



GLEN URQUHART CHILDCARE

Scottish Charitable Incorporated Organisation SC024692

INCIDENT OF VIOLENCE & AGGRESSIVE BEHAVIOUR PROCEDURE

We believe in 'getting it right for every child' ensuring that all children are Safe, Healthy, Achieving, Nurtured, Active, Respected and Responsible and Included. (SHANARI)

The following procedures should be followed in event of incidents involving violence, threatened violence or aggressive behaviour towards a child, parent/carer or staff member.

Definitions and Criteria

For the purposes of this policy:

- **Violence** is any act of physical force intended to cause harm or fear, including hitting, kicking, pushing, or throwing objects.
- **Aggressive behaviour** includes verbal threats, intimidation, harassment, or actions that could reasonably be perceived as threatening to children, staff, or visitors. These definitions ensure that all staff understand and respond consistently to incidents, and that decisions regarding intervention, reporting, and follow-up are applied fairly and safely.

If the situation requires immediate assistance contact the police on 999, then phone through to the High School for assistance from the janitors/staff or push the double panic alarms situated in the foyer beside the office door/goosc/nursery room.

Otherwise, when an incident occurs with another adult:

- The safety of the children within the setting is of vital importance – It is essential that every effort is made to keep them away from the incident.
- The incident should be dealt with in a calm and re-assuring manner to ensure that the children remain unaffected as far as possible and in order to help staff think clearly.
- Identify an area for confidential discussions if this is possible. Try to calm the person down and show understanding and reassurance and then you may be able to deal with the issue. Remember an aggressive person is often under considerable stress.
- Refer the person to the [Complaints Policy](#), if applicable. Otherwise reassure the person you are listening and trying to help. Never be tempted to agree to something you know cannot be followed through. If you have to say no to a request or demand make sure you explain the reason why.

- Contact the police for assistance in dealing with the incident if this becomes necessary and consider involving Social Work Services.
- As soon as possible afterwards, you should record brief details of the incident and notify your Line Manager.
- As soon as possible after the event, or within 24 hrs you should complete a full report of the incident, which must be passed to your Manager. You should also keep a copy of the report, which should be stored in a confidential file. The report must be clear, concise, signed and dated. It should be witnessed and signed by someone else who was present, if possible, as the report may be required at a later date.
- Incident may need to be shared with MITIE as per the monthly Accident/incident log.
- Incident to be shared with the Board of Trustees.

Should a violent or aggressive incident arise with **A CHILD** that cannot be dealt with using your group's [behaviour management policy](#), it may be necessary in extreme circumstances to have to physically restrain a child for the safety of the child and others. All staff and volunteers should be made aware of the following procedures:

- Physical intervention, up to and including physical restraint, should be used only as a last resort when all other strategies have been considered.
- Such physical intervention should serve to de-escalate or prevent a violent or potentially violent situation, to stop the child seriously harming themselves.
- Physical intervention should not be used as a method of enforcing discipline or compliance when there is no serious risk to individuals.

When it becomes necessary to restrain a child, staff should maintain a calm and reassuring manner, without analysing the incident at this point.

Restraint must always be “reasonable” and judgement of what constitutes “reasonable” rests with the member of staff at that point in time. “Reasonable” is the **minimum restraint** a responsible adult would exercise to prevent physical injury, always bearing in mind danger to those concerned.

Care must be taken to avoid pain or injury to the child or young person. **Restraint must never:**

- interfere with breathing, blood supply or genital areas;
- involve holding the head, throat, wrists, joints or fingers.

Restraint should be relaxed and released as soon as possible to allow the child to regain composure. The child should be told what will happen next to avoid unnecessary anxiety. If the member of staff is going to release the grip and stay quietly with the child, this should be explained.

Restraint should always be an act of care, never of punishment.

Any incident where physical intervention has been used must be reported to the manager of the group immediately or as soon as possible and the details of the incident recorded.

- Also always refer to the Centre [Restraint Policy](#).

Parents/carers should be contacted by the Manager/Assistant Manager at the earliest opportunity, and on the same day in all cases. Both the parent and the child should be made aware of the reasons why restraint was necessary, and any discussion recorded.

The manager should discuss the incident and possible reasons for its occurrence with the staff member(s) involved and provide support as necessary.

The manager and staff should also consider measures to prevent such an incident happening in the future such as training, re-organisation of the setting, policies, etc.

Anyone can be affected by crime whether as a victim, witness or family member. Please also refer to the Centres [Zero Tolerance Policy](#).

Victim Support Scotland provides a range of services to people affected by crime in both local communities and at court. They offer the following service:

- * free, confidential, independent help when you need it
- * time to talk
- * help with insurance and compensation claims
- * information on criminal justice procedures
- * support if your case goes to court
- * a pre-trial visit to a court room
- * personal safety and crime prevention advice
- * information about other agencies

See web site for more information victimsupport.scot

Tel (01463) 258834 Victim Support Highland

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