



East Prescott Road Nursery School

Violence at Work Policy 2024

Approved: February 2024
Review: February 2026

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INTRODUCTION

This guidance applies to all work-related violent incidents, which involve teaching staff, school pupils, service users, contractors or members of the public.

East Prescot Road Nursery School will not tolerate acts of violence against its staff. Acts of violence includes verbal and physical abuse, and also acts of racial and sexual harassment. The School recognises its responsibility for the safety of its employees and is committed to identifying and minimising any foreseeable occurrences of violence. The School is committed to promoting a safe working environment, where the risk of work-related violence is reduced to the lowest practicable level.

We are committed to ensuring the health, safety and welfare of all employees, for which there is a legal responsibility under the Health and Safety at Work etc. Act 1974, further detailed within the Management of Health and Safety at Work Regulations 1999.

Reporting accidents, ill-health and dangerous occurrences at work is a legal requirement. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 1995 (RIDDOR) detail the types of accidents and incidents which must be reported to the Health and Safety Executive (which includes violent occurrences).

As an employer, the School will address the issue of violence, this may include using the following systems:

- Development of risk assessments
- Safe working systems
- Training of staff
- Use of formal systems where violent persons may have sanctions issued against them
- Investigation of incidents of work-related violence which results in the development and implementation of an Action Plan to reduce the potential for incidents of similar nature re-occurring.

Please read this guidance note in conjunction with the LCC Working Together to Combat Violence Policy.

Aim

To ensure that all staff understands the definitions of violence and violent incidents, what constitutes work-related violence and how to report an incident. In addition, this guidance explains the responsibilities a manager has with regard to recording, reporting, investigating and reducing the incidence of work-related violence

To ensure that staff have an increased awareness of work-related violence, a positive attitude in reporting incidents and confidence that such reports will be dealt with appropriately and support will be provided.

Key Definitions

Using the original definition of the Health and Safety Executive, the School views work-related violence as:

“Any incident, in which an employee is abused, threatened or assaulted by any person in circumstances arising out of the course of his or her employment”.

Violence and aggression mean different things to different people. How an individual defines, "violence" can affect how they perceive incidents and their subsequent reaction and reporting behaviour. In defining violent incidents, the list below may assist: -

- Physical assault
- Verbal abuse
- Racial Harassment
- Threats or intimidation
- Assault with weapon or missile
- Sexual assault/harassment
- Damage to personal or Council property

Public-facing - a team or individual that has direct contact with the public. This could include, face-to-face contact or via telephone.

Hate Crime - a crime or incident motivated by prejudice or hate; this may be because of their race, faith, disability, sexual orientation or transgender status.

Responsibilities

The Headteacher has a responsibility to:

Ensure that a Security & Personal Safety risk assessment (No. 4) is undertaken and all staff are made aware of this risk assessment and control measures

- Ensure that all members of staff know the correct reporting procedure
- Advise and encourage staff to report all work-related violence
- Ensure that violent incident reports are completed and submitted to the Health and Safety Unit (H&SU), and Premises Management Unit (PMU) (where required) and any other identified personnel necessary, within two working days.
- Notify the HSE if the incident meets the requirements of RIDDOR.
- Undertake an appropriate incident investigation, and develop and implement an Action Plan
- Retain records of all incident report forms and associated documentation; this may include Work-related Violence Incident e-form, a copy of the F2508 and any witness statements
- Ensure that training needs are identified and appropriate training provided and refreshed
- Copies of all these forms are attached as appendices.

Employees have a responsibility to:

- Report violent incidents to the Headteacher
- Be aware of the Schools policy and comply with it
- Recognise the potential for work-related violence
- Take positive action and contact a manager if they think a situation is escalating
- Be supportive of colleagues who are victims of, or witnessed work-related violence
- Suggest additional measures to managers, which might help them to prevent and manage work-related violence
- Behave in a manner that does not incite or increase the likelihood of violence

Personal Safety

Personal safety issues can arise in many work-related scenarios; there must be risk assessments and safe systems of work in place. In addition to these work-based systems, individuals must be aware of how to keep themselves safe when travelling or undertaking their duties.

Personal safety is looking after one's own safety by limiting the amount of risk you place yourself in, and taking others safety into consideration (by advising others of risks they may not be aware of).

The School has a responsibility and a duty to ensure your safety whilst at work; this is undertaken by completing the risk assessments and procedures by which you work, also ensuring you have the correct information, training and equipment to undertake your role safely.

There will also be additional information specific to a task that you will be supplied with as required, i.e. Staff to not attend pupils homes.

Do not make yourself a potential target, i.e. do not wear expensive jewellery on view or wearing headphones which reduce how aware you are of your surroundings.

There are various appendices which provide personal safety tips compiled from various Police forces websites

Hate Crime

Hate crime is a very specific term, which applies to incidents that are motivated by prejudice or hate; this may be because of their race, faith, disability, sexual orientation or transgender status. When a work-related violent incident is reported via the e-form; the victim will be asked if they feel they have been a victim of a hate crime. If they respond yes then a copy of the e-form is forwarded to the appropriate team.

Risk Assessment – See Risk Assessment 4 – Security & Personal Safety

Risk assessments **must** be undertaken to identify the potential for violence, those who may be affected, any existing control measures in place and any additional control measures that may be required to reduce the occurrence of violent incidences. The name of the person responsible for implementation, the target date and the actual date the action was completed must also be detailed.

It is vital that staff groups are consulted during the risk assessment process and that the assessment should take into account the views and experiences of staff involved.

The risk assessment must be specific to the work activity and should focus on the issues within that location.

It is a requirement that risk assessments are reviewed on a periodic basis (at least annually), following an incident or when there are significant changes in service delivery, legislation and equipment.

Risk Factors

Occupations and Work Environment

The following are examples of areas that may need to be considered when undertaking risk assessments. The list is not exhaustive:

- Occupations or work activity of employees:
 - Staff working alone or in isolated parts of a building.
 - Handling cash.
 - Reception staff.
 - Working with people with challenging behaviour
- The environment where staff are working:
 - Building location.
 - Design of building and, in particular, public waiting and/or queuing areas.
 - Any barriers/screens.
- Other potential issues:
 - Previous incidents.
 - Dealing with known violent persons/service users.
 - Waiting times, appointment systems.
 - Risks from physical intervention.

Controls Measures

Control Measure	
Equipment available to employees	Mobile phones are provided and CCTV (external)
Working practices	Signing in/out procedures, interviewing procedures, zero tolerance
Working patterns	Appointments in office, interviewing techniques
Provision of training	Identifying triggers for violence and de-escalation techniques, physical restraint techniques (if required)
Communication	Sharing information with staff and other colleagues/agencies. Setting up protocols with the local police.
Reporting procedure	Staff aware of the value of reporting all incidents and follow the guidance provided. Incidents investigated and actions followed-up
Monitoring & review of incidents	To identify whether isolated incident or whether pattern emerging and to prevent a recurrence.

Dealing with a Violent Incident

Staff should inform Headteacher. The School has behaviour and management strategies in place for all pupils. Parents are kept informed of all behaviour on a daily basis through the link books.

East Prescot Road Nursery School would only exclude a pupil as a last resort. Team Around the Child meetings arranged and relevant professionals and parents be invited to discuss the situation.

Abusive or threatening phone calls.

Abusive telephone calls can vary in nature from a caller who uses abusive language as a normal part of the way they talk, to a caller deliberately calling as the result of a letter or service decision that they do not agree with. Threatening telephone calls can be targeted at an individual (usually identified in the call) or a building (for example warning that a bomb has been placed at a location).

Procedures must be in place that can adapt to differing scenarios; risk assessments need to identify these scenarios and staff must be trained so that they are able to respond in a safe manner.

When an abusive or threatening call is received it is important that as much information about the caller and call is collected.

Information about the:

- Caller – Gender, their voice, do they identify themselves (either intentionally or inadvertently through something they say).
- Call – abusive, threats against an individual or building etc.
- Other parts of the call – background noises etc.

Management need to make a decision on how to respond to the call. The following example is based on the generic abusive/threatening phone call procedure.

- Discuss the call with the member of staff who took the call.
- Advise the member of staff who is the target of the threats immediately.
- Advise the Senior Team Manager and PMU. If it is the team or building that has been threatened.
- Inform the police if the threat is deemed of sufficient seriousness.
- Report the incident using the Councils accident/incident reporting e-form.
- Undertake a threat assessment, considering (Not an exhaustive list).
 - Is it likely that the threat(s) will be carried out?
 - Is the person who made the threat(s) known?
 - Is there a history of making threats?
 - Have any previous threat(s) resulted in any attack or other behaviour?
 - Is there a background history which could increase the potential for the threat being carried out?
 - Produce a report to include all actions taken. (Copy to member of staff).

Sharing of confidential information

Relevant information regarding the background of individuals must be available to appropriate staff on a “need to know” basis only. This is to enable preventative and protective measures to be put into place. All staff must be made aware of the requirements of the Data Protection Act and the requirement for client confidentiality. Specific advice regarding the distribution of personal information within teams can be obtained from the Data Protection and Freedom of Information Officer

Any procedures developed regarding the disclosure of client(s) personal information must be followed and should cover for example:

- How the information is to be distributed
- Distribution lists of who receives the information
- Instructions on limiting the distribution of information to those on a 'need to know' basis only
- Information on the retention (how long and removal) of data.
- Person(s) responsible for developing the data and authority to remove information

Physical Intervention

When dealing with individuals who become aggressive, physical contact and intervention should be avoided and only be considered as a last resort, when preventative/less invasive measures are judged to be ineffective.

It is important that staff understand the legal position in relation to this area, to minimise the potential of legal action being pursued. Physical intervention is only lawful if it involves the use of 'reasonable force' (the least force that is necessary) in self-defence, or to restrain a person who is doing, or is about to do, physical harm to themselves, another person or property.

Police Involvement - response

The police may become involved if they are called during an incident. After an incident, the employee may decide that they have been the victim of a crime and may wish to have the incident reported to the police. This is the employees' decision.

Actions following an incident – Headteacher's responsibilities

The level of support provided to staff will depend upon the severity of the incident, and how much the employee is affected. The key points to remember are:

- Sensitive and appropriate support is needed to reduce the suffering of the victim.
- Victims of violence can be affected in different ways and with differing levels of severity.
- Post-incident procedures (dealing with police, investigation, risk assessment/procedure review etc) must be dealt with, and undertaken by staff of an appropriate level from within the business unit. All staff undertaking these roles must be competent to do so.
- Provide immediate support.
- Consider the needs of the member(s) of staff who may have been affected. Some may wish to be left alone, others may not. Be sensitive to the way different people react to incidents.
- Be aware that staff may also require medical care.
- Secure premises and evidence.
- In the event of a serious incident managers should secure premises/close premises to safeguard evidence and reduce distractions. Doors should be shut and secured.
- Any CCTV/photographic equipment should be secured for evidence.
- Arrange communications.
- Decide who will take charge of operations and communications. This should have been previously established within the Business Units arrangements.
- Make arrangements for staff to get home if required.
- Try and get back to normal.
- Ensure the service is covered and restored to normal as soon as possible (managers may need to change the working conditions or role of some staff).
- Providing prompt medical care.
- Make sure any injured employees receive prompt and appropriate medical attention. Know who, and where the first aid provisions are located.
- Keep in touch with staff who are receiving care.

- Managers may wish to consider visiting staff in hospital or at home to provide support and increase the likelihood of a speedy return to work.
- Support systems – LCC Occupational Health Service (OHS) and counseling service.
- Providing support to the person affected by the incident and their colleagues can help to reduce the risk of longer-term, stress-related illness. This applies to incidents of verbal abuse as well as physical violence. Make sure staff are aware of what support mechanisms are available and how to access them.
- Ensure that staff are aware of what counseling services are available, and encourage access to the services if required (see OHS intranet for more details)
- It may be beneficial to offer counseling and support services to the victim's colleagues who may have experienced some distress at the incident.
- Provide opportunities to discuss the incident.
- Give affected staff opportunities to talk openly about the incident, express their feelings and provide constructive support. People are more likely to cope with an incident, have less fear, and have increased job satisfaction and commitment, if they get positive support from colleagues and managers.
- Bear in mind that other staff may need support, even if they were not directly involved in an incident, because of increased fear and anxiety.
- Offer sensitive debriefing as soon as practicable after the incident and make sure both management and colleagues support and offer reassurance to the victim. It may also be useful to provide a group debriefing. Sharing experiences with others may help people to come to terms with the incident. However, some staff may not wish to talk about the incident, or may wish to discuss the incident with another person rather than their immediate manager or, discuss at a later date.
- Look for symptoms of after-effects.
- Following an incident, these might include loss of appetite, flashbacks, irritability, anxiety, hyper-awareness and hyper-vigilance. The affected worker may also start taking frequent sick leave or exhibit other behaviour that may indicate post-traumatic stress disorder (PTSD). Organisations such as Victim Support can provide further help and advice.
- Managers should remember that there can sometimes be delays in the effects of trauma and symptoms, which may not appear until long after the incident.

Changes to job role or working conditions for those affected by an incident

In some cases managers may need to consider changing an individual's job role or working conditions if they have been particularly affected by the incident. Providing leave and time off to recover may be necessary. Changes in job role or working conditions may involve:

- Rehabilitation options - removing the staff member from public contact entirely, temporarily assigning them a different role or retraining for a new post. Managers may also need to consider the employee's work location.
- Any rehabilitation should be suited to the employee. Discuss all options available and agree on action required where practicable.
- Avoid placing staff in situations that could induce symptoms, or lead to longer-term, stress-related illness.

Investigation and reporting - Help with the recall of the incident

- Managers should ask staff and any other witnesses to write down **all** the details they can remember about the incident (e.g. events leading up to the incident, location, any injuries, escape route, offender description (identifying features, height, weight, colour of eye, hair and skin, tattoos, clothing, and belongings/accessories such as shoes). It may not be

necessary to record this level of detail in less serious incidents, but making a note of the key events is still helpful.

- If possible, managers should keep witnesses present or take their names and addresses so they can be contacted at a later date.
- Witnesses should not discuss events before the police interview as that can influence their recall of events and details.
- As staff might be expected to attend a court hearing, managers should ensure that staff are aware of any further involvement that may be required of them if they are a witness. The police will advise on this.

How to Report Incidents

Refer to GN12 (reporting and investigating accidents/incidents). All incidents must be reported to the individual's manager, H&SU, PMU (where applicable) and any other person as defined within the Business Unit reporting procedures. The e-form automatically sends a copy of the e-form to the H&SU, PMU (if applicable) and the individual's manager (as long as their details are entered correctly).

All incidents must be reported so that appropriate investigations can be undertaken and that corrective action/control measures are identified and implemented to reduce the likelihood of re-occurrence.

Incidents should be reported by the individual concerned using the on-line Violent Incident Report e-form, which is available on the: intranet/EDnet sites under Accident/Incident Reporting. If the individual does not have access to the intranet then the form should be completed by hand and input on-line by their line manager.

Once the incident has been reported, the individual's line manager should undertake an appropriate investigation.

Reporting work-related violence that results in physical injury

If the violent incident has resulted in physical injury then the work-related violence e-form will need to be completed to reflect this. It is a legal requirement that all physical injuries are recorded.

Once the e-form has been completed, copies will be automatically sent to the H&SU, the PMU (where applicable) and the designated manager of the victim of the incident.

RIDDOR Reporting

Under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR) there is a requirement for employers to inform the Health and Safety Executive whenever an accident, including a violent incident, has caused an injury that results in the injured person being away from, *or* unable to carry out their normal work duties for more than three days.

Note: the three days *does not include* the day of the injury but *does include* non-working days e.g. weekends, rest days or holidays.

The preference is that RIDDOR reports are made using the telephone reporting system 0845 300 9923 (Monday to Friday 08:00 – 17:00).

The RIDDOR Form (F2508) is available via the Intranet for completion on-line.
<http://www.hse.gov.uk/riddor/online.htm>

The individual (or manager) must complete the e-form.

- The Manager must complete F2508 and send to the HSE (within 10 days of initial notification)
- The Manager must undertake an Accident Investigation (refer to GN12 Accident Reporting and Investigation)
- The Manager to must send a copy of the completed Accident Investigation and the RIDDOR reference number to the Health and Safety Unit.

HSE contact details:

Completed F2508 forms can be sent via post to: -

Health & Safety Executive

Incident Contact Centre

Caerphilly Business Park

Caerphilly

CF83 3GG

E-mail reports can also be made: - riddor@natbrit.com

Fax reports to: 0845 300 9924

Incident Investigation

All violent incidents must have an appropriate investigation undertaken to discover why it occurred and forms the basis in developing the Action Plan to prevent reoccurrence.

Guidance Note GN12 Accident reporting and investigation provides more detail on conducting an accident investigation, what information is required and the level of detail.

The Action Plan

The Action Plan must be developed by the manager from the incident investigation findings/recommendations and should contain the steps that will be put into place in order to minimise the potential of violent incidents reoccurring. The action plan should be developed within 2 weeks of the incident. Once the Action Plan has been developed, the manager retains the original; provides a copy to the individual and a copy to the H&SU.

The Action Plan should take into account the individual and the Business Unit requirements, for example:

Individual

- Counselling/support.
- Training needs.
- Any changes in job role/location.
- Return to work meeting.

Business unit

- Risk assessment(s) review.
- Procedure review.
- Review training requirements.

- Whether it is necessary to issue advisory warnings regarding perpetrator(s).
- Whether it is necessary to issue warnings to perpetrator(s).
- Security issues.

The Action Plan allows for an accurate written record of any action(s) that need to be taken by the manager, individual, colleagues or others to address what has happened and prevent a recurrence.

All sections of the Action Plan that are agreed should be implemented. The Action Plan must be up-dated with the completion date of each action, and any changes/amendments in the actions must be recorded.

If an Operational Manager does not have the resources or sufficient authority to introduce the remedial action(s), they should refer the matter to their Senior Manager or other relevant person.

The Action Plan should be agreed between the manager and the individual. However, there may be occasions of disagreement and in such cases, each party should clearly state their position and this should be noted.

If sections of the action plan are in dispute they should be dealt with in an appropriate manner; e.g. escalating to next management level, agreeing a way forward with trade union representatives etc.

Training

The risk assessment should identify relevant training needs for staff including the frequency of refresher training. All training should be documented within the risk assessment as a control measure and all training should be completed with a reasonable timescale.

All managers and staff should receive sufficient training to enable them to carry out their duties in accordance with legislation and any specified safe working procedure. Relevant staff have attended a course on Dealing with Difficult People.

Training and instruction may be provided either 'in-house' or from an external provider, this may also include gaining knowledge from observing experienced colleagues i.e. 'on the job' training through 'shadowing'. Regular refresher training is essential to ensure competence remains current. Specific training in accident investigation is available for all managers.

Managers should ensure that both current and new staff are aware of the Schools stance in relation to work-related violence and the procedures in place to deal with the issue. Suitable and sufficient training should be provided for all staff to raise awareness and increase knowledge of work-related violence, and to encourage staff to become fully conversant with the School's Policy and procedures. Managers must ensure that all staff access relevant training.

Appropriate staff training is crucial in the prevention of work-related violence. Managers should assess the risks to staff and analyse their training needs. In doing so, it will be possible to gauge the level, and type of training and learning opportunities that are required according to job roles and responsibilities, ensuring that training is appropriate to the degree of risk an individual employee faces.

Training should provide staff with knowledge of work-related violence so that staff can understand the cause(s) of work-related violence and the possible potential of any individual

becoming an aggressor given specific circumstances. It is also extremely important that staff have an awareness and understanding of the methods of de-escalation/prevention, and an appreciation of how their own actions may contribute to, or even exacerbate a violent situation.

It is important that managers consider the various methods of training and learning which will enable the staff group to learn most effectively. Research has shown that solely placing employees on formal training courses away from the workplace is not always the most effective method of instruction. This is particularly true in relation to the issue of violence at work, when staff should be encouraged to take an active part in discussions, and may learn by sharing experiences and good practice.

Training techniques can include:

- Induction
- On the job training / coaching
- Supervision / appraisal
- Team meetings / briefings
- Provision and discussion of written information
- Shadowing / Mentoring
- Interactive (Videos/CD/DVD based) training
- Guidance Packs and leaflets
- Development / Away Days
- Use of case studies / role playing

Review

This guidance will be reviewed bi-annually, or sooner should new legislation or knowledge become available.

Appendix 1

Incident Reference Number:

Details of further joint action agreed between the person concerned and the line manager. This should clearly state action to be taken, by whom and by when. Please specify if there are any elements that are not agreed.

ACTION PLAN

Date Action plan formulated: -

Those Present: -

Date of debriefing meeting to review effectiveness of Action Plan: -

* This should include: -

- | | |
|--|---------------------------|
| 1. Action necessary to ensure the safety of the individual systems of work | 2. Review of safe |
| 3. Review of risk assessment other team members | 4. Wider implications for |
| 5. Training requirement | 6. Further support |
| 7. Improved physical security discussion | 8. Return to work |

On completion, the report must be signed below by the person concerned and the line manager

Signed	Name (please print)	Signature	Date
Person concerned (where possible)			
Line Manager			

Appendix 2

Work-Related Violence Threatening/Abusive Telephone Call Procedure

If you receive a telephone call that is abusive:-

- For external calls, in the first instance ask the caller for their name and number.
- DO NOT attempt to match the abuse of the caller in either content or volume.
- If the caller is abusive, let them know that you want to be helpful, but that you will not accept bad language or threats and if repeated you will end the call.
- If the caller doesn't respond to the requests to stop the abuse, either end the call or where possible pass it on to a manager.
- In the event of the call being ended prematurely, you will still be required to complete the caller log

If you receive a telephone call that is threatening:-

- LISTEN and do not interrupt except to obtain the information on the call log.
- WRITE down the callers message in it's entirety and your perceptions of the call.
- In the event of the call being ended prematurely, you will still be required to complete the caller log

In all cases the call must be reported to your Manager.

Manager must:

- Discuss the call with the member of staff who took the call.
- Advise the member of staff who is the target of the threats immediately.
- Advise the Senior Team Manager and PMU. If it is the team or building that has been threatened.
- Inform the police if the threat is deemed of sufficient seriousness.
- Report the incident using the Councils accident/incident reporting e-form.
- Undertake a threat assessment, considering (Not an exhaustive list).
 - Is it likely that the threats will be carried out?
 - Is the person who made the threats known?
 - Is there a history of making threats?
 - Have any previous threats resulted in any attack or other behaviour?
 - Is there a background history which could increase the potential for the threat being carried out?
- Produce a report to include all actions taken. (Copy to member of staff)

Appendix 3

The following safety advice has been provided from Police Forces, with the aim of keeping you safe.

Buses and trains.

- Know where you are going and the stop you need.
- Check departure times, especially last buses and trains
- Have your ticket or change handy. This ensures your wallet or purse stays out of sight
- Try to stay away from isolated bus stops, especially after dark
- On an empty or late-night bus, sit near the driver or conductor
- On a train, sit in a compartment where there are several people
- If you feel uneasy, move to another seat or carriage or sit near to the emergency alarm
- Don't be afraid to use an emergency alarm - check where it is on boarding
- Make use of CCTV - Many Bus and Train stations have CCTV, check where they are and when alone sit near to them. If it is not obvious where the cameras are ask a member of the Station Staff to point them out to you.

Taxis

- Remember only the traditional Hackney Carriage or Black Cabs, as they are more commonly known, can be hailed in the street. The saloon type of taxi or private hire cars must be booked in advance.
- Be mindful if a private hire vehicle is touting for business off the street.
- Always use a reputable company and when calling make sure you cannot be overheard.
- Get the name of the driver and a description of the car that will be coming.
- Ask the driver to ask for you by name.
- Make sure the driver is wearing an identity badge
- If you feel uneasy in the taxi ask to be let out where there are a lot of people.
- Make sure it has a licence plate on the rear of the vehicle. This is different from the registration plate and is normally yellow with black writing.

When Driving

On the road

- If someone tries to flag you down, drive on until you come to a service station, or somewhere busy, and call the police
- Do not pick up hitch-hikers
- Keep doors locked when driving and keep any bag, car phone or valuables out of sight
- If you have the window open, only wind it down a little so that no-one can reach in
- If you think you are being followed, try to alert others by flashing your lights and sounding your horn – make as much noise as possible
- If you can, keep driving until you come to a busy place

Plan ahead

- Plan how to get to your destination before leaving, and stay on main roads if you can
- Make sure you have enough money and petrol
- Carry a spare petrol can
- Keep change and a phone card in case you need to make a telephone call

- Carry a torch
- Before you leave, tell anyone you are planning to meet what time you think you will get there, and the route you are taking
- Before a long trip, make sure your vehicle is in good condition

Car jacking

Car jacking, although fairly uncommon, can be very distressing for the victim. Most of the cars on the roads today cannot be stolen without the keys, hence the reason for this type of crime. You can help prevent yourself becoming a victim of car jacking by following this advice:

- Keep all doors including the boot/tailgate locked at all times
- When stopping behind other vehicles, for example, at traffic lights, always leave enough room so that you can pull out and pass the vehicle in front in an emergency
- If involved in a suspicious minor traffic accident, stay in your vehicle and call the Police or drive to a police or petrol station
- If approached whilst stationary by someone who claims there is a fault with your vehicle, acknowledge them and drive to a busy area before checking
- Avoid using petrol stations during the hours of darkness but if you do, make sure you lock your vehicle when paying
- When approaching your vehicle on foot, stay alert and have the keys in your hand or pocket
- Be wary of people who approach you, and trust your instincts
- If something makes you feel uneasy, get into your car, lock all the doors and drive away

Streetwise

- If you think someone is following you, check by crossing the street, more than once if necessary, to see if they follow – if you are still worried, get to the nearest place where there are other people, a pub or anywhere with a lot of lights on, and call the Police
- Avoid using an enclosed phone box in the street, as the attacker could trap you inside
- Don't take short-cuts through dark alleys, parks or across waste ground
- Walk facing the traffic so a car cannot pull up behind you unnoticed
- If a car stops and you are threatened, scream and shout, and set off your personal attack alarm if you have one
- Get away as quickly as you can – this will gain you vital seconds and make it more difficult for the car driver to follow – if you can, make a mental note of the number and description of the car
- Try to look and act confidently even if you don't know the area, looking ahead so that you are not taken by surprise
- Remember....you can use reasonable force to defend yourself or effect your escape but you may have to justify what you have done later.