

**VIOLENCE, AGGRESSION OR CHALLENGING BEHAVIOURS**

It's not part of the job - verbal, racial, sexual abuse or physical violence.

**YOUR WORK PLACE SHOULD BE**

- A safe working environment for all staff/contractors & pupils

**REPORT ALL INCIDENTS**

- To your HT/deputy/business/centre manager who must complete the incident form and SHE portal.
- Photograph any injuries

**DEBRIEF & SAFE SPACE**

- With your HT/deputy/business/centre manager
- Report to Police Scotland
- Request incident report number

**FEEDBACK FOLLOWING INVESTIGATION**

- Review & update risk assessment
- Identify trigger points/understand care plans

**REPORT ALL INCIDENTS ON THE SHE PORTAL**

In schools and early years the recording of information on the SHE portal must be completed by your head teacher/deputy/business or centre manager  
All accidents and incidents, verbal or physical, must be recorded on the SHE portal

- In schools and early years head teachers, deputies, business and centre managers (responsible person) are responsible for ensuring all accidents, incidents and near misses are recorded on the SHE Portal within **2 working days**
  - The responsible person will receive a notification when accidents, incidents and near misses are reported on SHE
  - The responsible person is responsible for insuring that a thorough investigation is carried out in relation to incidents recorded on SHE
  - Members are entitled to feedback on the outcome of any investigation and any actions that have been or will be taken as a result of the incident
  - **Members are entitled to a copy of the incident report upon request - the request must be given at the time of completion on the SHE Portal**
  - If the responsible person is not SHE registered, they should obtain a copy for you from the local SHE licence user
  - Where there has been regular or a serious accident or incident the member should contact the UNISON branch Health & Safety Officer on: 0131 558 7488
- Members should only record incidents on an official incident report form and the SHE portal**

**CORPORATE HEALTH & SAFETY**  
should review/follow up the incident if the SHE system highlights it as a potential RIDDOR

**If you require assistance or support regarding an incident please contact the branch health & safety officer at [branchoffice@unison-edinburgh.org.uk](mailto:branchoffice@unison-edinburgh.org.uk)**