Blessed Edward Bamber
Catholic Multi Academy Trust

Expected Behaviour of Parents and Visitors to a School

This is a Trust-Wide Policy which applies to all academies within the Trust

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The Blessed Edward Bamber Catholic Multi Academy Trust has a zero-tolerance attitude towards unacceptable behaviour.

Our schools are safe places for pupils, staff and visitors.

Ephesians 4:31-32

Let all bitterness, and wrath, and anger, and clamour, and evil speaking, be put away from you, with all malice: And be ye kind one to another, tenderhearted, forgiving one another, even as God for Christ's sake hath forgiven you.

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1. INTRODUCTION

The Blessed Edward Bamber Catholic Multi Academy Trust (BEBCMAT) welcomes visitors to our schools. We will act to ensure that our schools remain a safe place for pupils, staff and all other members of the community. If a parent/carer has concerns, we will always listen to them and seek to address them.

All members of the school community have a right to expect that their school is a safe place in which to work and learn. Abuse, threatening behaviour or violence against school staff, or other members of the school community is unacceptable and will not be tolerated. Any incident will be treated seriously and a disruptive visitor may be banned from entering the school or even prosecuted.

Abuse, threatening behaviour or violence are not considered to be an acceptable part of any job, nor is it part of the duties of any employee to accept such behaviour. Throughout this document where the term 'visitor' is used it covers any abusive parent or visitor to the school and is not confined to adults.

The Trust expects that members of the public, parents and other visitors to our academies will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents and carers will be good role models with respect to conduct and managing individual concerns.

The Trust will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the school site or Trust offices.
Anyone behaving in such a way will be asked to leave and their behaviour may be reported to the police.

This includes abusive telephone calls and abuse using cyber technology, including messaging platforms. Should there be clear evidence that there has been a breach of the expected behaviour detailed below, the Trust will take action, or support the Headteacher of an academy in taking action, to protect members of the school community.

2. AIMS AND SCOPE

The relationship between parents/visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in the school.

Parents and visitors are welcome to come into school to discuss matters of concern with members of staff. All meetings held in school are by mutual consent and must take place in an atmosphere of mutual respect and trust.

School staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern. Parents with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff.

All parties will work together to resolve difficulties, even when they relate to matters of a personal nature. Parents should allow the school a reasonable period of time to investigate complaints/ concerns, in compliance with the school's complaints procedures.

Acts of an intimidating or threatening nature will not be tolerated.

Offensive or abusive language will not be tolerated.

The school will not tolerate the use of mobile phones, the email system, the internet or the intranet for illegal or inappropriate activities such as citing confidential information about other employees, the

school or its customers or suppliers.

Any visitor who does not conduct themselves in line with the principles above will be asked to leave the building.

This policy applies to all visitors to school, including parents, contractors, external agencies or general public or anyone who enters school premises.

3. PROCEDURE FOR VISITORS ENTERING THE SCHOOL PREMISES

While school is in session, entry for visitors is restricted to a single point, which is staffed at all times. The outside door is kept locked and visitors should ring the entry bell to gain admittance.

School staff, governors and employees of others who work in partnership with the school gain access through the door using an electronic fob. The office maintains an electronic list of who holds a key fob, ensuring that once a member of staff leaves the school, their fob is collected.

All external gates are kept locked except when pupils are entering or leaving the premises at the start and end of the school day. Access by others for delivery is supervised to ensure security is maintained.

Visitors are monitored and are always escorted while on the premises. Hosts are responsible for visitors during their stay. Visitors entering the school are given a badge to wear at all times during their visit and record their attendance in the Visitors' Book.

If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace, or a likelihood of this, the police will be informed by an emergency call.

Meetings with parents or visitors will be through an appointment for general enquires, support and advice. However, it is recognised that emergency meetings may need to be convened at short notice and in this case all parties will endeavour to meet at the earliest opportunity.

All staff are advised not to engage in work related conversations with parents/carers etc outside of the school boundary. Staff that do this risk breaching confidentiality guidelines and may also be putting themselves at unnecessary risk of abuse.

Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated, and the parent/ visitor asked to leave the premises. During telephone calls, if a member of staff feels that you are not speaking to them appropriately, they will terminate the phone call with immediate effect.

Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through Legal support) to ban persons acting in such a manner from the school premises.

A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff. Written records of these incidents must be reported to the Headteacher who will maintain them on file.

4. EXAMPLES OF UNACCEPTABLE BEHAVIOUR

Types of behaviour that are considered serious and unacceptable include (but are not limited to):

- Any form of prejudiced or discriminatory behaviour.
- Sexualised comments and/or behaviour.
- Shouting at others, either in person or over the telephone.
- Physically intimidating others e.g. standing very close to them.
- Threatening behaviour or language either in person, over the telephone, via messaging apps, via social media or via academy messaging platforms or systems.
- Repetitive contact and/or messages over the telephone, via email, via social media or via academy messaging platforms or systems, including concerns that should be raised using the complaints policy.
- Aggressively gesturing.
- Swearing.
- Physical aggression e.g. pushing, hitting, slapping, punching, kicking.
- Spitting.
- Breaching school security procedures.

5. ADVICE TO PARENTS AND CARERS IF RAISING CONCERNS

- Make an appointment to see the relevant member of staff. If you just turn up at the academy, they may not be able to give you the time you need.
- Make a note of the things that you want to discuss. It will help to clarify the issues when you meet the member of staff.
- Keep an open mind. What made you upset or angry may not be exactly what happened in reality.
- Manage your emotions before going to the academy. A calm discussion is much more likely to lead to a positive outcome. Any visitor to an academy presenting as aggressive may be asked to leave immediately.
- Consider having a friend with you when if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to may need to investigate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the academy complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.

6. PROCEDURES FOLLOWING AN INCIDENT OF UNACCEPTABLE BEHAVIOUR

If a parent or carer behaves in an unacceptable way towards a member of the academy community the Headteacher or designated member of staff will seek to resolve the situation through discussion.

Following an incident there are a number of options the Headteacher may wish to take. These can include:

- Inviting the parent to a meeting to discuss the incident.
- Clarifying to the parent or carer what is considered acceptable behaviour by the school.

- Forming strategies to manage future situations of potential conflict.
- Withdrawing permission for the parent or carer to enter the school site and/or buildings for a defined period.
- In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Headteachers may need to consider whether it is safe for the parent or carer to return onto the school site or enter the buildings and may issue a site ban under Section 547 of the Education Act 1996.

  See Appendix 1 for clarification of the law.
- Reporting cases of actual or threatened aggression/violence, or persistent abuse/intimidation to the police and seeking further legal advice.

Appendix 1

https://www.gov.uk/government/publications/controlling-access-to-school-premises/controlling-access-to-school-premises

1. Who can go onto school premises?

Schools are private property. People do not have an automatic right to enter. Parents have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend a school event
- to drop off or pick up younger children

Schools should set out their rules for this and tell parents what they are. Anyone who breaks those rules would be trespassing.

2. Barring individuals from school premises

Trespassing is a civil offence. This means that schools can ask someone to leave and take civil action in the courts if someone trespasses regularly. The school may want to write to regular trespassers to tell them that they are potentially committing an offence.

Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened.

The school should tell an individual that they've been barred or they intend to bar them, in writing. Letters should usually be signed by the headteacher, though in some cases the academy trust may wish to write instead. The individual must be allowed to present their side. A school can either:

- bar them temporarily, until the individual has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline

After the individual's side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time, decided by the school.

The Department for Education (DfE) does not get involved in individual cases.

3. Removing individuals from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the governing board or multi academy trust.