound of another adult).					
		There is a clear policy in place for reporting and recording violent incidents.					

		All incidents are investigated and, where necessary, appropriate measures put into place to prevent / reduce the risk of recurrence.			
		Parents and carers are involved after an incident or agreed number of incidents in the actions to be taken.			
<p><b>Risk Rating Guidance:</b> H= High M= Medium L= Low TBA = To Be Assessed - Assessment of the likelihood and or impact of injury and or damage. Initial assessment has been undertaken, complete the residual assessment based on your control measures/findings/additional actions etc.</p>					
<b>Other Hazards Identified</b>	<b>Additional Control Measures to be Put in Place</b>				
Any other foreseeable hazards that is associated with the activities being carried out to be listed here.	<i>Where you have identified other hazards record the additional control measures your are going to put in place to mitigate these below:</i>				
<b>Date of Assessment:</b>		<b>Carried out by:</b>		<b>Signature:</b>	
<b>Date of next review:</b>		<b>Carried out by:</b>		<b>Date Review Completed:</b>	
<b>Also refer to these other relevant risk assessments or safety advice documents:</b>	<ul style="list-style-type: none"> <li>• Premises &amp; Facilities Manual</li> <li>• Pupil Behaviour Policy</li> <li>• Safety Guidance Document SG11 Managing Violent Situations</li> <li>• FR4 Security Management Protocol Framework</li> <li>• Safety &amp; Security Risk Assessment</li> <li>• Lone Worker Risk Assessment (if applicable)</li> </ul>				

**Note:** Health and safety in our school is the responsibility of everyone and is about taking a sensible and proportionate approach to ensure that the learning environment provides a healthy and safe place for all who use it, including staff, volunteers, visitors and students.

## Violence from Parents / Carers - Risk Assessment

School Name		Decide who may be harmed (insert ✓):					
		Student		Contractors		Visitors	
Department / Location (if applicable)		Staff		Vulnerable People		Volunteers	
Identified Hazards	Initial Risk Rating	Existing Control Measures (select all that are in place)	✓	Actions / Comments	Residual Risk Rating H/M/L		
Stress as a result of sustained verbal violence or threat of violence  Injuries as a result of physical violence	H	There is a documented complaints procedure in place that is communicated to all parents/carers.					
		Staff are appropriately trained to recognise potentially violent situations and how to avoid and or diffuse them.					
		Where possible, parents are encouraged to make appointments to see members of staff, where parents arrive unexpectedly there is a documented procedure in place to deal with such situations.		<i>Refer to School Security Management Protocol</i>			
		Polite notices are posted in key areas regarding acceptable and unacceptable behaviour.					
		In instances where there is a known risk of violence, consideration is given to pre-arranged interruptions, or meeting with a second member of staff in the room for support.		<i>Refer to School Security Management Protocol</i>			
		There is a known system in place for summoning assistance from other members of staff as necessary.		<i>Refer to School Security Management Protocol</i>			
		Members of staff know how to respond in an emergency situation.		<i>Refer to School Security Management Protocol</i>			
		There is a clear policy in place for reporting and recording violent incidents.					
All incidents are investigated and, where necessary, appropriate measures put into place to prevent / reduce the risk of recurrence.		<i>Refer to Nuisance on School Premises Framework</i>					

		In extreme situations more formal action would be taken e.g. <ul style="list-style-type: none"> <li>• Requesting that they leave the premises (both verbally and in writing)</li> <li>• Banning them from the premises</li> <li>• Injunction proceedings</li> </ul>		<b>Refer to Nuisance on School Premises Framework</b>	
		Separate risk assessments are carried out for home visiting		<b>Refer to Home Visit Risk Assessment as appropriate</b>	
<p><b>Risk Rating Guidance:</b> H= High M= Medium L= Low TBA = To Be Assessed - Assessment of the likelihood and or impact of injury and or damage. Initial assessment has been undertaken, complete the residual assessment based on your control measures/findings/additional actions etc.</p>					
<b>Other Hazards Identified</b>		<b>Additional Control Measures to be Put in Place</b>			
Any other foreseeable hazards that is associated with the activities being carried out to be listed here.		<i>Where you have identified other hazards record the additional control measures you are going to put in place to mitigate these below:</i>			
<b>Date of Assessment:</b>		<b>Carried out by:</b>		<b>Signature:</b>	
<b>Date of next review:</b>		<b>Carried out by:</b>		<b>Date Review Completed:</b>	
<b>Also refer to these other relevant risk assessments or safety advice documents:</b>	<ul style="list-style-type: none"> <li>• <b>Premises &amp; Facilities Manual</b></li> <li>• <b>FR3 Nuisance on School Premises Framework</b></li> <li>• <b>FR4 Security Management Protocol Framework</b></li> <li>• <b>Safety Guidance Document SG11 Managing Violent Situations</b></li> <li>• <b>Safety &amp; Security Risk Assessment</b></li> <li>• <b>Lone Worker Risk Assessment (if applicable)</b></li> <li>• <b>Home Visits Risk Assessment (if applicable)</b></li> </ul>				

**Note:** Health and safety in our school is the responsibility of everyone and is about taking a sensible and proportionate approach to ensure that the learning environment provides a healthy and safe place for all who use it, including staff, volunteers, visitors and students.

## Violence out of School Hours - Risk Assessment

School Name		Decide who may be harmed (insert ✓):					
		Student		Contractors		Visitors	
Department / Location (if applicable)		Staff		Vulnerable People		Volunteers	
Identified Hazards	Initial Risk Rating	Existing Control Measures (select all that are in place)	✓	Actions / Comments	Residual Risk Rating H/M/L		
Stress as a result of sustained verbal violence or threat of violence  Injuries as a result of physical violence	H	There is a site security policy and risk assessment in place.					
		The site has a secure perimeter fence and access gates.					
		There is a procedure in place for making sure that gates are secure during evenings, weekends and holiday periods.					
		Physical building security measures are suitable, maintained and regularly reviewed to ensure they remain effective.					
		Consideration has been given to suitability of both internal and external lighting.					
		Shrubbery is regularly maintained to restrict hiding places.					
		Clear and documented procedures are in place for <ul style="list-style-type: none"> <li>• Locking / unlocking the premises</li> <li>• Responding to alarm call outs</li> <li>• Summoning assistance in an emergency situation.</li> </ul>					
		Access in to the building is restricted and controlled.					
		Polite notices are posted in key areas regarding acceptable and unacceptable behaviour.					
		Staff are appropriately trained to recognise potentially violent situations and how to avoid and or diffuse them.					
Staff are aware that they should not put themselves at risk and should retreat where possible.							

		Consideration is given to lone workers and an appropriate risk assessment and suitable measures are in place to minimise risk.			
		Where appropriate additional means of communication are available and used i.e. radio's, walkie-talkies, mobile telephones etc.			
<p><b>Risk Rating Guidance:</b> H= High M= Medium L= Low TBA = To Be Assessed - Assessment of the likelihood and or impact of injury and or damage. Initial assessment has been undertaken, complete the residual assessment based on your control measures/findings/additional actions etc.</p>					
<b>Other Hazards Identified</b>		<b>Additional Control Measures to be Put in Place</b>			
Any other foreseeable hazards that are associated with the activities being carried out to be listed here.		<i>Where you have identified other hazards record the additional control measures your are going to put in place to mitigate these below:</i>			
<b>Date of Assessment:</b>		<b>Carried out by:</b>		<b>Signature:</b>	
<b>Date of next review:</b>		<b>Carried out by:</b>		<b>Date Review Completed:</b>	
<b>Also refer to these other relevant risk assessments or safety advice documents:</b>	<ul style="list-style-type: none"> <li>• Premises &amp; Facilities Manual</li> <li>• FR3 Nuisance on School Premises Framework</li> <li>• FR4 Security Management Protocol Framework</li> <li>• Safety Guidance Document SG11 Managing Violent Situations</li> <li>• Safety &amp; Security Risk Assessment</li> <li>• Lone Worker Risk Assessment (if applicable)</li> </ul>				

**Note:** Health and safety in our school is the responsibility of everyone and is about taking a sensible and proportionate approach to ensure that the learning environment provides a healthy and safe place for all who use it, including staff, volunteers, visitors and students.

## Violence from Intruders - Risk Assessment

School Name		Decide who may be harmed (insert ✓):					
		Student		Contractors		Visitors	
Department / Location (if applicable)		Staff		Vulnerable People		Volunteers	
Identified Hazards	Initial Risk Rating	Existing Control Measures (select all that are in place)	✓	Actions / Comments	Residual Risk Rating H/M/L		
Stress as a result of sustained verbal violence or threat of violence  Injuries as a result of physical violence	H	There is a site security policy & risk assessment in place.		<b>Refer to Site Safety &amp; Security Risk Assessment</b>			
		The site has a secure perimeter fence and access gates.					
		There is a procedure in place for making sure that gates are secure during evenings, weekends and holiday periods.					
		Physical building security measures are suitable and regularly reviewed to ensure they remain effective.					
		Access is restricted to the school's main entrance only, and there is an effective access control system in place.					
		A secure visitor lobby is provided to prevent access in to the main building.					
		Polite notices are posted in key areas regarding acceptable and unacceptable behaviour.					
		Staff and pupils are regularly reminded of the need to be vigilant (no tailgating) and the need to direct all visitors to the main entrance.					
		Consideration has been given to suitability of both internal and external lighting.					
		Shrubbery is regularly maintained to restrict hiding places.					
		All staff are aware of the schools policy for raising the alarm in an emergency.					

	Staff know how to respond to an emergency situation.			
	Additional consideration is given to staff that may work in isolated areas of the school / mobile classrooms etc.			
	Consideration is given to lone workers and appropriate measures are in place to minimise the risk (refer to separate risk assessment if applicable).			<b>Refer to Lone Working Risk Assessment if applicable</b>
<b>Risk Rating Guidance:</b> H= High M= Medium L= Low TBA = To Be Assessed - Assessment of the likelihood and or impact of injury and or damage. Initial assessment has been undertaken, complete the residual assessment based on your control measures/findings/additional actions etc.				
<b>Other Hazards Identified</b>	<b>Additional Control Measures to be Put in Place</b>			
Any other foreseeable hazards that is associated with the activities being carried out to be listed here.	<i>Where you have identified other hazards record the additional control measures you are going to put in place to mitigate these below:</i>			
<b>Date of Assessment:</b>		<b>Carried out by:</b>		<b>Signature:</b>
<b>Date of next review:</b>		<b>Carried out by:</b>		<b>Date Review Completed:</b>
<b>Also refer to these other relevant risk assessments or safety advice documents:</b>	<ul style="list-style-type: none"> <li>• Premises &amp; Facilities Manual</li> <li>• FR3 Nuisance on School Premises Framework</li> <li>• FR4 Security Management Protocol Framework</li> <li>• Safety Guidance Document SG11 Managing Violent Situations</li> <li>• Safety &amp; Security Risk Assessment</li> <li>• Lone Worker Risk Assessment (if applicable)</li> </ul>			

**Note:** Health and safety in our school is the responsibility of everyone and is about taking a sensible and proportionate approach to ensure that the learning environment provides a healthy and safe place for all who use it, including staff, volunteers, visitors and students