



Violence, threatening behaviour and abuse

Your guide from **ATL** –
the education union

Legal advice series **ATL**
the education union

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01

Introduction

ATL believes that education staff should never be subjected to abuse or threats of abuse, whether verbal or physical.

All those working with children and young people would prefer to prevent any threat or assault. However, regrettably, we recognise that there are going to be circumstances in which education staff are verbally or physically threatened and/or assaulted. We know that managers and staff in these circumstances will have to proceed with great care. They will often be under considerable pressure to make decisions and judgements in very difficult circumstances.

There is no doubt that more serious instances of violent and disruptive behaviour are on the rise, with recorded assaults on staff rising. ATL's message is clear: assaults or threats are unacceptable and we will continue to support members fully in all cases, taking whatever steps we consider necessary when our members' safety and well-being are threatened.

ATL's approach on violence, threatening behaviour and abuse from students, visitors (including parents) and intruders is first and foremost to press for protection against such behaviour. In all cases appropriate support, including legal advice, must be provided by employers, and legal sanctions against perpetrators should be pursued, in consultation with members.

In addition, the following preventative principles are essential:

- User-friendly and accessible procedures must be in place. Staff should be familiar with the procedures and be able to refer to them immediately. These procedures must be regularly reviewed and updated as necessary.
- Practical training must be provided to all staff. This doesn't mean that just one session of training is adequate. As training methods change, or as a reminder for staff, refresher training should also be provided.

This publication gives advice and guidance on violence, threatening behaviour and abuse that may arise from working with students on or off site, and also covers the behaviour of visitors to the site, such as parents. It does not cover allegations of assault or abusive behaviour against staff, which is a separate issue – see www.atl.org.uk/factsheets for downloadable advice on this and other issues.

Some ATL members will be working with children and young people outside the traditional setting of a classroom. We recognise the increased vulnerability of members who, for example, visit students in their own homes. The principles set out above and the practical advice contained here are as applicable to other settings as they are to any school- or college-based education activity.

With regard to terminology, we have used the word 'parent' in this advice, but recognise that 'guardian' or 'carer' might be applicable.

Much of the practical advice contained in this publication is applicable throughout the UK. However, there may be regional variations in policy or legislation.

Policy and guidance information provided in this publication is correct at the time of going to print, but may be subject to change by the government.

02

Your entitlement to a safe place of work

Your employer is under a statutory duty to provide a safe place of work for you, students and visitors (including volunteers involved in your school/college activities) under the Health and Safety at Work etc Act 1974 (HSW Act). There is also an implied term in your contract of employment that your employer will provide a healthy and safe working environment, and this includes protection from violence or the risk of violence, whether on or off site.

For community, community special and voluntary-controlled schools, and pupil referral units, the employer is the local authority (LA). For foundation, foundation special and voluntary-aided schools, and academies, the employer is usually the governing body. For independent schools, the employer is usually the governing body or proprietor. In further education and sixth form colleges, the employer is usually the corporation or governing body.

As an employee, you also have legal obligations. Under the HSW Act you must:

- take reasonable care of your own health and safety and that of others, including your colleagues and the students in your care
- cooperate with your employers on health and safety matters
- carry out activities in accordance with training, instructions, policies and procedures
- inform your employer of any serious risks.

Duty of care

The employers' obligations, as set out above, are normally described as the 'duty of care' that your employer owes to you as an employee. This duty does not provide a comprehensive guarantee of your safety but means that your employer must take reasonable steps to ensure you are protected and remain safe from reasonably foreseeable dangers. Its applicability will differ depending on the facts of each circumstance. For example, if you work with students who have a history of behavioural difficulties, then you are likely to be more at risk of assault. Your employer, therefore, would be expected to act accordingly, taking reasonable steps to safeguard your health and safety. An illustration of this principle is provided in the following case.

Waugh vs Newham London Borough Council

In the case of *Waugh vs Newham London Borough Council* (2002), the LA was found to be in breach of its duty of care when a pupil assaulted a teacher at a special school. The court decided that the LA owed a duty to the teacher to take reasonable care to minimise the known risk of injury to staff and other pupils presented by difficult pupils. The council was in breach of that duty of care and this led to the assault.

It was also held that the council had a duty to the teacher to provide a safe place of work and, in addition, a safe system of work. If adequate prior information and instruction had been given about the pupil, further steps could have been taken to ensure that the assault was avoided. This failure to give information amounted to a breach of the duty of care and the council was therefore negligent.

Risk assessments

As part of their legal duties, employers are required to do a 'suitable and sufficient' risk assessment of the health and safety risks to staff, of which employees must be made aware. If you are not clear as to who undertakes risk assessments at your school/college, you should raise this with your line manager/headteacher/principal.

A risk assessment should follow these steps:

- identify the hazard (something with the potential to cause harm to physical and/or mental health)
- decide who might be harmed and how
- evaluate the risks and decide on precautions
- record the findings
- revise and update the assessments periodically.

Risks to the personal safety of staff should be considered as part of the process. This should encompass the whole of the school/college site, including adjacent areas. It is particularly important to assess risks posed to staff who visit students at home as well as those who work with students with behavioural problems. Their importance is clearly illustrated by the following case.

Millward vs Oxfordshire County Council

In this case where a teacher was assaulted by a pupil, the school had a system of simple, single-page risk assessment forms. These forms contained notes on the potential risks that might be faced by staff and provided information regarding the behaviour patterns of pupils where there had been concerns. The court decided that these risk assessment forms were rather brief and equivocal about the histories of pupils. Although it was held that in this particular case the information provided was insufficient, no specific guidance was given as to the exact detail that should be included in risk assessments.

Furthermore, it is important that risk assessments are readily and easily accessible to staff. In this case, the risk assessment was pinned to cupboards in an office but this office was not regularly visited by the injured teacher and therefore it was regarded as an insufficient system for getting the necessary information about children to staff.

The above case concerned children in a care home at a secure residential unit run by the local authority. It is highly likely that the same principles would apply in any educational establishment or situation where there is knowledge that students are particularly violent or suffering from behaviour disorders.

An employer who fails to carry out an assessment of risk to staff is likely to be in breach of their duty of care. The Health and Safety Executive (HSE) has produced helpful guidance on risk assessments, available at www.hse.gov.uk.

Annual health and safety audit

Schools/colleges should carry out a regular (at least annual) health and safety audit that looks at the following:

- procedures for allowing visitor access to your site
- procedures for visitors when they are on site (eg whether they should be accompanied by an adult)
- visitor identification tags
- the entrance/reception area
- security lighting
- lockable entrances and exits
- perimeter fencing
- records to show that liaison with the police has been quick and effective.

Security should be kept under review and all incidents where there is a breach of security should be recorded. For further guidance on security matters, see www.teachernet.gov.uk.

Health and safety reps

Where ATL is recognised – across the maintained sector and in many independent establishments and academies – our safety representatives are entitled to:

- represent colleagues
- carry out inspections and investigations
- receive information on health and safety matters.

The employer should involve ATL safety reps in health and safety matters on a regular basis, and not just when there has been a serious incident.

Health and safety reps are entitled to reasonable time off with pay during working hours in order to attend training and to carry out their functions. For more information about appointing or becoming an ATL health and safety rep, or about health and safety issues, see the 'health and safety' section of ATL's website www.atl.org.uk or contact your ATL branch secretary.

03

Preventing and minimising confrontation

Recognising what triggers aggressive and violent behaviour can be extremely difficult, but increasingly this is seen as a necessary part of your skills as an education professional. Sharing information and expertise about students with your colleagues is essential to being able to recognise warning signs and therefore to avoid a violent incident.

Warning signs

Physical confrontation is less likely to develop if patterns of behaviour are recognised and dealt with early. With a greater awareness of a potential aggressor's circumstances, you are more likely to identify the relevance of the following signs. Even without any background knowledge, the factors set out below may give an indication of possible danger. The person concerned may:

- have a previous history of violence, possibly under the influence of alcohol, drugs or solvents
- appear tense or agitated
- be unnaturally quiet and withdrawn, or alternatively excitable and boisterous
- exhibit restless behaviour involving pushing, noisiness or jostling
- be deliberately provocative, eg by name calling and attention seeking
- exhibit an over-sensitive reaction to correction or instruction
- be threatening or verbally abusive
- give abrupt replies to questions, often with gesticulations
- exhibit increased voice pitch and volume
- have dilated pupils
- show signs of muscular tension in the face and limbs
- be responding to a feeling of heightened tension within the school/college – you should be aware of the effect of student morale on the behaviour of certain individuals.

What to do when faced with a confrontation

Faced with a possible confrontation, you must make a professional assessment of whether you are able to manage the situation and take appropriate action, or whether attempting to do so would be to take an unacceptable risk. In the latter case, help should be summoned either from a colleague or, in extreme cases, from the police.

Attempts should be made to discuss with the assailant his/her frustrations and/or problems. Signs of aggression may be counteracted by continuing to talk in normal tones, maintaining non-threatening eye contact and listening sympathetically. A difficult situation can be controlled or defused by speaking firmly and politely, keeping your temper under control, adopting a non-threatening posture and maintaining an appropriate physical distance. The following is a checklist of possible actions.

Confrontation checklist

1. Encourage the assailant to discuss matters away from an audience – it is better not to touch someone when inviting them to move.
2. Respect warnings and threats: acknowledge them and take them seriously.
3. If there are other vulnerable people around, especially children, they should be escorted away from the incident.
4. Try to remove yourself from immediate risk and if necessary seek assistance. Avoid involving persons other than staff in controlling an incident.
5. If removing yourself from risk is not possible, try to place a barrier between yourself and your assailant.
6. If the situation escalates, make sure that the person can back down without losing face. Consider the positive aspects of the situation. Offer alternatives, if appropriate, or try agreeing to talk at a later date.
7. If the situation escalates further and you believe control is being lost, call on colleagues straight away and consider withdrawal. Do not ignore the person concerned but let them know that you are going to leave.
8. If a person is actually damaging property, a judgement needs to be made as to the wisdom of physically intervening. Personal safety is always more important than property.

The aim should always be to retreat and summon help. However, occasionally – and as a last resort – you may have to use self defence or physical restraint. All schools/colleges should have an explicit policy on the use of reasonable force to control or restrain students and should provide appropriate training for staff (see page 13 for more about self defence).

If you are forced to defend yourself against imminent injury, restrict your actions to the minimum necessary to protect yourself and those in your care. See chapter 4 for more information about the use of force.

Training

ATL expects employers to take all reasonable steps to safeguard the health, well-being and security of their staff. This includes the provision of personal safety training, which can:

- reduce violent attacks against staff
- help staff recognise verbal and non-verbal precursors to aggression
- help staff use effective techniques to calm a potential assailant
- help staff defuse aggression and prevent situations escalating
- improve staff confidence in dealing with aggression and the resulting stress
- minimise the risk of an attack that causes injury.

Training should include the following:

- how to read body language
- how to make a calm assessment of potentially threatening situations
- how to defuse situations
- how to deal with unexpected confrontations and conflicts
- how to react in the event of a physical attack
- guidance on the use of reasonable force and powers to restrain.

04

Policies and procedures

Your school should have policies and procedures in place to support staff in their management of situations that might involve violence, threatening behaviour or abuse. The following areas should be covered:

- discipline and behaviour
- abusive, threatening or violent adult visitors
- dealing with offensive weapons and knives
- use of reasonable force.

ATL has produced a model policy on violence, threatening behaviour and abuse – see chapter 7.

Government guidance and policies on powers to search and the use of force, covered in this chapter, could be subject to change. For up-to-date information, see ATL's advice factsheets on searching and restraining students, available to download from www.atl.org.uk/factsheets.

Discipline and behaviour policies

Good behaviour is vital for students to be able to learn effectively and for education staff to perform their duties effectively. ATL's position is that every school/college must have a behaviour policy containing a statement that abuse, threatening behaviour or assaults are unacceptable and will result in appropriate punishment. The policy must also state clearly that in cases of actual or threatened violence, permanent exclusion will be considered an appropriate sanction.

The Education and Inspections Act 2006 empowered UK schools to discipline students for unacceptable behaviour, for breaching their rules or for failure to follow instructions. Staff who are in charge of students have the power to discipline them.

A behaviour policy should:

- promote positive behaviour, the importance of self-discipline and respect for others
- make clear the boundaries of what is acceptable
- specify the hierarchy of sanctions, which should be fairly and constructively applied
- take account of students with special educational needs
- be communicated to parents, ideally on an annual basis.

The overall impact of sanctions should be monitored, having regard to age, special educational needs, disability, ethnicity and gender, to ensure that no group of students is disproportionately affected.

Advice on exclusion is available in the government guidance *Improving behaviour and attendance: guidance on exclusions from schools and pupil referral units* (2008) accessible from www.teachernet.gov.uk.

The guidance *Promoting positive behaviour* from the Department of Education, Northern Ireland, is available from www.deni.gov.uk.

Advice on improving relationships and promoting behaviour in Scottish schools is available in the 'positive relationships and behaviour' section of the Learning and Teaching Scotland website www.ltscotland.org.uk, while the government's extensive research *Behaviour in Scottish schools 2009* is available from the 'publications' section of www.scotland.gov.uk.

Abusive, threatening or violent adults

In ensuring that the risk of violence to – or abuse of – staff, and indeed students, is minimised, schools/colleges should have a procedure in place that covers:

- what to do when an incident arises, eg asking the person to leave or inviting him/her into a room away from others
- who to contact in an emergency, eg within the school/college, or the police
- who to report the incident to and how
- liaison with the police
- any follow-up action that is necessary, eg barring from the premises or appropriate legal action
- the support available from the employer, such as counselling, occupational health or legal support.

Dealing with offensive weapons and knives

It is a criminal offence to have a blade or sharply pointed article in a public place without lawful authority. In addition, the Violent Crime Reduction Act 2006 authorises schools to search students without their – or their parents' – consent, when there are reasonable grounds for suspecting that they are carrying a knife or another offensive weapon. Searches can be conducted on or off site.

There is guidance on www.teachernet.gov.uk on the power to search and the practical aspects and consequences of searching, staff training and liaison with the police. The guidance can help all schools and colleges when they consider whether to use their power to search students.

Further education colleges have similar powers to search their students, as well as any school students receiving some of their compulsory education at the college. Both they and sixth form colleges can make the consent to be searched, with or without suspicion, a condition of enrolment.

Schools/colleges are not, however, compelled to use this power. The decision to search should be linked to accurate and correct information, with account being taken of:

- knowledge of students, their past and present behaviour
- reliable information that members of a particular group habitually carry knives or other weapons
- students' responses to questions.

The use of a wand or arch, which involves no contact or less contact with students, may help to resolve the situation.

If the information and/or questioning confirms suspicion, the student should be asked to surrender the weapon. Should the student fail to do so and suspicion remains, s/he should be asked to consent to a search.

Searching a student

Searches, with or without consent, are limited to the removal of outer clothing and the searching of pockets. They should take place out of sight of other students. Students can be required to remove outer clothing (for example a coat, jacket or pullover) but not those beneath outerwear (such as trousers, a skirt, a shirt or a blouse). Staff must not remove students' clothes. They should also be sensitive to special educational needs, race, culture or religion.

Currently, the law requires two adults to be present during a weapons search without consent, both of whom must be of the same sex as the student. This means that a school without two members of male staff must not search male pupils without consent and should call the police if it does not have a security contractor immediately available. However, items that are in the student's possession or control, such as bikes, lockers and cars (including family cars), can be searched by staff of the opposite sex in the presence of the student.

If it is decided that a search would place students/staff at risk, the police should be contacted. It is also advisable to call the police when a student is suspected of carrying a knife or offensive weapon during an educational visit.

Members of staff, apart from security staff, cannot be required to carry out a search. Those who volunteer must be trained first. In addition, it should be confirmed that the employer's liability insurance of the school/college covers claims by staff who are injured as a result of a search.

ATL does have concerns that searches, consensual or not, could give rise to the potential for allegations of physical, and possibly sexual, assault. ATL is also concerned they could introduce an element to the role of education staff that could be perceived as 'policing'. ATL therefore believes it is preferable for the police to be called or for searches to be carried out by outside experts or specialist staff who have school/college security as part of their role. ATL's advice to members is that any approach to non-consensual searches should only be done with great caution. School policies should be clear on this issue and provide staff with clarity as to expectations as well as support and assurance.

The law on searching students could be subject to change. See www.atl.org.uk/factsheets for the latest information and guidance on searching students.

Confiscation of offensive weapons

If a knife or other weapon is found, it should be secured in a locked cupboard and handed to the police promptly. This would usually be when the police come in response to a telephone call.

It is possible that the student will be arrested by the police and prosecuted, and that staff involved in the search are called as witnesses. Schools/colleges should therefore record searches in an incident book as soon as possible, as this may subsequently be used in court proceedings. The records should include:

- the name, sex, year and ethnicity of the student
- the grounds of suspicion
- the time and place
- the name of the searcher
- the name of the other person(s) present
- what, if any, reasonable force was used, and if so, why
- how the search began and progressed
- the response of the student, and how s/he was managed
- the result of the search
- the follow-up actions.

For further information, see *Screening and searching of pupils for weapons: guidance for school staff*, which can be downloaded from www.teachernet.gov.uk.

The use of reasonable force

While the promotion of positive behaviour management strategies may reduce the need to use any form of physical intervention, all education staff are permitted to use reasonable force to control or restrain students in certain circumstances, whether on or off site. However, headteachers/principals should confirm in writing to all staff that they are authorised to do so.

Generally speaking, those who have control or charge of students can use reasonable force to prevent a student from doing or continuing to do any of the following:

- committing an offence
- causing personal injury to, or damage to the property of, any person (including that of him/herself)
- behaving in a manner that is detrimental to the maintenance of good order and discipline.

There is no legal definition of reasonable force. However, situations in which it may be appropriate to use reasonable force include:

- a student attacking another student or a member of staff
- students fighting and at risk of injuring themselves or others
- rough play or misuse of dangerous materials or objects causing or risking injury
- a student committing, or on the verge of committing, deliberate damage to property
- a student trying to leave the room/premises other than at an authorised time, and where this is likely to result in serious risk to his/her safety
- a student persistently refusing to follow an instruction to leave a room
- a student behaving in a way that seriously disrupts a lesson/lecture/off-site event.

The use of force must always be a last resort that should be used if it is apparent that the behaviour is sufficiently dangerous or disruptive to warrant physical intervention.

Advice on violence reduction is available in the 'whole-school issues' section of www.teachernet.gov.uk.

For members in Northern Ireland, the Department of Education guidance *Regional policy framework on the use of reasonable force/safe handling* is available from www.deni.gov.uk.

The Scottish Government's handbook *Safe and well: good practice in schools and education authorities for keeping children safe and well* contains guidance on restraint/physical intervention within the section 'A-Z of practice issues', and can be accessed in the 'publications' section of www.scotland.gov.uk.

Forms of physical intervention

Forms of reasonable physical intervention include:

- physically interposing between students
- blocking the path of a student
- holding a student/students
- leading a student by the hand or arm
- shepherding a student away by placing a hand in the centre of their back
- using more restrictive holds in extreme circumstances, eg to separate students who are fighting.

Staff are advised not to act in a way that might reasonably be expected to cause injury such as by:

- holding around the neck or collar, or in any other way that restricts breathing
- slapping, punching or kicking
- twisting or forcing limbs against a joint
- tripping a student up
- holding or pulling by the hair or ear
- holding a student face down on the ground.

Other factors to consider

The following key issues should be considered:

- staff should always avoid touching or holding a student in a way that might be considered indecent
- physical intervention should never be used as a substitute for good behavioural management
- the first step should always be to employ strategies and techniques to defuse and calm a situation
- where the risk is not imminent consideration should be given as to whether physical intervention is appropriate
- the key issue is to establish good order – any action that exacerbates the situation must be avoided
- in a non-urgent situation, force should only be used when other methods have failed
- the possible consequences of intervening physically, including the risk of increasing the disruption or actually provoking an attack, need to be carefully evaluated
- the age and level of understanding of the student are also relevant – physical intervention with older students is likely to be increasingly inappropriate.

Education staff working with students who have special educational needs (SEN) and/or disabilities can face particular challenges in the area of physical restraint. Guidance on the use of restrictive physical interventions for staff working with students with especially challenging behaviours can be found in the 'whole school issues' section of www.teachernet.gov.uk.

ATL believes it is essential that members in all settings are fully and properly trained in the powers of staff to restrain students, which should include the use of de-escalation techniques, and that training is regularly updated.

05

If an assault has taken place: immediate action

ATL's model policy on violence, threatening behaviour and abuse also provides detailed guidance on the appropriate action to take if you are assaulted – see chapter 7.

Steps to follow if you have been assaulted

There are a number of steps that you should consider taking after a physical assault. If you are too distressed, a friend, colleague, or senior member of staff can go through these with you:

- You should be allowed access to a private area where you can sit with a friend. You may wish to leave the workplace and go home.
- You may have to attend your GP or a hospital, accompanied by a friend, representative or colleague.
- A medical assessment of any injury should be made as soon as practicable. A doctor's report, or even photographs of the injury, can be important evidence in any claim or legal proceedings.
- You should ensure that if you experience any symptoms that continue, you attend a follow-up appointment with your GP.
- If an assault occurred away from the premises, the school/college should be formally notified.
- A written record of the assault, any injury and the circumstances leading up to the assault should be made as soon as possible.
- Where the injury is not obviously superficial, you should notify the Department for Work and Pensions by completing the relevant section(s) of the industrial injuries disablement benefit form, declaring an industrial accident. This could be important if the effects of the assault continue and a claim for disablement benefit becomes appropriate. The form and further information can be found in the 'benefits and financial support' section of www.direct.gov.uk, or call 0800 88 22 00. Those in Northern Ireland should call 0800 22 06 74. ATL members in Scotland should call Jobcentre Plus on 0845 608 8967. For more about industrial injuries disablement benefit, see page 15.

- You should report the incident to the police straight away. You may be reluctant to do this but it is an important step to take, particularly if you seek compensation under the Criminal Injuries Compensation Scheme (CICS) – see page 16 for more about the scheme.
- You should also report the incident to the headteacher/principal and ask him/her to confirm in writing that this has been done.

Steps to take in the case of an assault by a student

When an ATL member has been assaulted or threatened by a student, we expect your employer to take the initiative and take action. Your views are important and should be taken into consideration by your employer when planning how to manage the consequences of an incident.

The assault should be reported to the police with a view to prosecution. ATL expects your employer to support you if this step is taken. Action that might hinder the police's involvement will be challenged by ATL. It is vital for schools/colleges to recognise that supporting their staff in pursuing a prosecution, where appropriate, sends the message to students and adults who visit the site that assaults on staff are unacceptable.

The school/college should take the following steps:

- Suspend the student immediately, pending a prompt assessment of the appropriate disciplinary process and penalties.
- Ensure that the assault is reported to the police – this is a requirement if a claim is to be made to the Criminal Injuries Compensation Authority (CICA) and must be done at the first available opportunity.
- Ensure that the student is dealt with promptly, fairly, and above all firmly, under the disciplinary system.

Staff who have been assaulted should not be directed to teach or supervise the student if s/he returns to school/college. Sometimes an incident is so serious that staff may collectively consider refusing to teach the student concerned. Refusal to teach, supervise or have other professional contact with the student is a form of industrial action. It is a last resort and ATL must be consulted for advice, assistance and approval before the decision to refuse is taken. Action taken along with other unions is often the most effective. ATL's publication *Industrial action* is available to download and order from www.atl.org.uk/publications.

Steps to take in the case of an assault by a visitor or intruder

ATL feels strongly that employers should be far more active in prosecuting adults who have assaulted staff. This sends a clear message to the community that such behaviour will result in legal action leading to a conviction and a criminal record.

Opposite is a checklist of steps that should be taken by the school as a minimum.

If you are assaulted by a visitor or intruder, seek advice from ATL and we will take you through the various options available to you, as outlined here.

However, ATL expects your employer to take follow-up action on your behalf, eg legal proceedings against your assailant and the provision of counselling or occupational health support. These issues should be covered in your employer's policy.

Where such episodes are a recurrent problem, the school/college should consider putting a formal notice on its entrance(s) informing intruders that they may face prosecution.

Checklist for schools/ colleges following an assault by an adult

1. The school/college should have a policy and procedure in place on how to deal with abusive, threatening or violent adult visitors (see chapter 7 for ATL's model policy on violence, threatening behaviour and abuse).
2. In the case of an assault, this procedure must be applied.
3. Practicable steps to remove the individual from the premises should be taken as quickly as possible (involving the police as necessary).
4. The police should be informed immediately.
5. If the assailant is known, the incident must be followed by a warning letter stating that his/her behaviour is not acceptable and that s/he is not permitted to come onto the premises in future without an appointment. If s/he does so, and causes a nuisance or disturbance, s/he will be regarded as a trespasser and will be liable to prosecution.
6. Where appropriate (eg where the assailant is clearly a trespasser or has already been warned), action should be taken to prosecute directly or via the police.

Citizen's arrest

The power of private citizens to make arrests is limited and it is an area fraught with difficulty. When making an arrest, you are detaining someone against their will, normally while waiting for the police to arrive. Generally, only relatively serious offences will be covered by the power of citizen's arrest. These include offences involving a weapon and/or actual bodily harm (ABH) where an assault causes significant injury, eg extensive bruising, broken teeth or psychiatric harm.

If an arrest is made, the person cannot be detained indefinitely. They must be handed over to the police promptly, or released. Where there is any doubt as to whether an offence has been committed, the police should be involved, not least because they have greater powers to make arrests.

Self defence

You might be placed in the position of having no choice but to defend yourself or to take action to defend others, possibly students. In such a situation, you are entitled to use "such force as is reasonable in the circumstances in the prevention of crime..." (section 3 of the Criminal Justice Act 1967). Just like any other citizen, you are therefore entitled to use, or threaten to use, force to protect yourself or others against an unjustifiable attack, provided the force used (or threatened) is reasonable and proportionate. You may also take pre-emptive action if you think harm is about to be inflicted on yourself or others.

In either situation, if you use force that is excessive and therefore not reasonable, you run the risk of being charged with assault and facing trial in the Magistrates' or Crown Court. You could also be sued for compensation in the civil courts.

Recording and reporting

All incidents involving abuse, threatening behaviour, violence or the threat of violence to staff should be recorded. This record is important evidence if proceedings are brought against an assailant. It might form part of a history (or series) of incidents to be relied on when action is taken against an individual. These records can also be of crucial use when reviewing policies and procedures, or risk assessments.

If you are injured as a result of an assault, your employer may need to report this to the HSE, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (see www.riddor.gov.uk for more information). In addition, you should report the assault to the police, as advised above, and to CICA in order to protect your position should you wish to make a claim (see page 17).

When an ATL member has been assaulted or threatened by a student, we expect your employer to take the initiative and take action

06

After an assault: your entitlements

There are a number of issues that may come up following an assault on which ATL can advise. These are summarised below.

If your employer fails to take appropriate action

As an employee, you have the right to:

- complain about circumstances connected with your work that you reasonably believe to be harmful or potentially harmful to health and safety (if you have a health and safety representative – see page 4 – you should raise the issue with them if reasonably practicable)
- take appropriate steps to protect yourself or others from danger that you reasonably believe to be serious and imminent
- leave or propose to leave the workplace if you reasonably believe that there is serious and imminent danger to health that cannot be averted.

Your employer should not subject you to any detriment (eg a written warning) for taking such action. If you are dismissed for exercising these rights, your dismissal may be unfair.

If you have concerns relating to health and safety or are in any doubt about your position, and your employer's reaction to any of the above, you should contact ATL for advice, either through your branch secretary/regional official, regional office or the London office. See chapter 8 for contact details.

Constructive dismissal

There is an implied term in your contract of employment that places an obligation on your employer to provide you with a healthy and safe working environment. Breaches of this obligation might include a failure to:

- take adequate or indeed any protective security measures
- take adequate steps to remedy a danger
- investigate a health and safety complaint
- investigate such a complaint promptly and sensibly
- treat an employee properly following a violent incident.

When employers break their fundamental obligations under the contract of employment, an employee can resign either immediately or by giving notice. The employer has not given notice to the employee so s/he is not formally dismissed, but the employee can argue that the actions of the employer are such that it became impossible to remain in their post. In other words s/he has been effectively (ie 'constructively') dismissed.

If the employee delays the resignation, s/he is seen to have accepted the employer's conduct and to have waived the breach of contract. A claim to the employment tribunal must be lodged within three months of the date on which the employment ends.

In order to claim constructive dismissal you have to resign and leave your employment. You must also have at least one year's service with your employer by the date of termination of employment. This is an extremely serious step to take. Constructive dismissal claims are notoriously difficult. It is therefore crucial that you seek ATL's advice before tendering your resignation.

Illustrated below is an example of circumstances in which inappropriate action by an employer, following a violent incident, led to a claim of constructive dismissal.

Nottinghamshire County Council vs Perez

In the 1999 case of *Nottinghamshire County Council vs Perez*, a school welfare officer who had recently suffered a violent mugging was moved to an office in a remote and unlit area of the school. Understandably, she became anxious about her safety. She was referred to the occupational health department, which supported her, saying that the room was unsuitable. She became increasingly unwell and subsequently resigned. She claimed constructive dismissal and was successful. The employer had not acted properly after the violent mugging. It had failed in its duty to provide her with a working environment that was suitable.

Sick pay

Your entitlement to sick pay should be set out in your contract of employment, or statement of terms and conditions. Teachers in maintained schools who are absent from work as a result of an assault suffered in the course of their employment are entitled to the benefits of the Conditions of Service for School Teachers in England and Wales (known as the Burgundy Book). Paragraph 9.1 of the Burgundy Book states:

“In the case of absence due to accident, injury or assault attested by an approved medical practitioner to have arisen out of and in the course of the teacher’s employment, including... participation in any extra curricular or voluntary activity connected with the school, full pay shall in all cases be allowed, ... subject to the production of self certificates and/ or doctors’ statements from the day of the accident, injury or assault up to the date of recovery, but not exceeding six calendar months.”

The above provision does not count towards sick leave entitlement.

Support staff benefit from similar provisions in the National Joint Council for Local Government Services’ National Agreement on Pay and Conditions of Service (known as the Green Book). Part 2, section 10.2 of the Green Book states that absence in respect of “... normal sickness is entirely separate from absence through... assault arising out of or in the course of employment with a local authority. Periods of absence in respect of one shall not be set off against the other”. You should contact your employer for details of the scheme that applies to you.

ATL members in independent schools may have sick pay entitlements that equate to the provisions set out in the Burgundy Book, since some independent schools do provide similar, if not identical, benefits. However, you should check your contract or statement of employment particulars for your entitlement.

State benefits

If you are disabled as a result of an industrial accident that occurs in the UK, you may be entitled to claim industrial injuries disablement benefit (IIDB). You must have been working for an employer and not self-employed. It can be paid even if you are still working, on top of other benefits for illness or disability.

There is no time limit for claiming. To qualify, you must have suffered a personal injury in an industrial accident (in the course of your employment), which has resulted in your disablement. An accident is defined as an “unlooked for occurrence” or “mishap”. The accident need only be unexpected from your point of view. Deliberate acts by third parties, such as assaults, can be considered as accidents.

You will require a medical examination to assess the degree of the disability or illness and given a percentage disability. If you are assessed as being 14 per cent (or more) disabled, you will be paid IIDB. The amount depends upon the degree of the disability; the higher the percentage, the more IIDB is payable.

In England, Wales and Scotland, a claim can be made by phoning the nearest industrial injuries disablement benefit delivery centre. The list of telephone numbers for these centres, as well as the claim form and further information, can be found in the ‘benefits and financial support’ section of www.direct.gov.uk.

Members in Northern Ireland should visit the ‘social security agency’ section of the Department for Social Development website at www.dsdni.gov.uk to download a claim form; information leaflets are also available to download or can be requested on 0845 605 2020. Alternatively, members can call the Industrial Injuries Branch to request a claim form on 028 9033 6000.

Insurance

Employers' insurance

Teachers in maintained schools have the benefit of their employers' insurance under section 8 and appendix V of the Burgundy Book. Substantial compensation is payable, but only in the event of death or permanent total or partial disablement arising from an assault.

Support staff in maintained schools have similar benefits in part 3, section 7 of the Green Book, provided that their contract incorporates the Green Book. Payments are made in the event of death, or permanent disablement arising from a violent or criminal assault suffered in the course, or as a consequence, of their employment.

Staff in the independent sector may have equivalent benefits incorporated in their contracts or statements of terms and conditions. They should, however, check these documents.

ATL insurance

ATL members receive insurance cover and protection – see opposite for details.

This protection is not provided to members who work overseas. Some terms and conditions apply to those with student membership. The amounts shown may change and any claims are subject to terms and conditions.

To find out more about making an insurance claim call 020 7930 6441, email info@atl.org.uk or write to: Insurance, ATL, 7 Northumberland Street, London WC2N 5RD.

Personal accident cover: all members are automatically insured for £10,000 against accidental death, permanent total disablement, and loss of limbs, eyesight or digits. Other accident benefits include £50 per day to a member who is hospitalised, up to a maximum of 365 days (24 hour excess applies), assistance with medical expenses necessarily incurred and benefits for dependant children.

Assault: ATL provides an automatic benefit to members absent from work for more than seven consecutive days because of an assault. The payment is £100 per week for up to four weeks' incapacity.

Dental treatment: dental treatment is covered up to a limit of £200 as a result of an assault or accident. Claims for £25 or less are excluded.

Loss or damage to property: personal belongings (including teaching equipment, books, personal effects and jewellery) are insured for standard and individual affiliate members while on school/college premises, up to a maximum of £250. This includes the property of students, which is being held or confiscated by staff. Claims for less than £25 are excluded. Spectacles are covered inside school/college buildings and on open spaces within the boundaries, eg a car park, playground or playing fields. There is a limit of £150 on cash.

The Criminal Injuries Compensation Scheme

The Criminal Injuries Compensation Scheme (CICS) is a government-funded scheme administered by the Criminal Injuries Compensation Authority (CICA). CICA makes financial awards to compensate people injured in England, Wales and Scotland (ie Great Britain) as a result of violent crime. The injury can be physical and/or mental. A copy of the scheme is available from CICA's website at www.cica.gov.uk or by calling 0800 358 3601. If you are injured in Northern Ireland, you should contact the Compensation Agency, Roystan House, 34 Upper Queen Street, Belfast BT1 6FD, or call 028 9024 9944.

There are three possible types of CICA award:

- a tariff award, based on the type of injury you have suffered
- compensation for past and future loss of earnings
- special expenses compensation.

The most frequently awarded form of compensation is the tariff award, which carries a minimum payment of £1,000 and a possible maximum overall award of £500,000. For example, the minimum award of £1,000 may be made in cases of multiple minor injuries such as cuts, severe bruising, a black eye or hair pulled from the scalp. It may also be payable to an individual certified as suffering from mental anxiety lasting for more than six weeks.

Compensation for loss of earnings, if awarded, will not be paid for the first 28 weeks of loss. Some special expenses are also payable, such as costs of medical care, dentists' and opticians' charges and special equipment.

Making an application to CICA

Your application will only be considered if it is received on the prescribed CICA form within two years of the incident causing injury. This time limit will be extended only in very limited circumstances.

Your application will be considered if you:

- have been physically or mentally injured (or both) as a direct result of a violent crime, or some other incident covered by the scheme
- were in Great Britain when you were injured
- have been injured seriously enough to qualify for at least the minimum award (currently £1,000) under the scheme.

There are circumstances in which an award may be withheld or reduced, for example:

- if you fail to cooperate with the police and courts in bringing the offender to justice (see below)
- if you fail to cooperate with CICA in relation to your application
- if your action caused, or significantly contributed to the incident when the injury took place.

The CICS has a general rule that any incident around which a claim is being made should be reported to the police straight away. Failure to do so may result in your application being rejected.

However, CICA accepts that there may be circumstances in which it would be more reasonable for the injured person to report the incident to someone in authority, such as the headteacher or principal. Nevertheless, the injured person must ensure that an official report is made to someone in authority.

In summary – and to avoid any complications if you subsequently make a CICA claim – ATL's advice is that if you are assaulted, you should inform the police promptly. Should you be assaulted and are considering making a CICA claim, you should contact Morrish Solicitors, ATL's appointed solicitors, on 0800 083 7285 or online at www.atlinjuryclaims.org.uk.

ATL's advice is that if you are assaulted, you should inform the police promptly

07

Model policy on violence, threatening behaviour and abuse

Background

This model policy and guidance is considered by ATL to constitute good practice in managing violent, threatening or abusive situations. It is designed to be adopted by employers, with amendments if necessary. It may be used for the updating of existing policies.

In compiling this model policy, ATL is aware that the Health and Safety at Work etc Act 1974 places duties on every employer to:

- provide and maintain systems of work that are safe
- provide all necessary information, instruction, training and supervision to enable individuals to be safe
- provide and maintain a safe place of work with safe access and egress.

In addition, employers are required to assess the risks to staff (and others) in the workplace. This includes the risk from foreseeable acts of violence, threatening behaviour or abuse at work. Employers should identify the necessary preventative and protective measures. They must also make arrangements to implement control measures that follow from the risk assessment, so far as it is reasonably practical.

Every school/college should have a separate policy covering the use of force to control or restrain students.

Failure to comply with the above-mentioned duties/requirements leaves the employer vulnerable to legal challenge.

The following preventative principles are essential for all workplaces:

- User-friendly and accessible procedures must be in place. Staff should be familiar with the procedures and be able to refer to them immediately. These procedures must be reviewed regularly and updated as necessary.
- Practical training must be provided to all staff. As training methods change, or as a reminder for staff, refresher training should also be provided.

This model policy and guidance is considered by ATL to constitute good practice in managing violent, threatening or abusive situations

The model policy

Introduction

The employer:

- acknowledges and accepts its legal obligation:
 - to provide and maintain safe systems of work
 - to provide all necessary information, instruction, training and supervision to enable individuals to be safe
 - to provide and maintain a safe place of work for employees, students and visitors to the premises
- declares its intention to take all reasonable and practicable measures to this end and to support fully those employees who are the victims of violence, threatening behaviour and abuse
- acknowledges that every employee has the right to be treated with dignity and respect – assaults on staff are not acceptable
- will take measures to deter violence, threatening behaviour or abuse and take action against those responsible.

It is recognised that staff also have obligations as follows:

- to take reasonable care of their own health and safety and that of others, including their colleagues and the students in their care
- to cooperate with the employer on health and safety matters
- to carry out activities in accordance with training, instructions, policies and procedures
- to tell the employer of any serious risks.

Definitions

In this policy:

- i. “assault” encompasses any intentional and violent physical conduct and includes verbal abuse as well as threats of and attempted assault
- ii. “employer” includes any local authority, school, college, academy or other educational establishment, or the governors/corporation of any school, college or other educational establishment

iii. “manager” includes the headteacher, principal or line manager

iv. “parent” includes a guardian or carer

v. “school” includes a college or any other educational establishment

vi. “pupil” includes “student”.

This policy sets out the action that will be taken towards reducing the frequency of assaults, monitoring their occurrence, training staff, supporting victims of violence and dealing with incidents when they occur.

Support that will be offered by the employer, and which is referred to in this policy, includes the following:

1. maintaining a safe working environment and safe practices
2. identifying risks of violence faced by members of staff
3. assessing who is exposed to the risk of violence
4. reviewing risk assessments at regular intervals, or when there is any change to the risk of violence
5. providing adequate training for all staff
6. ensuring, in the event of an assault, a structured and supportive response from management
7. implementing a standard reporting and monitoring system
8. considering exclusion, or the application of appropriate disciplinary procedures and sanctions, in the case of student assailants
9. referring, if appropriate, to the police
10. employing statutory powers
11. allowing relief from duty, if appropriate, following assault
12. providing medical advice, legal advice and counselling
13. cooperating with the trade unions of assaulted members.

Where a member of staff suffers an assault away from her/his workplace, and if the assault arises in the course of, or via the performance of, her/his professional duties, support under these procedures will be provided.

Prevention

The employer will:

- Record all assaults on staff and make statistics based on this information available to staff and trade unions.
- Consider risks to the personal safety of staff as part of the risk assessment process.
- Undertake regular, suitable and sufficient risk assessments.
- Use the Health and Safety Executive guidance *Five steps to risk assessment* when carrying out risk assessments.
- Follow these steps in the risk assessment process:
 - include the whole of the site, including areas adjacent to the site
 - include staff who visit students at home as part of the risk assessment process
 - identify and assess the risks: activities and workplaces should be looked at and considered for what could reasonably be expected to cause harm; consideration should be given to everybody at the workplace and everyone using the site
 - determine appropriate actions to manage those risks: existing precautions should be examined to establish whether they are adequate, and therefore whether more should be done
 - implement the actions – this may include measures such as:
 - the provision of training programmes for staff
 - alterations to entrances
 - new procedures for visitors to the site(s)
 - new emergency procedures
 - the provision of alarms or back-up for staff
 - monitor the results of all actions taken
 - inform all staff who might be affected of the outcome of the risk assessment
 - keep a record of the findings and consider how they might be used to prevent harm.
- Use its statutory powers to seek to prevent any person entering the premises without lawful authority, who causes or permits nuisance or disturbance to those people lawfully using the premises. Where the name of the intruder is known, warning letters will be sent by the employer making it clear that, if the intruder trespasses again and causes a nuisance or disturbance, they risk prosecution and the matter will be reported to the police. In more serious cases, the employer will consider taking out a prosecution and/or injunction against the offender(s).

Liaison with the police

The employer will establish and maintain close liaison with the local police. They will draw up a procedure enabling the police to be called and to respond promptly when incidents occur. They will also work with the local police to confirm the circumstances in which they will pursue a prosecution against an assailant.

The employer will seek to agree with the police that they will obtain evidence and initiate a prosecution when a member of staff at the school is assaulted, even if the assault is minor.

Dealing with weapons

As soon as a member of staff has reasonable grounds for suspecting that a student is in possession of a weapon, or that there has been an incident involving a weapon, s/he should immediately inform the relevant senior member of staff; s/he should not try to deal with the situation alone.

The headteacher/principal will decide whether or not the student and items in his/her possession or control should be searched, with or without his/her consent. If a weapon is found, or the student refuses to cooperate, the police will be called. The weapon must be confiscated, secured in a locked cupboard and given to the police immediately on their arrival.

In the event that a student has been found in possession of a weapon, the application of the discipline and behaviour policy will be considered. Depending on the particular circumstances, disciplinary sanctions might include exclusion, whether on a temporary or permanent basis.

Assaults by visitors/intruders

In the case of an assault by a visitor or intruder, the manager will immediately:

- inform the police, requesting their prompt attendance
- ensure that all staff and students are safe and secure
- take appropriate steps to isolate the assailant.

They will subsequently:

- liaise with the police
- if the assailant is known, send her/him a letter stating that her/his behaviour is unacceptable and that s/he is not permitted to come onto the premises in future without an appointment. If s/he does so, and causes a nuisance or disturbance, s/he will be regarded as a trespasser and will be liable to prosecution for causing a nuisance or disturbance as a trespasser
- take action to prosecute her/him either directly or via the police.

Where such episodes are a recurrent problem, the school/college will consider putting a formal notice on its entrance(s) informing intruders that they may face prosecution.

Assaults by students

If a member of staff is assaulted, the assailant will normally be removed from school/college immediately. In cases where it is impractical to remove her/him from the premises (eg where attempts to contact parents have been unsuccessful), the student concerned will be isolated from other students. Exclusion from the beginning of the next day should be considered.

The removal of the student, as a fixed-term exclusion, will allow for an investigation of the circumstances of the assault. Permanent exclusion procedures may then follow.

If/when the student returns to school, the manager will consult the assaulted member of staff about appropriate arrangements. S/he will not be required or expected to teach, supervise or support the student concerned.

Action when an assault occurs

If a member of staff is assaulted, the following action will be taken:

- S/he will be allowed access to a private area for as long as necessary where s/he can sit with a friend, representative or colleague.
- S/he will be allowed to go home if s/he wishes and the employer will make appropriate arrangements that may include arranging transport for her/him.
- A medical assessment of any injury will be made as soon as practicable, for example at hospital or by her/his GP. The employer will pay any reasonable charges (eg from a doctor, dentist or optician) that may be incurred in obtaining the assessment.
- S/he may have to attend a hospital, accompanied by a friend, representative or colleague.
- Similarly, s/he may have to attend her/his GP's surgery and may wish to be accompanied.
- S/he may also wish to seek an appointment with the employer's occupational health advisor. Professional counselling services will also be made available free of charge. The staff member will be made aware of the availability of these facilities.
- In addition, staff who have been assaulted will be provided with other appropriate support, including legal advice.
- In cases of visible injuries, it is helpful to obtain photographs. The employer will pay all reasonable costs of obtaining them.
- If the assault has occurred away from the premises, the school/college must be formally notified.
- A written record covering the circumstances leading up to the assault, the assault itself and any injury will be made as soon as possible.
- As soon as practicable after the assault, the member of staff must prepare a written statement on the incident and will be given the opportunity to consult her/his trade union before submitting it.
- Written statements will be obtained as soon as practicable from all witnesses. Wherever possible, they should be prepared on the day of the incident or as soon as possible thereafter.

- The member of staff who has been assaulted will be provided with a copy of all written statements.
- The incident will be reported to the police. The manager, acting on behalf of and with the consent of the member of staff, will normally inform the police of any assault on the premises. If the employee concerned does not wish the police to be informed, those views will be taken into consideration. In all cases, the staff member has the right to report the incident personally to the police.
- The incident will be reported to the headteacher/principal. Headteachers in maintained schools must pass on information about the assault to the local authority and confirm this in writing to the member of staff.
- The member of staff will be advised to contact their trade union representative. In any discussions about the incident, the staff member may be accompanied by a representative of her/his trade union, who will be accorded facilities time to support and advise the member of staff.
- The manager will undertake an investigation and prepare a formal written report as soon as practicable. This report will be agreed with the employee concerned. The report will be given to the police by the manager of her/his representative and to those with overall responsibility for health and safety.

Further support for the victim of assault

The assaulted member of staff will be permitted to take reasonable paid time off to consult her/his trade union, the police or legal advisors, and to attend court if a prosecution is initiated, or for the purposes of any other form of litigation.

Where the member of staff is injured and is obliged to take sick leave, the employer will advise her/him of her/his sick pay rights, including the additional entitlements to sick pay for those suffering injury at work (in accordance with section 4, paragraph 9 of the Burgundy Book for teachers in maintained schools).

The employer, on request, will provide legal advice to assist and prepare the assaulted member of staff for any appearance in court, if the matter leads to a criminal prosecution. If the assaulted member of staff decides to bring a private prosecution, the employer will, on request, offer legal advice and assistance, without cost, to the employee.

Employees who have been assaulted are encouraged, but will not be obliged, to cooperate with the police to ensure that criminal proceedings are brought. Managers should encourage witnesses (including employees and students) to come forward with evidence whenever possible.

If the assailant is prosecuted, the employee and other employees who are witnesses may be required to give evidence in court. Paid leave of absence will be granted for this purpose, and appropriate cover will be provided.

In cases where the assaulted member of staff suffers injury, the employer will provide her/him with advice on the prospects of obtaining compensation through the Criminal Injuries Compensation Authority (CICA), and will offer assistance in making and pursuing an application where appropriate.

Where the injuries arising from the assault cause temporary or permanent disablement, the employer will advise the member of staff of any insurance scheme (in accordance with section 8, paragraph 1, and appendix v of the Burgundy Book for teachers in maintained schools).

The employer will compensate the employee for any damage to her/his personal property or clothing as a result of the assault. The employer will also reimburse any prescription charges incurred by the employee as a direct result of the assault.

08

Useful contacts

Advice from ATL

Should you experience violence, threatening behaviour or abuse, then as a member you should contact ATL for advice and support. You may wish to contact one of ATL's offices:

London

7 Northumberland Street,
London WC2N 5RD
Tel: 020 7930 6441
Email: info@atl.org.uk

Belfast

Unit C2, 16 West Bank Drive,
Belfast BT3 9LA
Tel: 028 9078 2020
Email: ni@atl.org.uk

Cardiff

1st floor, 64B Newport Road,
Cardiff CF24 0DF
Tel: 029 2046 5000
Email: cymru@atl.org.uk

Edinburgh

CBC House, 24 Canning Street,
Edinburgh EH3 8EG
Tel: 0131 272 2748
Email: scotland@atl.org.uk

ATL's personal injury claims line

The ATL personal injury claims service provides advice and representation in the pursuit of compensation for personal injury and loss from specialist personal injury solicitors to all ATL members and their families who have suffered an injury as a result of a third party's negligence and/or breach of statutory duty, either in or outside of work.

Members who have been victims of violent crime at work can also access representation in reviews and appeals to the Criminal Injury Compensation Authority.

This service is provided free, subject to the rules of the scheme. Call 0800 083 7285 (line open 24 hours a day, seven days a week) or complete an enquiry form at www.atlinjuryclaims.org.uk.

Useful organisations

British Association for Counselling and Psychotherapy

Tel: 01455 883300

Email: bacp@bacp.co.uk

Web: www.bacp.co.uk

Criminal Injuries Compensation Authority

Tel: 0800 358 3601

Web: www.cica.gov.uk

Department for Education

Tel: 0870 000 2288

Web: www.education.gov.uk

Department for Work and Pensions

Tel: 0800 88 22 00 (benefits enquiries)

Web: www.dwp.gov.uk

Morrish Solicitors

ATL's specialist personal injury solicitors

Tel: 0113 245 0733

Email: info@morrishsolicitors.com

Web: www.morrishsolicitors.com

Teacher Support Network

Tel – England: 08000 562 561

Tel – Wales: 08000 855 088

Tel – Scotland: 0800 564 2270

Email: enquiries@teacherssupport.info

Web: www.teacherssupport.info

Victim Support

Tel: 0845 30 30 900

Email: supportline@victimsupport.org.uk

Web: www.victimsupport.org.uk

Youth Justice Board

Tel: 020 3372 8000

Email: enquiries@yjb.gov.uk

Web: www.yjb.gov.uk

Found this helpful? ATL has lots of other resources, all free to members, which you might be interested in. Visit ATL's website at www.atl.org.uk to view the full range of legal advice publications and advice factsheets on offer from ATL, along with a full section of help and advice.

Further relevant publications from ATL include:

Taking students off site
Product code: PED03

Bullying at work
Product code: PE29

Industrial action
Product code: PE17

Finished with your copy? Why not pass it on to other colleagues who might find it useful.



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