

RED FLAG WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

EDITION
13

MONDAY 13 JULY
2026

SAFETYSOLUTIONSTRAINING.CO.UK

THIS WEEK

Five stories. One clear message for employers.

New national standards, public-facing assaults and sustained threats show why staff safety must be planned, practised and supported after every incident.

NHS

Staff safety becomes a formal performance measure.

01

EDUCATION

New guidance addresses bullying and harassment.

02

HOSPITALITY

Two pub workers assaulted during a late shift.

03

TRANSPORT

Threat to headbutt rail worker ends in jail.

04

PUBLIC SECTOR

Call handler receives fourteen minutes of threats.

05



NHS / EMPLOYER ACCOUNTABILITY

NHS Trusts Will Be Scored on Violence Prevention and Staff Safety

For the first time, how trusts protect staff from violence, racism and sexual harassment will affect their formal performance rating.

START DATE July 2026	VIOLENCE REPORTED 14.47 per cent
ACCOUNTABILITY NHS Oversight Framework	SCOPE Secondary-care trusts

The Department of Health and Social Care and NHS England have introduced the first mandated NHS staff standards for secondary-care trusts. They cover violence prevention and reduction, sexual safety, racism, line management, flexible working, and health and wellbeing. Trust performance will be assessed through the NHS Oversight Framework and reflected in overall ratings. The official release says 14.47 per cent of staff reported violence from patients, relatives or the public in the latest NHS Staff Survey.

VINCE'S VIEW

This changes the management conversation. Violence prevention can no longer sit in a policy folder while staff survey results show a different reality. In nearly 30 years of policing and 25 years of training, I have learned that accountability improves when leaders must show what they knew, what they did and whether it worked. Trusts should now test reporting, training, post-incident support and local risk controls against the new standard.

WHAT EMPLOYERS SHOULD DO NOW

- Compare current controls with the six new staff standards.
- Test whether violence reports lead to visible action.
- Give leaders evidence that training is role-specific and current.

02
ED

EDUCATION / OFFICIAL GUIDANCE

New Government Guidance Tells Schools to Protect Staff from Bullying and Harassment

Schools now have a clearer employer-duty benchmark when staff face intimidation, harassment or online abuse.

PUBLISHED

9 July 2026

STATUS

Non-statutory guidance

AUDIENCE

Schools and employers

COVERAGE

In-person and online abuse

The Department for Education has issued new guidance on preventing and tackling bullying and harassment of school staff in England. It sets out employer responsibilities for prevention, incident handling, statutory duties and online safety. The guidance is directed at school leaders and staff as well as local authorities, governing bodies and academy trusts. It gives education employers a current benchmark against which their reporting routes, support and response arrangements can be tested.

VINCE'S VIEW

Staff should not be left to absorb abuse because it arrives through a parent, pupil, colleague or screen. The source may change, but the employer's need for a clear reporting and response system does not. Training should help staff identify the point at which difficult behaviour becomes intimidation or harassment, preserve evidence and escalate without fear of being labelled over-sensitive. Managers then need to act consistently.

WHAT EMPLOYERS SHOULD DO NOW

- Check policy and reporting routes against the new guidance.
- Train staff to preserve evidence of online harassment.
- Set clear manager responsibilities after a report.

03
HS

HOSPITALITY / PUBLIC-FACING STAFF

Two Pub Workers Assaulted During a Late-Night Incident

A late shift ended with two workers assaulted inside the workplace they could not simply walk away from.

WORKERS AFFECTED

Two staff members

TIME REPORTED

11.37 pm

LOCATION

Widnes, Cheshire

POLICE ACTION

CCTV appeal

Cheshire Constabulary released a CCTV image after two members of staff were assaulted inside a pub on Lunts Heath Road, Widnes. The incident was reported at 11.37 pm on 5 June. Police said neither worker suffered lasting injuries and appealed for witnesses and help identifying a man. The setting raises practical questions about staffing levels, intervention boundaries and immediate access to assistance during predictable higher-risk periods.

VINCE'S VIEW

Late-night venues know when risk increases. Alcohol, closing time, refusals of service and fewer staff are foreseeable conditions, not surprises. Workers need clear roles, safe positioning, a reliable call-for-help process and permission to withdraw when the situation exceeds their role. A lack of lasting injury should never be mistaken for a lack of learning.

WHAT EMPLOYERS SHOULD DO NOW

- Match staffing and supervision to known higher-risk periods.
- Define when workers should disengage and call police.
- Review every assault, including those without lasting injury.

Cheshire Constabulary

<https://www.cheshire.police.uk/news/cheshire/news/appeals/2026/7/cctv-image-released-following-assault-in-widnes/>

Appeal published: 6 July 2026

04
TR

TRANSPORT / COURT OUTCOME

Threat to Headbutt a Rail Worker Ends in a Prison Sentence

A routine public-facing interaction escalated into a threat of violence followed by racial abuse towards police officers.

WORKER

Member of rail staff

THREAT

Headbutting

FURTHER OFFENCE

Racial abuse

OUTCOME

Custodial sentence

British Transport Police reported that a man who threatened to headbutt a member of rail staff was jailed following its investigation. He then racially abused police officers. The court outcome shows how quickly a public-facing interaction can cross from difficult behaviour into a criminal threat. It also reinforces the importance of early reporting, evidence preservation and coordinated action between transport operators and police.

VINCE'S VIEW

Frontline transport workers need more than a script telling them to stay calm. They need to recognise escalation, use distance and barriers, call for support early and know the point at which service ends and personal safety takes priority. Employers should also make sure body-worn video, CCTV and incident records can be secured quickly. A successful prosecution often depends on what was captured in the first minutes.

WHAT EMPLOYERS SHOULD DO NOW

- Give staff clear withdrawal and escalation thresholds.
- Make CCTV and incident evidence easy to preserve.
- Support workers through police and court processes.

05
PS

PUBLIC SECTOR / THREATENING COMMUNICATIONS

Fourteen Minutes of Threats to a Call Handler Ends in a Prison Return

A worker does not have to be face to face with an aggressor for the threat, fear and organisational duty to be real.

DURATION

Nearly 14 minutes

WORKER

BTP call handler

ARREST

Two days later

SENTENCE

Six months

British Transport Police reported that Mansoor Ahmed was returned to prison after spending nearly 14 minutes making violent threats to a call handler and BTP officers. He threatened stabbing and acid attacks during a call to the force's First Contact Centre. Detectives launched a manhunt and arrested him two days later. At Inner London Crown Court on 3 July, Ahmed was jailed for six months after pleading guilty to threatening communications and other offences.

VINCE'S VIEW

Telephone and online threats are sometimes dismissed because there is a screen or distance between the people involved. That is a mistake. Staff need clear thresholds for ending contact, preserving recordings, escalating credible threats and receiving support afterwards. Managers should assess the content, capability and context of the threat rather than asking the worker simply to tolerate it.

WHAT EMPLOYERS SHOULD DO NOW

- Set clear rules for ending threatening calls.
- Preserve recordings and escalate credible threats immediately.
- Include remote staff in post-incident welfare arrangements.

Under Three Months to October 2026. Evidence of Prevention Will Matter.

80

DAYS FROM PUBLICATION TO
THE EMPLOYMENT RIGHTS ACT
2025 DEADLINE

From 1 October 2026, the duty to prevent sexual harassment moves from reasonable steps to all reasonable steps. Employers also become liable for third-party harassment across the protected characteristics under the Equality Act 2010 unless they can show that they took all reasonable steps to prevent it.

The practical issue is evidence. A generic e-learning module and signed policy will not demonstrate that staff were prepared for the situations they actually face.

- Risk assessments should identify where harassment by patients, customers, tenants, pupils, relatives or service users is foreseeable.
- Training should be current, role-specific and supported by trusted reporting routes.
- Managers should know how to respond, preserve evidence and prevent recurrence.
- Records should show that controls were reviewed after incidents and complaints.

The tribunal question will be simple: what did the employer do, and was it effective in the real workplace?

RED FLAG

WEEKLY

ACTIONABLE INTELLIGENCE FOR SAFETY PROFESSIONALS

Training Built Around What Your Staff Actually Face

Safety Solutions Training Ltd delivers practical, role-specific training across the NHS, social care, housing, local authority and third sector.

CONFLICT MANAGEMENT

LONE WORKER SAFETY

MANAGING CHALLENGING PHONE
CALLS

PROFESSIONAL BOUNDARIES

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Red Flag Weekly is researched and written by Vince Donovan, Director, Safety Solutions Training Ltd. Every story in this edition is verified against a named, public source. No statistics are invented or estimated.