

SOUTH AYRSHIRE COUNCIL JOINT NEGOTIATING COMMITTEE FOR TEACHERS

Section 2: School Management Reporting of Violence and Aggression (JNCT2.4)



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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 2024
3		Update to Risk and Safety website link and contact number Section 1 and 4. Update to various sections regarding Riddor Reporting, more in depth guidance surrounding Employee/Manager and Risk and Safety. Appendix 2 updated – more Riddor information included	N Campbell	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 –

[Risk and Safety - Violence and Aggression Standard](#)

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/25532)

Here is a screenshot of how the form will look:

The screenshot shows a web browser window with the URL <https://thecore.south-ayrshire.gov.uk/25532>. The page is titled 'Violence and aggression reporting form (Education)' and is part of 'THE CORE' system. The left sidebar contains a menu with options: 'Violence and aggression reporting form (Education)' (selected), 'DSE self assessment', 'Search', 'Manage Platform', 'Vote for your nominated charity', 'Education - ASN transport attendance check', 'Contract Changes Form', and 'Contract Change Approval'. The main content area is titled 'Violence and aggression reporting form (Education)' and includes a sub-header 'Incident report form'. Below this, there is a 'Details' section with a 'Directorate' dropdown menu (showing 'People (school based only)'), a 'Service' dropdown menu (showing 'Please select'), a 'Line manager name' text input field, and a 'Line manager email' text input field. The bottom of the screen shows a Windows taskbar with various application icons and a system clock displaying 08:52 on 18/07/2022.

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 Incident was either carried out maliciously 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.

If the employee believes that the incident should be reported to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) they should select yes – reportable to RIDDOR at the end of the form. This will be reviewed by the Line Manager and if they are in agreement, they will select yes on their form too and the form will be forwarded to the Risk & Safety team who manage RIDDOR reporting.

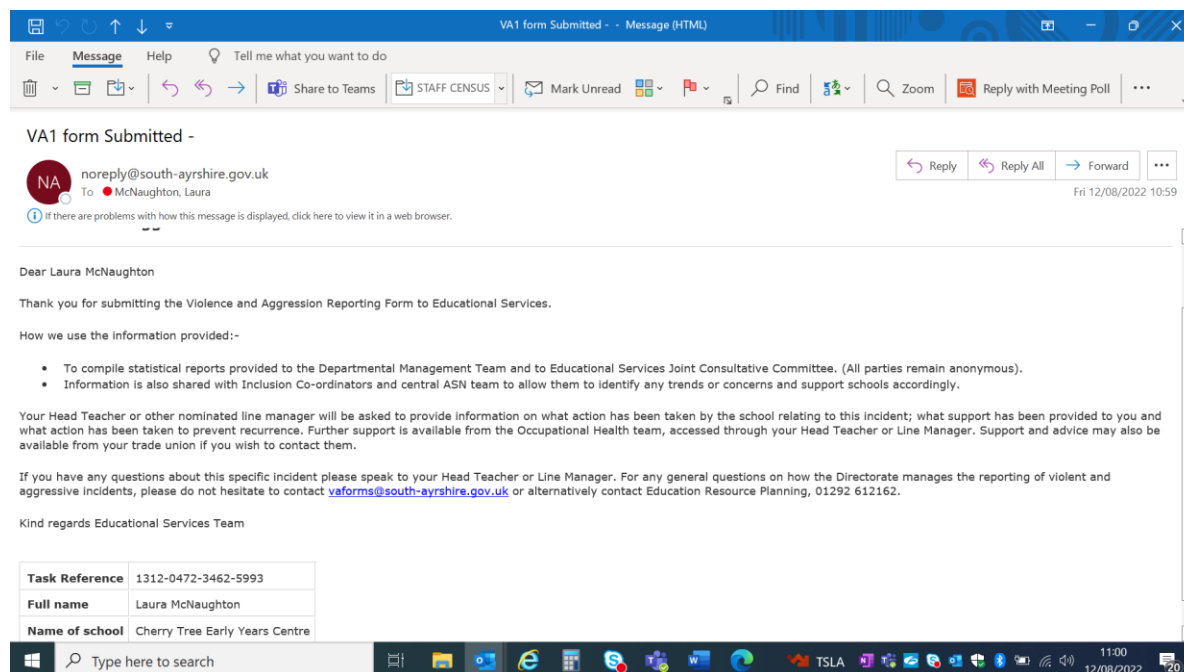
The employee should complete all sections of the form required, ensuring all names are spelled correctly.

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.

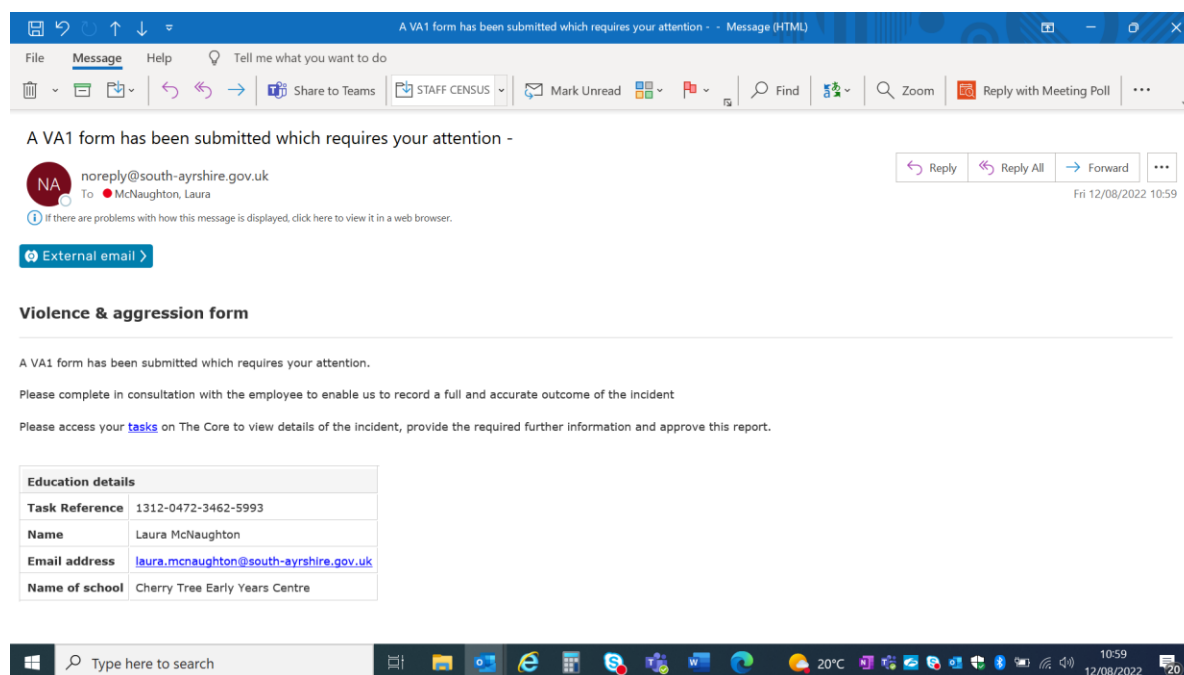
Once the form has been submitted the employee will receive an email notification, as below, to confirm the form has been received.

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



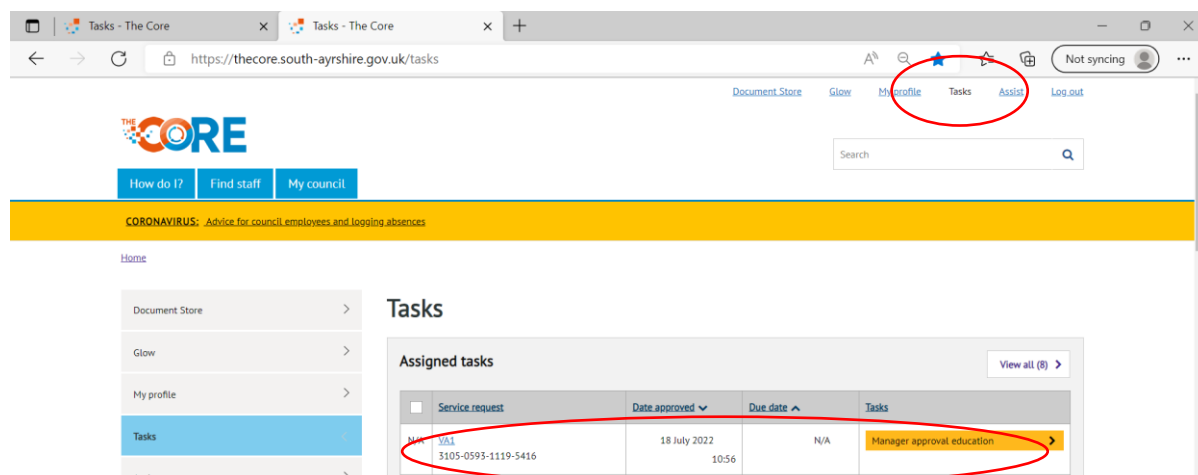
Line Manager Actions (this would normally be the Head Teacher or Centre Manager):

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.

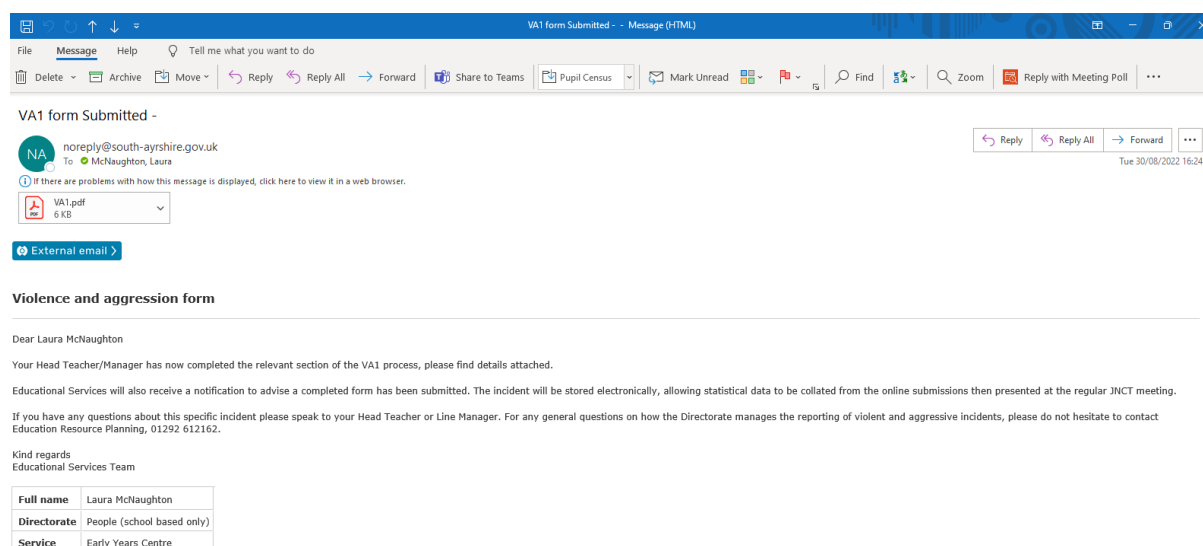
The Line Manager should now review the form and complete the relevant sections of the form. If the Line Manager thinks the incident is RIDDOR reportable, it is their responsibility to select yes – reportable to RIDDOR

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 the 'Tasks - The Core' web application interface with the 'Manager approval education' form open. The form is titled 'Details' and includes a 'Back' button. Below the title, there is a section for 'Please complete this section in consultation with the employee to enable us to record a full and accurate outcome of the incident'. The form contains several fields: 'Directorate' (with a dropdown menu showing 'People (school based only)'), 'Service' (with a dropdown menu showing 'Primary schools'), 'Date of incident' (with a date picker showing '11/07/2022'), and 'Time of incident'.

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.



VA1 form Submitted -

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

VA1.pdf
6 KB

External email

Violence and aggression form

Dear Laura McNaughton

Your Head Teacher/Manager has now completed the relevant section of the VA1 process, please find details attached.

Educational Services will also receive a notification to advise a completed form has been submitted. The incident will be stored electronically, allowing statistical data to be collated from the online submissions then presented at the regular JNCT meeting.

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 Education Resource Planning, 01292 612162.

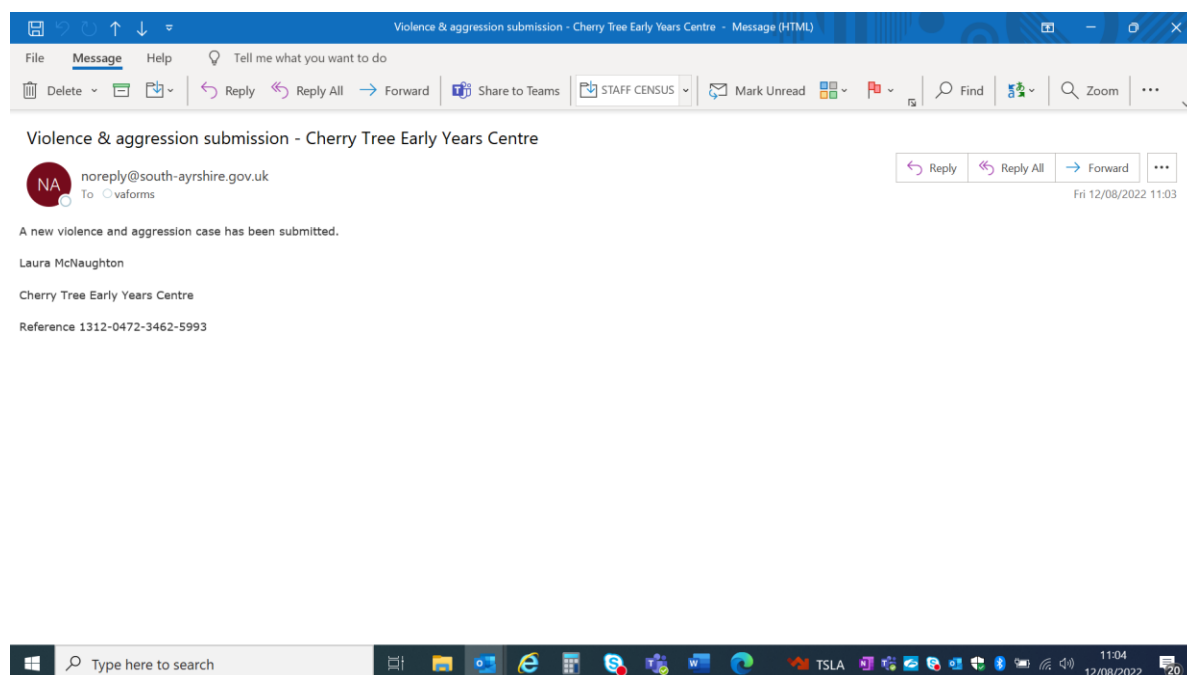
Kind regards
Educational Services Team

Full name	Laura McNaughton
Directorate	People (school based only)
Service	Early Years Centre

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.

Where an incident has been identified as RIDDOR reportable, a PDF of the application will be automatically sent to the Risk & Safety Service as they manage and record all RIDDOR incidents. The PDF will also go to VAforms mailbox who will then forward a copy to the Education Services Service Lead.

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.



Violence & aggression submission - Cherry Tree Early Years Centre

noreply@south-ayrshire.gov.uk
To: vaforms

A new violence and aggression case has been submitted.

Laura McNaughton

Cherry Tree Early Years Centre

Reference 1312-0472-3462-5993

Appendix 2 - Violence or Aggression Process Flow Chart

