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# **Policy**

**for**

# **Dealing with Unacceptable Behaviour by Parents and Visitors on School Premises**

**Adopted on: May 2013**

**Reviewed on: Spring 2016**

**Responsible Person: Head teacher**

**Review Date: Spring 2018**

## **Introduction**

At Barrow 1618 C of E Free School, we value the positive relationships forged with our parents and visitors to the school.

Aggression or violence is not considered to be an acceptable part of any working situation and the School recognises its duty to provide a safe and secure working environment for all its employees and the school community. Barrow 1618 C of E Free School is committed to developing strategies to deal with problems of unacceptable behaviour towards its staff.

The purpose of this policy is to support a working environment and culture in which aggressive or violent behaviour is unacceptable. This policy provides a framework for the recognition of, response to and the appropriate management of aggression and violence, in order that members of staff are better equipped to deal with a potential or actual situation

This policy sets out the measures it will take against incidents of unacceptable behaviour from Parents and Visitors on the School premises, and to support staff who are victims of unacceptable behaviour.

## **Definitions**

- Aggression at work can take many forms such as sarcasm, ridicule and other forms of verbal abuse; bullying, sexual or racial harassment, intimidation or even physical attack.
- An incident where staff are or “feel” abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, wellbeing or health.

## **Promoting Positive Behaviour**

We strive to make our school a place where we model for the children in our care the behaviour we teach and expect, reflecting our Christian Values and beliefs. As a school aiming to reflect a “rights respecting” ethos, we promote respect for all with whom we work, and celebrate differences in a positive manner. We place a high importance on good manners and positive communication, founded on mutual respect.

The school community is clear about actions which will be taken if instances of unacceptable behaviour occur, including verbal or physical threats or assaults to staff.

Barrow 1618 will undertake a specific risk assessment looking at who might be harmed and how, evaluating the risk, the environment or any training required. The governing body will take steps to remove the risk or where removal is not possible reduce the risk by any necessary means that may cause dangers in working practice or by introducing appropriate protective or supportive measures necessary. This will be regularly renewed in accordance with the health and safety guidance

Being on the receiving end of any unacceptable behaviour or act of aggression (verbal or physical) will not ever be regarded by school staff as “a normal part of the job”.

In cases of unacceptable behaviour, verbal abuse, or harassment, a judgment will be made as to the appropriate level of action required. In most instances, if a child or member of staff is upset by the unacceptable behaviours of another, the situation can be resolved satisfactorily through mediation without the need for any further action.

### **Implications for Serious Incidents**

Section 546 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.

A parent of a child attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn. They could have a ban imposed on them. Then they would then become a trespasser on the school site.

The Governing Body, in conjunction with the Head teacher and if required, the Local Authority, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them. Barrow 1618 C of E Free School will use the guidance provided within the legal toolkit.

If it is felt that if an individual is likely to cause further threats or harm to staff, an immediate temporary ban would be imposed for a specified period, with an opportunity given to explain, after which a decision would be taken whether to remove or extend the ban.

In other circumstances, the individual would be advised in writing that following the incident of unacceptable behaviour, a ban is being considered and they would be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.

If after a ban has been imposed, and the individual comes on to school premises, the police would be called immediately. The governing Body would then decide, in

conjunction with legal advice whether to consider taking out a court injunction preventing this from happening again.

### **What to do when an incident arises**

Negotiating strategies for coping when confronted with an angry or distressed parent ensure that children are kept safe and away from any threatening or intimidating behaviour:

- ask the person to leave, or invite them into a room away from other people
- Try to ensure that a staff member is aware of the situation you may be in.
- If you are alone and an incident arises, make a phone call
- Be aware of your own body language. Adopt an open and non-threatening posture and speak softly even if the parent is shouting.
- Offer to speak to the parent in a private setting.
- Use 'I' Statements rather than 'you'. For example, "I feel that (student's name) has not given you the whole picture," rather than, "Your son/daughter has not told you the truth."
- Try to gain clarity about the parent's situation or concern. This will help both of you to keep focused and to establish the facts.
- Let the parent talk without interruption; curtailing the flow only fuels the anger. Allow Silences.
- Acknowledge the feelings expressed: "I can see that you're unhappy about?"
- Avoid hurrying the parent. If you do not have time, offer a choice; "you can arrange an appointment to discuss this later today, or I will find someone else who can speak to you straight away."
- Avoid giving advice at an early stage. This way parents can make their own decisions and will be less likely to blame you if the option they chose does not work out.
- Be clear about the boundaries of your role but ensure that you take responsibility appropriately. State clearly what you can do for the parent.

### **Who to contact during an emergency**

In the event that a staff member requires support / guidance in an emergency, they should;

- Contact the Head Teacher
- Contact the Chair of Governors
- Contact the Police

### **How to record incidents and who to report the incident to**

Incidents should be reported to the Head teacher in the first instance, and / or Board of Governors.

The school will record/log all incidences of unacceptable behaviours and sore documentation in accordance with data protection. The records will be audited at least annually to re-assess and inform the school further in relation to risk assessments.

(see Annex A for model form);

### **What follow up action is necessary?**

Barrow 1618 C of E Free school will take seriously and follow up all incidences of unacceptable behaviour seriously.

- Appropriate letters will be written explaining the likely result of any further unacceptable behaviour and giving the individual an opportunity to explain their actions.
- Any legal action to be taken, for example whether a parent should be refused entry to the premises.
- Regular audits and reporting of incidents.

### **What support is available from Barrow 1618 C of E Free School**

Where necessary Barrow 1618 C of E Free School will provide:

- Counselling
- occupational health Support
- legal support; and liaison with the police whenever necessary.

### **Governing Legislation**

- ***The Health and Safety at work Act 1974 (HSW Act)***

*Policy for Dealing with Unacceptable Behaviour by Parents and visitors to school*

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees.

- ***The Management of Health and Safety at work Regulations 1999***

Employers must assess the risks to employees and make arrangements for their health and safety by effective:

- Planning;
- Organisation;
- Control;
- Monitoring and review.

The risks covered should, where appropriate, include the need to protect employees from exposure to reasonably foreseeable violence.

- ***The Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)***

Employers must notify their enforcing authority in the event of an accident at work to any employee resulting in death, major injury or incapacity for normal work for three or more consecutive days. This includes any act of non-consensual physical violence done to a person at work.

- ***Safety Representatives and safety committees regulations 1977 (a) and The Health and safety (consultation with Employees) Regulations 1996 (b)*** Employers must inform, and consult with, employees in good time on matters relating to their health and safety. Employee representatives, either appointed by recognised trade unions under (a) or elected under (b) may make representations to their employer on matters affecting the health and safety of those they represent.

## **Approval by Governing Body and Review Date**

This Policy has been formally approved and adopted by the Governing Body at a formally convened meeting of the Human Resources Committee with delegated powers

Signed:-----

Date:-----

Review date:-----

**Annex A****Incident report form**

***This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.***

***This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf.***

***However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.***

Date of incident .....

Day of week.....

Time  
.....  
.....

**1. Member of staff reporting incident**

Name.....  
.....

Work address (if different from school address)

Position  
.....  
.....

**2. Personal details of person assaulted/verbally abused (if appropriate)**

Name  
.....  
.....

Work address (if different from school address)/home address (if pupil)

**3. Job/Position (if member of staff) .....**

Class

Age ..... Sex .....

**Details of incident**

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**4. Details of trespasser/assailant(s) (if known).....**

Witness(es) if any

Name .....

Address.....

Age (approx) Sex

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.....

**5. Details of incident**

a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how;

if assault, give details of any injury suffered, treatment received etc)

b) Location of incident (attach sketch if appropriate)

c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present

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**6. Outcome:** (eg. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)

**7. Other information** (to be completed as appropriate)

a) Possible contributory factors

b) Is trespasser/assailant known to have been involved in any previous incidents  
YES/NO?

c) Give date and brief details of (b) if known

d) Had any measures been taken to try to prevent an incident of this type occurring?  
If so, what?

Could they be improved?

e) If no measures had been taken beforehand, could action now be taken? If so, what?

f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate

g) Any other relevant information

Signed .....

Date .....

Please return as soon as possible to: Headteacher

## **Annex B**

### **Useful websites**

[www.dfes.gov.uk/schoolsecurity](http://www.dfes.gov.uk/schoolsecurity) The Department's school security website.

[www.teachernet.gov.uk/responsibilities](http://www.teachernet.gov.uk/responsibilities) Includes the Departmental publication Health & Safety:

[www.hse.gov.uk/pubns/indg69.pdf](http://www.hse.gov.uk/pubns/indg69.pdf)

### **Responsibilities and Powers.**

[www.teachernet.gov.uk/streetcrime](http://www.teachernet.gov.uk/streetcrime) Includes the guidance Police-School Protocols: Principles and

### **guidance on Safer School Partnerships.**

<http://www.hse.gov.uk/pubns/raindex.htm> Includes Health and Safety Executive (HSE) guidance on risk assessment

[www.dera.aioe.ac.uk/6363](http://www.dera.aioe.ac.uk/6363) (for sample letters)

### **risk assessments.**

<http://213.212.77.20/pubns/indg163.pdf> (This is the address for HSE books).

<http://www.hse.gov.uk/pubns/edis1.htm> (Includes HSE guidance on Reporting School Accidents).

<http://213.212.77.20/riddor/index.htm> (The HSE RIDDOR website).