

Violence at Work and Lone Working Policy



Approved by:	Trustee Board	Date: 1 st January 2026
Signed by:	Mrs Amanda Minshull - Beech	Position: Chair of Trustees
Last reviewed:	1 st Jan 26	Next review due: 30 December 2026

Monitoring arrangements

This policy will be reviewed annually but may be reviewed earlier if deemed appropriate by the Chair of Trustees

1. Introduction

- 1.1 Inclusion Education is fully committed to the health, safety, and wellbeing of its staff. This policy covers the possible risk of violence to staff when they have to work alone and gives guidelines for mitigating this risk and should be brought to notice of all staff during induction and at regular intervals.

2. Definitions

- 2.1 Lone Worker: Any person who is allowed to work alone, at any time day or night, in or out of doors, for significant periods of time.
- 2.2 Violence as Work: Any incident or behaviour that abuses, threatens or assaults a member of staff in circumstances arising out of the course of their employment or activity, and results in emotional, physical or mental damage. This includes:
 - 2.2.1 Physical attack: whether or not actual injury and/or pain inflicted
 - 2.2.2 Sexual attack
 - 2.2.3 Other aggressive behaviour directed towards a member of staff causing fear or concern e.g. verbal abuse, threats or intimidating behaviour
 - 2.2.4 Inappropriate behaviour and discriminating behaviour
 - 2.2.5 Damage to staff's personal property

3. General

- 3.1 It is the responsibility of all staff to understand the risk of violence towards them, and the guidelines given in this document for reducing such risk, while appreciating that it is not possible for the document to cover every eventuality. They should also be aware of the procedures for reporting violence when it occurs be it towards them or others when at work.
- 3.2 Situations are diverse. It is essential an individual's manager and the individual assess the likely risk of violence to the latter in each task involving lone working and apply the appropriate measures based on these guidelines and their own judgement and recent experience to mitigate the risk. After an assessment, if the risk remains unacceptable to the manager or employee, the need for the task and the method to achieve it, should be questioned.
- 3.3 It is important that all incidents of violence towards staff are reported immediately after they have happened to help minimise threats to others. These reports shall be passed immediately to the relevant senior leaders to enable them assess current risks, take appropriate action and recommendations for changes to working practices to be shared with the Trustee board.

4. Guidelines for dealing with the risk of violence towards staff, including lone workers.

4.1 General

- 4.1.1 Avoid confrontation
- 4.1.2 De-escalate situations where possible in a calm manner
- 4.1.3 Physically keep your distance if someone seems agitated
- 4.1.4 Trust your intuition: do not ignore the warning, act on it
- 4.1.5 Learn to recognise body language

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- 4.1.6 Do not give your home number or address to a person you are dealing with within your role.
- 4.1.7 When going out from the workplace, always inform your line manager as to where you are going and when you are expected to be back.
- 4.1.8 If your personal mobile number has changed, if this is what you use, inform your line manager and HR as soon as possible. Ensure the relevant staff at Inclusion Education and your line managers numbers are programmed into your new phone.
- 4.1.9 Wear clothes which give out the signals you intend to give, (a casual appearance may not always be the most appropriate)
- 4.1.10 Never meet with anyone alone if they have a history of violent or aggressive behaviour
- 4.1.11 Two people should be present if a contractor is working on an Inclusion Education site. If this is not easily possible, the matter should be discussed with your Line manager.

4.2 Travelling safely when walking

- 4.2.1 Avoid shortcuts through dimly lit or enclosed areas
- 4.2.2 Keep away from bushes, doorways and alleyways
- 4.2.3 Walk facing oncoming traffic
- 4.2.4 Walk confidently and purposefully
- 4.2.5 Do not wear earphones, it reduces awareness
- 4.2.6 Wear sensible footwear
- 4.2.7 Trust your instincts
- 4.2.8 Keep your distance if asked for directions
- 4.2.9 Be careful not to enter a house/building or park on an invitation of some unexpected person

5. Travelling safely by vehicle

5.1 Before setting off:

- 5.1.1 Make sure your vehicle is regularly serviced and check tyres, oil, etc
- 5.1.2 Ensure you have adequate fuel for the journey
- 5.1.3 Plan your route
- 5.1.4 Take a fully charged mobile phone
- 5.1.5 If possible secure membership of a breakdown organisation

5.2 If transporting a learner/student or family member, follow the above and:

- 5.1.1 Ensure your vehicle insurance includes business cover, and the employee driving / car use check is completed
- 5.1.2 Assess the journey with your line manager to determine risk
- 5.1.3 Always ensure your line manager knows when you are leaving, details of where you are going and time you are expected back
- 5.1.4 If the person or one of the persons you are transporting becomes ill or upset, pull over where it is safe to do so and turn off the engine to assess the situation
- 5.1.5 If you need to get out of the car, always ensure it is safe to do so and the vehicle keys are on your person at all times

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- 5.1.6 If you are unable to continue with your journey, call your line manager or the relevant Inclusion Education site , immediately for assistance and advice

5.3 Off site visits:

- 5.3.1 Always ensure your line manager knows when you are leaving, details of where you are going, and the time you are expected back
- 5.3.2 Avoid meeting in a secluded place
- 5.3.3 Wear the Inclusion Education provided identity badge when off site
- 5.3.4 Always check the validity of a new person you are meeting before undertaking a visit

6. Reporting Procedure

- 6.1 Any member of staff who experiences an act of violence while at work or is aware of any other member of staff or learner experiencing violence shall ensure that the incident is reported immediately to their line manager.
- 6.2 The line manager will immediately assess the situation and take action to ensure all people affected are safe and have received medical attention if necessary
- 6.3 In the case of the perpetrator/s still posing a risk, the line manager will take immediate action to safeguard all those involved which may involve calling the police
- 6.3.1 The line manager must inform, in the first instance:
- 6.3.1.1 The nominated Health & Safety and Fire lead at Inclusion **College** (Meridian Office Park, Osborn Way, Hook, Hampshire, RG27 9HY) is Chris McShane, Head (in their absence: Sharon Moores, Senior Administrator)
- 6.3.1.2 The nominated Health & Safety and Fire lead at Inclusion **School** (Jays Close, Viables, Basingstoke RG22 4BS) is Matthew Atkinson, Head (in their absence: Paula Ball, School Business manager)
- 6.3.1.3 The nominated Health & Safety and Fire lead at **EB8** (Belvedere House Basing view Basingstoke RG21 4HG) is: Alex Edwards, Head of EB8 (in their absence: Sherrelle-Jade Munns, Progression Mentor)
- 6.3.1.4 The nominated Health and Safety Lead at Inclusion School Aldershot (Auchinleck Way, Aldershot, GU11 IWT) is **Paul Blake**, Head (in their absence:, Marjatta Charles, Administrator)
- 6.3.1.5 The COO, in their absence Head of Business Operations, should then be contacted as soon as is practically possible to discuss the action to be taken:
- 6.3.2 If decided the violence reported could amount to criminal violence, Inclusion Education should inform the Police giving them what information they have so that they may investigate any alleged criminal offence.
- 6.3.3 Otherwise the line manager and / or nominated H&S lead for that site should investigate incident and make written incident report to the CEO & COO
- 6.4 If the Police have retained jurisdiction the nominated person in para 6 shall immediately inform the CEO / COO who in turn will notify the board of the incident. Otherwise depending on the seriousness of the incident it will be up to the CEO / COO whether the incident is reported immediately to the board or mentioned at the next board meeting.
- 6.5 If the alleged perpetrator is a member of staff, they shall be dealt with in accordance with Inclusion Education's Disciplinary procedure.

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- 6.6 Throughout the above procedure, while all incidents need to be reported and treated seriously, a distinction needs to be drawn between serious incidents, which may give rise to a legal or criminal action and less serious incidents, which may only need to be monitored.

7. POLICY IMPLEMENTATION

- 7.1 The Chair of Trustees is responsible for ensuring the implementation of this policy and that regular reviews take place. All staff and volunteers have a responsibility to adhere to this policy and will be made aware of this policy as part of their induction, supervision and training.
- 7.2 Failure to act in line with this policy will result in disciplinary action.

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