



ALDERMAN JACOBS PRIMARY SCHOOL (ACADEMY TRUST)

ADULT BEHAVIOUR - MINIMISING AGGRESSION

Aims

All staff have the right to work in an environment free from the threat of aggression or violence. The Alderman Jacobs Primary School (Academy Trust) expects that members of the public, parents and other visitors to the academy will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents will be good role models with respect to conduct and managing individual concerns.

Alderman Jacobs Primary School will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the academy site. Should there be clear evidence that there has been a breach of this Behaviour Code, the Academy will take action, or support the Headteacher in taking action, to protect members of the academy community. This may include banning the individual from the academy premises or some other legal action.

Legislation and Guidance

The policy references guidance and advice as set out in the HSE, Violence in the Education Sector, 1997.

Definition

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

Even when there is no injury, there can still be considerable emotional stress. People have different perceptions about behaviour which they find threatening or offensive.

Statement of Trustee's Intent

- A commitment to introduce measures which will prevent violence at work;
- A declaration of full support for people who have been assaulted or suffered harassment or verbal abuse;
- Encouragement for employees to use the reporting procedures and reassurance that those who report incidents will be considered sensitively.
- All reported incidents will be investigated and assaults reported, by a senior manager, to the police.

- Support following any incident.
- A commitment to take action if a threat is made or verbal abuse used against any employee. Action could be a letter of warning that legal action could be taken.

Reporting Incidents

A log will be kept in the Headteacher's office of all incidents where staff have suffered violence, harassment or aggression. Where staff are injured due to physical aggression, the Incident/Accident Report forms which are sent to the HSE, should be used. (These are the same forms used for accidents.)

It is important that all staff report all incidents so that a true record can be kept of the problem of aggression in school.

Details of information to be recorded will be kept in the log. The amount of detail will obviously depend on the severity of the incident.

As well as allowing us to assess the degree of any problem in school, the log will also be essential in deciding further action with certain individuals and will allow us to forecast problems with particular individuals.

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 will need to validate 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 academy complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.

Working Practices in School

Handling Aggressive Visitors:

- We will try to avoid confrontation in front of an audience; particularly groups of pupils. The fewer the people involved in an incident, the easier it is for an aggressor to back down without losing face.
- Stay calm. Speak slowly so as not to be drawn into heated argument, give the aggressor space.
- Avoid aggressive body language such as hand on hips and wagging fingers, looking down on the aggressor.
- Seek assistance from colleagues who will help you to talk through the issue with the visitor.

Visitors on our premises

All visitors should display a school visitor's badge. Staff should challenge, politely, anyone who does not display a badge. Do not put yourself at risk. If in doubt send for help. Encourage the children to look out for the badges.

If parents are aggressive to each other or to children, report to a member of staff.

Making visual or audio recordings of conversations with staff is not permitted. Parents can request minutes to be taken and a copy of these following the meeting.

If you have a problem that makes you angry, here are a number of ways in which to deal with it:

- 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 academy. An angry confrontation will normally get a defensive response rather than a helpful one. Academy staff may also refuse to talk to you while you are angry, so you will have achieved nothing.

Security

All outside doors should be locked. All visitors to the school must sign in and out at the main reception. Unknown visitors should be sent round the outside of the school to the main entrance.

Home Visits

Home visits should not take place without the permission of the Head or Deputy. If you need to visit a home the following precautions should be taken:

- Ask for permission
- Tell the Head and office staff where and when you are going.
- Visit with another member of staff.
- Avoid any evening visits.
- Check beforehand to see whether the person, or someone else in the household, is violent.
- If the visit takes a long time report back periodically.

Links with other policies:

Safeguarding and Child Protection

Health & Safety

Statutory/Non-statutory							
Created/Updated /Reviewed		Ratified		Review Frequency	Next Review Date	Signed by	
By	Date	By	Date			Head	Chair
Cathy Carlisle	Spring 2021	Trustee Meeting	10 Feb 2021	3 Years	Spring 2024	<i>Cathy Carlisle</i>	<i>Atlland</i>