Anti-Violence, Aggressive and Anti-Social Behaviour

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Introduction

We believe this policy should be a working document that is fit for purpose, represents the college ethos, enables consistency and quality across the college.

We have a duty under the Health and Safety at Work Act 1974 to ensure the health and safety of college personnel and it is our duty as stated in the Management of Health and Safety at Work Regulations 1999 to manage risks in the workplace.

We work hard and aim to create and maintain a safe and secure college environment where violence, threatening behaviour or abuse to any member of the college community is not tolerated.

We are aware that nationally many educational staff have been subjected to many incidents of challenging, aggressive, disruptive or violent learner behaviour and that they feel learner behaviour has got worse in the past two years. Those that took part in a recent survey believe that there are many causes for this namely:

- lack of boundaries at home
- emotional and behavioural problems
- mental health issues
- stress

In another recent survey more than half of UK teaching assistants have experienced violent behaviour in the classroom, the playground or at the college gates. We understand that many learners face chaotic home lives and suffer from mental health issues with many learners at risk. But teachers and teaching assistants should not have to be subjected to unruly and disruptive learners.

We have a major duty to support all college personnel as they have a right to feel safe while undertaking their roles and violence towards them is completely unacceptable. We will deal with all incidents severely. We believe we have in place appropriate strategies and procedures to 'manage the behaviour of unruly and disruptive learners in order to minimise the impact in the classroom and to provide full support to staff encountering violence.'

We treat any form of physical attack, attack against property or possessions, serious verbal abuse and threats or anti-social behaviour as acts of violence or aggression as unlawful. We will take all appropriate action against learners or parents/carers or others to ensure all college personnel always feel safe and not to work in fear of threats, violence or abuse.

We always expect all parents/carers and other visitors to be behave in a reasonable and acceptable manner towards all college personnel. In the event of continued acts of verbal abuse or other anti-social behaviour we will consider reviewing our 'open-door' policy and may ban parents/carers from entering college without an appointment.

We will not tolerate any of the following threatening behaviour and will consider banning any person who does so:

- shouting at a member of the college personnel in person;
- using aggressive hand gestures;
- invading a person's personal space;
- physically pushing and hitting;

- spitting directly or indirectly;
- shouting at a member of the college personnel over the telephone.

Parents/carers who wish to discuss their child's education may contact the college by telephone or email to make an appointment.

Signs stating that we will not tolerate verbal abuse or acts of violence will be positioned in the main entrance and other places on the college premises where parents/carers may congregate.

We always expect all college personnel to behave professionally and when confronted with difficult situations to attempt to defuse them.

We will do everything reasonably practicable to reduce risk and to work hard to gain the necessary external support for those learners who have been identified with mental health issues.

We wish to work closely with the Youth Participation Group and to hear their views and opinions as we acknowledge and support Article 12 of the United Nations Convention on the Rights of the Child that learners should be encouraged to form and to express their views.

We as a college community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

We all have a responsibility to ensure equality permeates into all aspects of college life and that everyone is treated equally irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We want everyone connected with this college to feel safe, secure, valued and of equal worth.

We acknowledge the findings of the Race Disparity Audit that clearly shows how people of different ethnicities are treated across the public services of health, education, employment and the criminal justice system.

The educational section of the audit that covers: differences by region; attainment and economic disadvantage; exclusions and abuse; and destinations, has a significant importance for the strategic planning of this college.

We have a duty to ensure that no member of the college personnel should ever have to work in fear of violence or harassment, either in college, outside of college, or online. We want to work in harmony with all stakeholders, but all threatening behaviour, harassments or physical attacks will be dealt with severely.

Aims

- To create a safe and secure college environment for all members of the college community.
- To ensure the health and safety of college personnel always.
- To manage risks in the workplace.
- To treat all acts of violence and aggression as unlawful.

- To support all college personnel as they have a right to feel safe while undertaking their roles
- To ensure compliance with all relevant legislation connected to this policy.
- To work with other colleges and the local authority to share good practice in order to improve this policy.

Responsibility for the Policy and Procedure

Role of the Head of College

The Head of College has:

- Appointed a member of staff to be responsible for Health and Safety;
- Delegated powers and responsibilities to the Senior Leadership Team to ensure all college personnel and stakeholders are aware of and comply with this policy;
- Undertaken risk assessments as they believe this process is the key to controlling any risks at work;
- Responsibility to discuss health and safety issues affecting staff
- Responsibility to report any act of violence that takes place;
- Responsibility and will consider taking legal action against any offence that is considered: abusive behaviour, anti-social behaviour, assault, the of carrying offensive weapons, damage to property, harassment, public order offences, nuisance or disturbance;
- Responsibility for ensuring that the college complies with all equalities legislation;
- Nominated a designated person to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- Ensure this policy and other linked policies are up to date;
- Ensure that everyone connected with the college is aware of this policy;
- Attend training related to this policy;
- Responsibility for ensuring funding is in place to support this policy;
- Responsibility for the effective implementation, monitoring and evaluation of this policy.
- Responsibility for ensuring this policy and all policies are maintained and updated regularly;
- Responsibility for ensuring all policies are made available to parents;
- The responsibility of involving the Youth Participation Group in:

  - determining this policy with the Head of College;
  - discussing improvements to this policy during the college year;
  - organising surveys to gauge the thoughts of all learners;
  - reviewing the effectiveness of this policy with the Head of College

Role of the Senior Leadership Team

The Senior Leadership Team will:

- Ensure all college personnel, learners and parents are aware of and comply with this policy;
- Support all college personnel as they have a right to feel safe while undertaking their roles;

- Deal with all incidents severely;
- Work closely with the Head of College;
- Undertake risk assessments by assessing:

  - identified hazards;
  - assessing the risk
  - who is at risk;
  - identifying risk control measures;
  - recording and reviewing the assessment when appropriate

- Ensure that:

  - all risk assessments are realistic and practical;
  - identified risk control measures need to be acted upon;
  - any incident resulting in injury is reported to the Local Authority

- Report any act of violence that takes place;
- Ensure all related records are kept up to date;
- Search learners suspected of carrying prohibited items such as knives or other weapons that could harm against an individual(s);
- Seize any prohibited item that could harm against an individual(s);
- Consider the exclusion of any learners for causing or taking part in a violent incident;
- Consider banning a parent/carer from the college premises who has demonstrated continued unacceptable behaviour towards a member of the college personnel;
- Provide leadership and vision in respect of equality;
- Provide guidance, support and training to all staff;
- Monitor the effectiveness of this policy by:

  - analysing the number of reported violent incidents that take place
  - analysing the number of learner exclusions
  - reviewing college security procedures

- Annually report to the Head of College on the success and development of this policy.

Role of the Health and Safety Representative

The Health and Safety Representative will:

- Carry out regular inspections of premises and college activities;
- Assist in carrying risk assessments;
- Investigate potential hazards, employee complaints, accidents and dangerous occurrences;
- Make representation to employers and others on health and safety matters arising;
- Provide information and guidance to college personnel;
- Lead the development of this policy throughout the college;
- Work closely with the Head of College and Senior Leadership Team;
- Provide guidance and support to all staff;
- Provide training for all staff on induction and when the need arises regarding;
- Keep up to date with new developments and resources;
- Review and monitor;
- Annually report to the Head of College on the success and development of this policy.

Role of College Personnel

College personnel will:

- Comply with all aspects of this policy;
- Take reasonable care of themselves and others whilst at work;
- Work with the Head of College on the Risk Assessment process by completing a fact-finding questionnaire on the likelihood of them being subjected to violence or abuse in any form;
- Prevent violent incidents occurring by avoiding situations that will provoke violent or aggressive behaviour from learners who are known to have these tendencies;
- Undertake training in:

  - recognising the signs of potential violent or aggressive situations developing;
  - college safety and security procedures;
  - personal safety awareness:

    - basic breakaway techniques
    - safe methods of work
    - recognising verbal and non-verbal precursors to aggression
    - defusing acts of aggression
    - calming potential assailants
    - confidence building
    - dealing with stress after an act aggression

  - identifying and dealing with potentially difficult situations;
  - physical restraint of learners

- Report any incident of violence and aggression;
- Ensure that all incidents are reported to the Director;
- Implement the college's equalities policy and schemes;
- Report and deal with all incidents of discrimination;
- Attend appropriate training sessions on equality;
- Report any concerns they have on any aspect of the college community.

Dealing with a Face-to-Face Aggressive Incident

When confronted with an incident college personnel should:

- Stay calm;
- Stand back and listen;
- Always concentrate;
- Look for signs that could result in unpredictable behaviour;
- Seek assistance from another member of the college personnel;
- Act in a calm controlled manner;
- Speak in a quiet, slow and friendly voice;
- Not turn their back on the 'aggressor';
- Defuse the situation by listening and suggesting that the conversation takes place at some other time and place;
- Move to a place of safety;
- Record the incident at its conclusion.

Dealing with an Anti-social Telephone Conversation

When confronted with an anti-social telephone conversation college personnel should:

- Inform the caller that the conversation is being placed on speaker so that the conversation can be witnessed;
- If the inappropriate conversation continues then inform the caller that the tone of the conversation must improve, or it will be terminated;
- Terminate the call if there is no improvement;
- Record the incident at its conclusion

Recording and Reporting Incidents

- All college personnel must report all incidents of violence and aggression in accordance with the college accident and emergency procedures.
- All incidents resulting in injury will be reported to the Local Authority.
- The Local Authority will report any incident that involves a member of the college personnel having more than 3 days off work to the Health and Safety Executive

Investigating Incidents

The Head of College will investigate all incidents and may decide to:

- Conduct further investigation;
- Offer counselling to the victim;
- Liaise with the police;
- Take legal action;
- Liaise with Trade Unions and the Local Authority;
- Exclude a learner or temporarily withdraw service from the party that was responsible for the incident

Counselling

After any aggressive or anti-social incident, the Head of College/Senior Leadership Team will meet with the member(s) of the college personnel in order to offer support, to talk over the incident, to allay any stressful fears and to give reassurance that prompt and decisive action will be taken.

Role of the Police

The police will be informed of all cases of severe disturbance, assault or potential violence.

Role of Learners

Learners will:

- Be aware of and comply with this policy;

- Report all violent incidents that take place;
- Attend college programmes that cover:

  - resolving conflicts without violence
  - dealing with violent or aggressive behaviour
  - anti-social behaviour
  - the dangers of carrying illegal weapons
  - the penalties of carrying illegal weapons
  - searches with or without consent
  - personal safety training
  - reporting violent incidents

- Listen carefully to all instructions given by the teacher;
- Ask for further help if they do not understand;
- Treat others, their work and equipment with respect;
- Support the college Code of Conduct and guidance necessary to ensure the smooth running of the college;
- Liaise with the Youth Participation Group;
- Take part in questionnaires and surveys.

Role of Parents/Carers

Parents/carers will:

- Be aware of and comply with this policy;
- Be asked to take part periodic surveys conducted by the college;
- Support the college Code of Conduct and guidance necessary to ensure smooth running of the college.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- The College Handbook/Prospectus
- The College website
- The Employee Handbook
- Meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- College events
- Meetings with college personnel
- Reports such as annual reports to the Head of College
- Added to the CPOMS Library for ease of reference
- Information displays in the main college entrance

Training

All college personnel:

- Have equal chances of training, career development and promotion
- Receive training related to this policy on induction which specifically covers:

- All aspects of this policy
- Health and safety
- Safeguarding
- Risk assessment
- Personal safety training
- College security procedures
- Dealing with intruders
- Lone workers
- Accidents and emergencies
- Medical and first aid
- Equal opportunities
- Inclusion

- Receive periodic training so that they are kept up to date with new information
- Receive equal opportunities training on induction

Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any learner and it helps to promote equality at this college.

Monitoring the Implementation and Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Head of College and Senior Leadership Team.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Head of College for further discussion and endorsement.