



# MANAGEMENT CIRCULAR

76

Education Services, City Chambers, 40 John Street, Glasgow G1 1JL

**December 2018**  
**Management Circular No. 76**

To Heads of all educational establishments

## **Violence and Aggression in the workplace towards staff**

The purpose of this Management Circular is to provide further guidance to support the Health and Safety Management Standard on the arrangements for addressing violence and aggression towards staff in Educational Establishments. The Managing Distressing, Challenging and Violent Behaviour Management Standard can be found on Glasgow Online, under the Health and Safety section.

There are a number of appendices along with the Management Standard which provide additional information and guidance to assist in the prevention and management of violence and aggression in the workplace. In addition, the relevant Educational Policies are detailed which should be cross referenced to ensure the policy arrangements are translated and implemented appropriately within an Educational context.

The effective implementation of the Management Standard is delegated to Heads of Establishment who have the responsibility to communicate the arrangements to all relevant parties. The responsibilities of managers and employees are documented in the supporting guides, along with the procedures for carrying out risk assessment, incident reporting and debriefing staff.

### **Education Context**

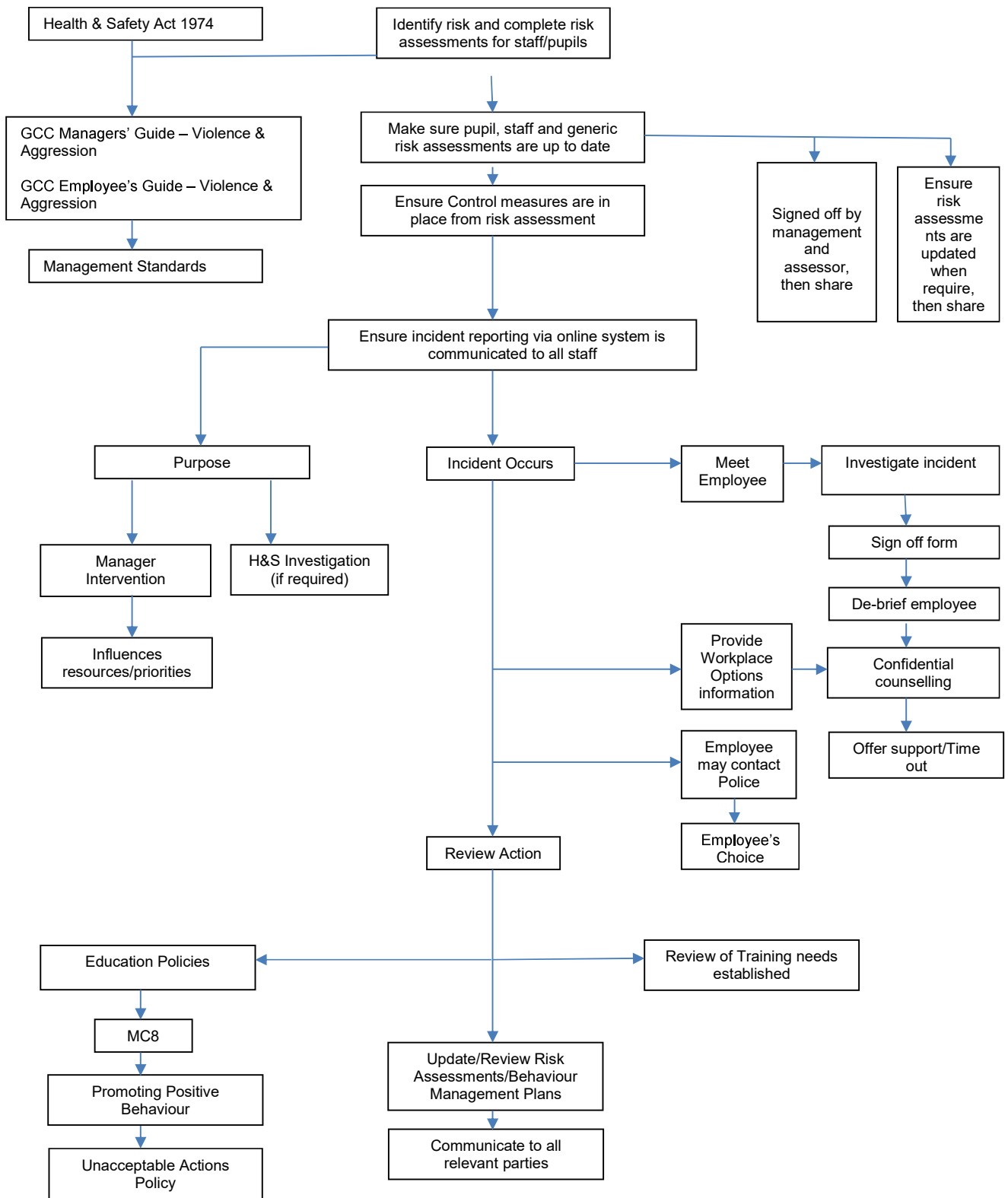
The Health and Safety Management Standard details the policy arrangements and the legislation which is relevant to preventing violence in the workplace. The supporting documents provide additional information on the procedures to minimise and manage violent incidents in the workplace, as well as outlining the responsibilities of managers and employees.

### **Summary**

The responsibility of minimising violence and aggression in the workplace through risk assessment sits with Heads of Establishment. It is their responsibility to ensure that any incidents are appropriately recorded, investigated, reported and that the employee is debriefed and supported accordingly, if they have been on the receiving end of violent and/or aggressive behaviour.

Maureen McKenna  
Executive Director of Education

### Managers Creating a Safe Workplace and Managing Violent Incidents



## **Violence and Aggression at Work Guides**

Employee Guide – Helpful advice and information for dealing with violence and aggression at work.

<http://connect.glasgow.gov.uk/article/19800/Violence-at-Work>

Managers' Guide – Action you should take before, during and after a violent or aggressive incident at work.

<http://connect.glasgow.gov.uk/article/19800/Violence-at-Work>