

SOUTH AYRSHIRE COUNCIL

JOINT NEGOTIATING COMMITTEE FOR TEACHERS

Section 2: School Management

Reporting of Violence and Aggression

(JNCT2.4)

Contents	Page
1. Introduction	3
2. Key Principles	3
3. Actions Required	3
4. RIDDOR Reportable Incidents	4
5. Administration Process To Be Followed	4
6. Risk and Safety Team	5

Appendices

Appendix 1 – Violence or Aggressions Reporting Guidance Notes	6
Appendix 2 – Violence or Aggression Flow Chart	11

Version Control

Version Number	Effective Date	Details of Revision	Responsible Person	Review Date
1		Update to process and procedure		
2		Update to process to reflect on-line reporting of incidents	J Galloway	August 2025

1. Introduction

- 1.1 South Ayrshire Council employees have the right to expect to be treated with respect and without fear of violence and aggressive behaviour. Aggression, in any form towards Council employees will not be tolerated. Work has taken place with teacher trade unions to agree appropriate reporting and support mechanisms for employees (school based) who experience incidents of violence and aggression.

This agreement should be read in conjunction with South Ayrshire Council's Risk and Safety Standard on Violence and Aggression at Work (Standard No. 25) which can be found on The Core using the following link –

[HealthandSafetyStandards/ViolenceandAggression](#)

Violence or aggression at work by one employee against another is not covered by this agreement. Where this situation arises employees should seek advice from their HR Advisor to discuss which policy/procedure/course of action would be appropriate. Advice can also be sought from Trade Union Representatives.

2. Key Principles

- 2.1 The purpose of this agreement is to provide a reporting mechanism for school staff who are subject to violence and aggression from pupils, parents, or others in relation to their employment with South Ayrshire Council.

The Health & Safety Executive definition of an incident in this context is '*any incident in which a person is abused, threatened or assaulted in circumstances relating to their work*'. This includes physical attack and threatening behaviour with or without a weapon, and intentional damage to personal property'.

3. Actions Required

- 3.1 Employees are required to complete the online reporting form within **5 working days of the incident**. Individual employees have a right to report incidents to police if they feel it is appropriate to do so.

The incident will be recorded via the online Violence and Aggression form, an acknowledgement will be sent to the employee directly after submission, thereafter, Management at the establishment are required to discuss the incident with the employee prior to completing the Management section of the online form, which should be submitted **within 5 days of receipt of the online notification**, providing the outcome of the reported incident.

The establishment management team will offer an appropriate level of support to the employee and where appropriate medical support can be accessed through a referral to Occupational Health. Statistics will be monitored, with patterns and trends being

reported to the Inclusion Team who will offer an appropriate level of support to reduce further incidents.

Statistical data will be collated from the online submissions and will be used to provide the JCC and the DMT with regular updates on incidents of violence and aggression in establishments. Statistical information will also be provided to the Scottish Government, Education Scotland or other recognised bodies on request. Data will also be used to respond to Freedom of Information requests although the names of staff and pupils involved will never be disclosed.

4. RIDDOR Reportable Incidents

The Risk & Safety Team will notify the HSE of incidents that require compliance with the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2015. (RIDDOR). A RIDDOR reportable incident refers to an incident whereby the employee was either absent from work following the incident for more than 7 consecutive days (not counting the day of the accident); had to attend hospital directly following the incident; or where a 'major injury' such as broken limb has occurred. Advice on reportable incidents can be obtained from the Risk & Safety Team on 01292 612048 or by e-mail at corporate.safety@south-ayrshire.gov.uk

5. Administration Process To Be Followed

Employee actions required:

- Employees are required to complete the online reporting form within **5 working days of the incident**, using the following link –

[Violence and aggression reporting form \(Education\) - The Core \(south-ayrshire.gov.uk\)](#)

Line Management actions required (this would normally be the Head Teacher or Centre Manager):

Preventative Actions:

- Undertake a risk assessment as advised by the Council's Risk & Safety Team to mitigate potential risk of violent and aggressive incidents. Support from Trade Union Representatives can be given during this process.
- Monitor level of incidents and reporting at establishment to allow preventative measures to be put in place where required
- Undertake individual risk assessments where appropriate e.g. when teacher is pregnant and it is known that there have been previous incidents with her class or a particular pupil. Support from Trade Union Representatives can be given during this process

Responsive Actions following an Incident:

- Head Teacher must email vaforms@south-ayrshire.gov.uk immediately if notified of an incident which has resulted in a serious injury
- Once the online form is submitted by the employee, Management at the establishment will require to complete the Management section of the online form

providing additional information regarding the reported incident within 5 days of receipt of the on-line notification.

- Ensure employee is offered appropriate support either via SMT or via Occupational Health
- Contact Corporate HR if an Occupational Health appointment is required
- Ensure employee is notified of any follow up action taken in relation to the incident
- Advise Education Resource planning by e-mailing vaforms@south-ayrshire.gov.uk if the member of staff has a belated absence related to the incident in order that statistical records can be adjusted accordingly
- If RIDDOR applies ensure this is selected on the online form
- Seek appropriate support and advice from Inclusion Team where required

Educational Services central team actions required:

- Education Resource Planning record incidents on a monthly basis. Reports highlight emerging patterns/trends re: particular pupils, members of staff or locations
- Staffing Team liaises with Education Resource Planning team to prepare a report to be passed for regular discussion at DMTs and at quarterly JCC meetings.
- Statistical responses to recognised bodies and FOI requests

6. RISK AND SAFETY TEAM

- Risk and Safety Officer has full access to all violence and aggression forms submitted and will liaise with establishments directly when RIDDOR is applicable
- Risk and Safety will use the shared data to report appropriate statistical information to First Tier JCC

Appendix 1 – V&A Reporting Process - Guidance Notes

V&A Online Reporting Form

Employee & Line Manager Guide

Education Employees i.e., Secondary, Primary, Early Years & Support Staff (Excluding Facilities Management Staff)

Incidents of V&A are recorded online using the case management system (CMS) from GOSS. The case management system (CMS) creates an online file following the submission of a V&A form. The V&A form is then stored securely electronically.

An online reporting facility has been set up which will provide Education Resource Planning with the ability to run detailed reports on V&A forms that are submitted.

This guide will assist employees and Line Managers to use the on-line process.

To access the V&A reporting form please use the link below:

[Violence and aggression reporting form \(Education\) - The Core \(south-ayrshire.gov.uk\)](https://thecore.south-ayrshire.gov.uk)

Here is a screenshot of how the form will look:

The screenshot shows a web browser window displaying the 'Violence and aggression reporting form (Education)' on 'The Core' system. The browser address bar shows the URL: https://thecore.south-ayrshire.gov.uk/25532. The page features a navigation menu with 'How do I?', 'Find staff', and 'My council'. A yellow banner at the top contains 'CORONAVIRUS: Advice for council employees and logging absences'. The main content area is titled 'Violence and aggression reporting form (Education)' and includes a sidebar with various form options. The 'Incident report form' is selected, showing a 'Details' section with a 'Directorate' dropdown menu (set to 'People (school based only)'), a 'Service' dropdown menu (set to 'Please select'), and text input fields for 'Line manager name' and 'Line manager email'.

Employee (Victim) Actions:

Employees are required to complete the online reporting form and inform their Line Manager of the incident **within 5 working days** of the incident. Employees should indicate whether they consider the abuse was carried out with malicious intent or because of the particular needs of the pupil. Individual employees have a right to report incidents to police if they feel it is appropriate to do so.

The employee should complete all sections of the form required. If the employees wishes to provide any supporting documentation this should be e-mailed to vaforms@south-ayrshire.gov.uk

The Line Manager in most circumstances will be the Head Teacher/Manager of the establishment where the employee is based.

If any assistance/guidance is required to complete the form, please email Education Resource Planning at vaforms@south-ayrshire.gov.uk and a member of the team will contact you to discuss.

Once the form has been submitted the employee will receive an email notification, as below, to confirm the form has been received.

The form is now complete for the employee (victim) and no further action is required.

The screenshot shows an email interface with the following content:

VA1 form Submitted -

From: noreply@south-ayrshire.gov.uk
To: McNaughton, Laura

Dear Laura McNaughton

Thank you for submitting the Violence and Aggression Reporting Form to Educational Services.

How we use the information provided:-

- To compile statistical reports provided to the Departmental Management Team and to Educational Services Joint Consultative Committee. (All parties remain anonymous).
- Information is also shared with Inclusion Co-ordinators and central ASN team to allow them to identify any trends or concerns and support schools accordingly.

Your Head Teacher or other nominated line manager will be asked to provide information on what action has been taken by the school relating to this incident; what support has been provided to you and what action has been taken to prevent recurrence. Further support is available from the Occupational Health team, accessed through your Head Teacher or Line Manager. Support and advice may also be available from your trade union if you wish to contact them.

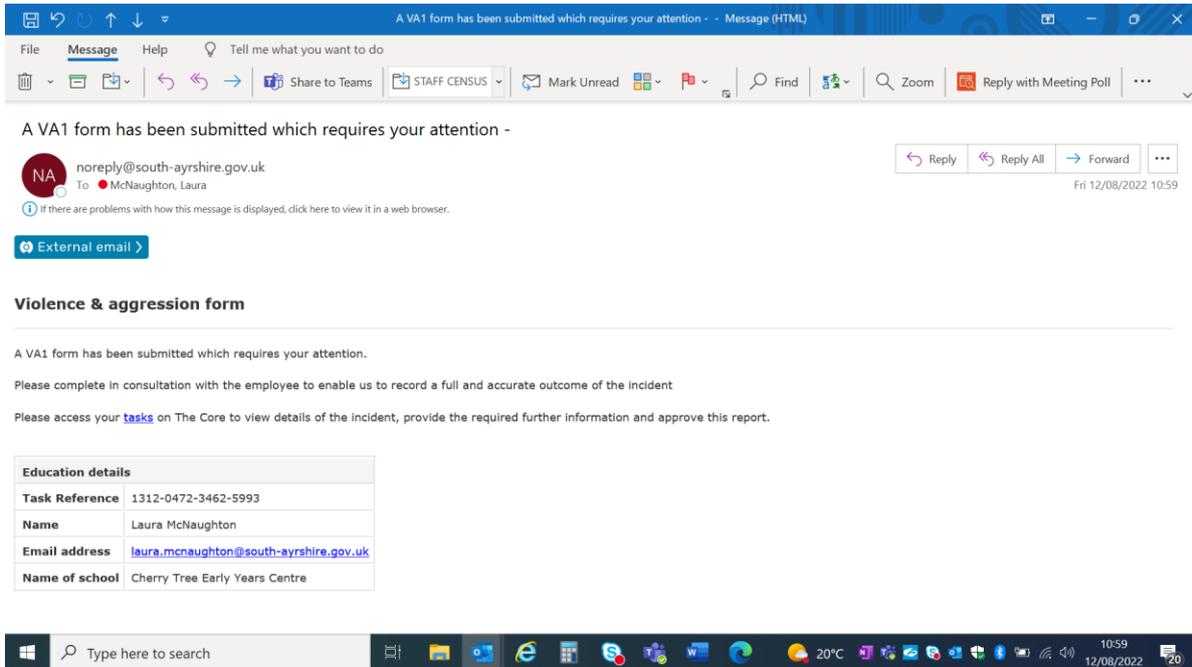
If you have any questions about this specific incident please speak to your Head Teacher or Line Manager. For any general questions on how the Directorate manages the reporting of violent and aggressive incidents, please do not hesitate to contact vaforms@south-ayrshire.gov.uk or alternatively contact Education Resource Planning, 01292 612162.

Kind regards Educational Services Team

Task Reference	1312-0472-3462-5993
Full name	Laura McNaughton
Name of school	Cherry Tree Early Years Centre

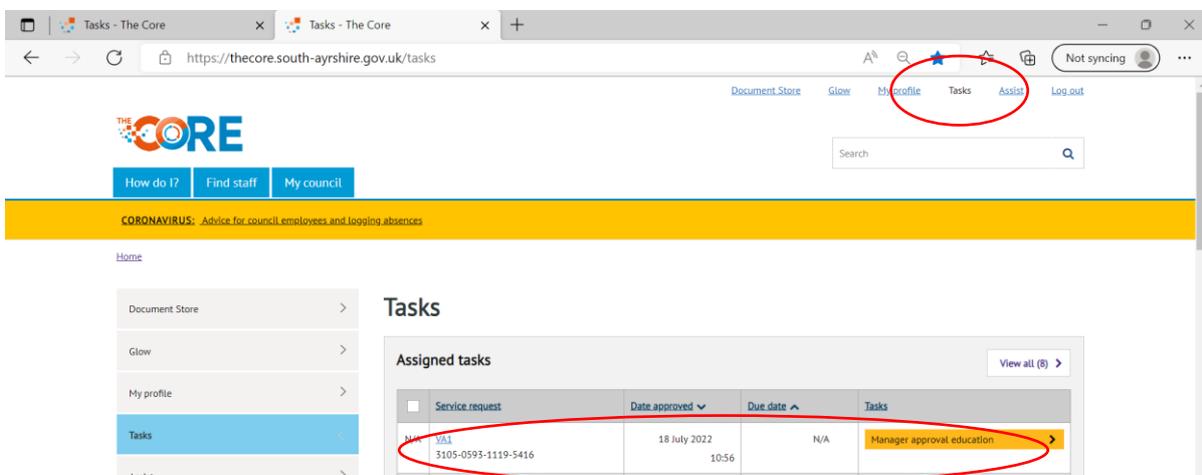
Line Manager Actions (this would normally be the Head Teacher or Centre Manager):

Once the form has been submitted the Line Manager will receive a notification, as below, to advise that there is a task for them which requires action to complete the violence and aggression reporting process.



The Line Manager can then either click on the [tasks](#) link within the email notification, circled above, or once on The Core select the Tasks tab at the top right hand side of the page, as shown below.

Here you will see a list of your assigned tasks that have to be dealt with.



Click on the orange box and this will open the form to be completed by the Line Manager.

The Line Manager will be able to view all the details of the incident that have been completed by the employee.

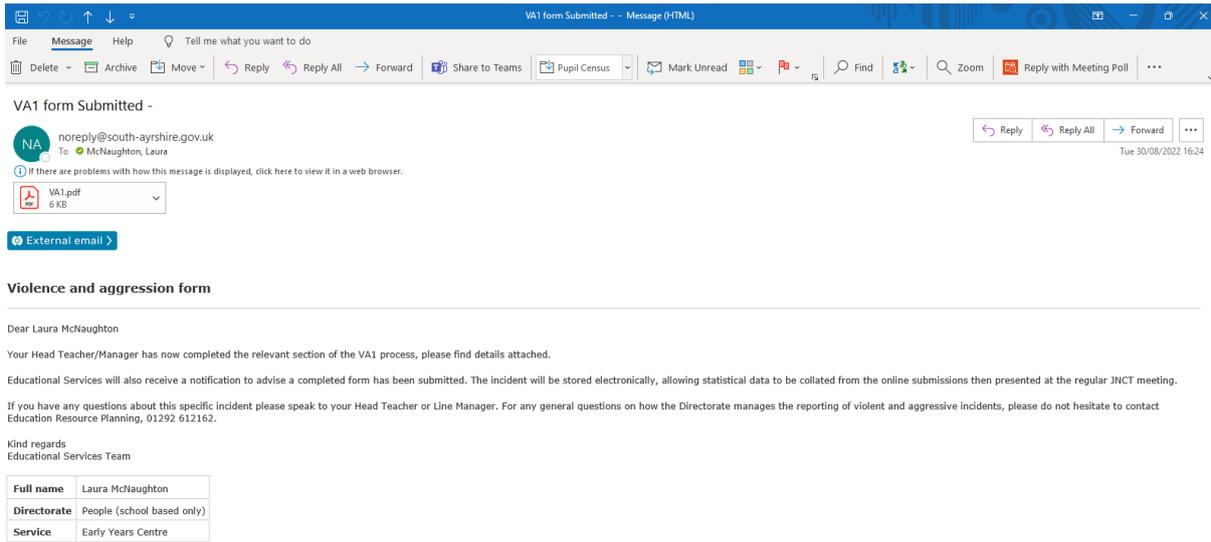
The Line Manager should now review the form and complete the relevant sections of the form and submit.

The Line Manager is required to complete and submit the online reporting form to the Authority **within 5 working days** of receipt of the task notification.

The screenshot shows a web browser window with two tabs open, both titled 'Tasks - The Core'. The address bar shows the URL: <https://thecore.south-ayrshire.gov.uk/tasks?taskid=88132356>. The page header includes navigation links: Document Store, Glow, My profile, Tasks, Assist, and Log out. A search bar is also present. Below the header is a yellow banner with the text: 'CORONAVIRUS: Advice for council employees and logging absences'. The main content area is titled 'Tasks' and includes a 'Back' button. Below this is the 'Details' section, which contains the instruction: 'Please complete this section in consultation with the employee to enable us to record a full and accurate outcome of the incident'. The form fields are: 'Directorate' (a dropdown menu with 'People (school based only)' selected), 'Service' (a dropdown menu with 'Primary schools' selected), 'Date of incident' (a date picker with '11/07/2022' selected), and 'Time of incident' (a text input field).

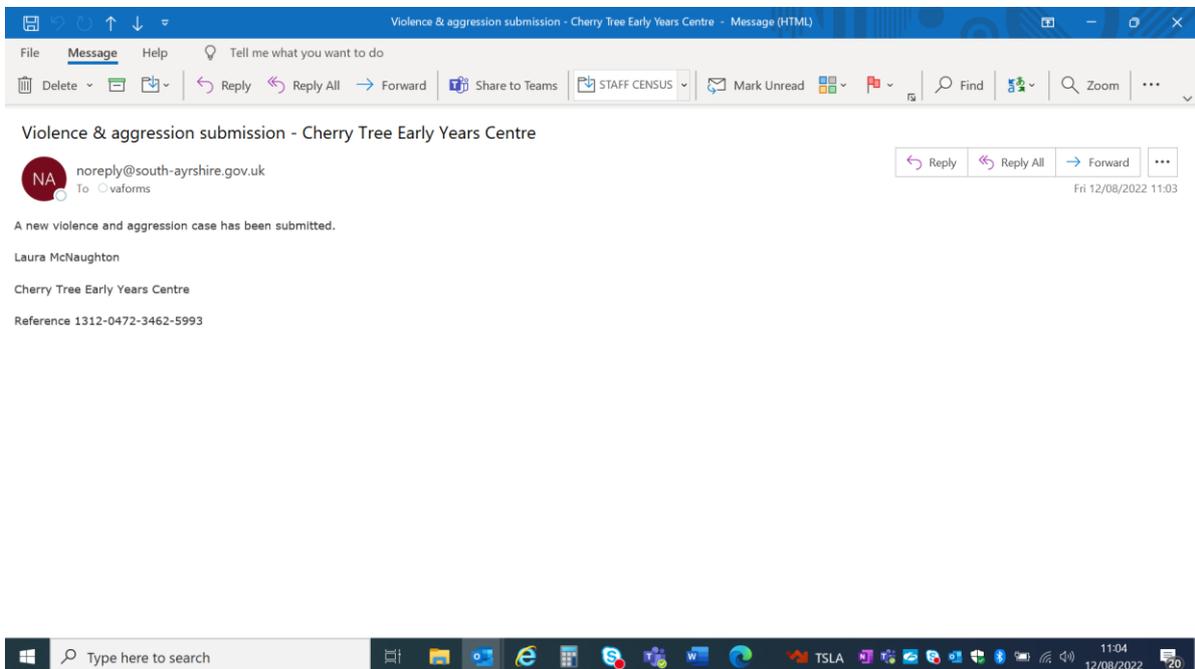
If any assistance/guidance is required to complete the form, please email Education Resource Planning at vaforms@south-ayrshire.gov.uk and a member of the team will contact you to discuss.

Once the task has been completed and the form submitted an email notification will be sent to the employee, as below, to confirm the process has been completed and the form has now been successfully submitted. A copy of the completed form will be attached for the employees information the Line Manager will also receive this e-mail with the completed form attached



Education Resource Planning will also receive a notification to advise a completed form has been submitted, as below. The incident will now be stored securely electronically.

Education Resource Planning will then be able to compile reports based on the information recorded. These statistics will then be presented at the quarterly JCC meeting.



Appendix 2 - Violence or Aggression Process Flow Chart

