

The Bellbird Primary School



Dealing with Violent, Threatening or Abusive Incidents Policy

October 2021

(To be reviewed October 2023)

Introduction

Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. All members of The Bellbird Primary School have a right to expect that the School is a safe place to work and learn. There is no place for violence, threatening behaviour or abuse at this School. The Headteachers and the governing body are actively committed to ensuring staff and all other members of the school community feel safe and respected at all times.

However, if despite all our efforts an incident should occur, then the following procedures should be followed.

When an incident occurs, ask the person to leave until they have calmed down, or invite them into another area away from a larger gathering. Always try to ensure that this area will have other adults in or nearby. Walking them through to the Headteacher's office is another way of giving them time to calm down.

If, despite various strategies employed, i.e. listening only to them and not commenting until they have finished, talking to them in a quiet manner, etc., they have not calmed down, then ask them to leave and walk away saying, "I will talk to you again about this when you have calmed down", and that you will contact them with a time in due course. If the situation continues to escalate despite all efforts, then the Police should be contacted.

Report the incident to the Headteacher on duty who will complete a log of the incident and may ask for a written statement of events. The Headteacher on duty will contact an officer at the Local Authority to discuss the situation and the follow-up action to the incident.

The Local Authority, the Governing Body or the Headteachers will (where justifiable) respond to the incident by sending a letter or series of letters to the parent/adult responsible. A sanction may be given such as not being allowed on site for a specified amount of time. Any additional follow-up action will be taken as appropriate, i.e. legal action.

Support for the Victim

Support will be offered to the victim of the incident. This will take the form of support from colleagues, offers of counselling from the LA or legal support.

RISK ASSESSMENT

STEP 1	STEP 2	STEP 3
List significant hazards here:	List groups of people who are at risk from the significant hazards you have identified:	List existing controls or note where the information may be found. List risks which are not adequately controlled and the action needed:
<p>1. <i>Aggressive parent/carer enters the premises by another entrance door other than the front door.</i></p> <p>2. <i>Aggressive/violent parent attempts to enter the building via the front door.</i></p> <p>3. <i>Aggressive/violent parent approaches staff at the beginning/end of the day on the playground. Parent becomes aggressive in a meeting.</i></p> <p>4. <i>Intruder into school/playground unknown during the school day.</i></p>	<ul style="list-style-type: none"> • Teachers • Support staff • Children • Office staff • Teachers • Support staff • Children • Teachers • Children • Children • Staff 	<p>Ensure all external doors close and shut after drop off has finished. No entry gained from them.</p> <p>Front door closed. Only access is to be let in or buzzed in. School. Staff/adult speak to individual through the glass if visitor not known. Need to ensure other staff also do this. Children not allowed to open door without checking with an adult.</p> <p>Staff to ensure they have an open door policy when welcoming parents. Keep doors open so help can be called if needed. Staff to let other team members know when they are meeting a parent and ask for a 'pop in' if required. Staff to ask for support where needed. If alone and a parent is aggressive or inappropriate staff to walk away saying 'I do not feel comfortable continuing this meeting and am going to ask for help.' Do not engage in discussion around why the behaviour is unacceptable.</p> <p>Alarm sounded – children line up straight away to enter School. Remind children regarding use of alarm, plus Staff. See invacuation procedure.</p>