

Boxgrove and Kidbrooke Park Primary Schools and Kidbrooke Park Learning Centre Managing Violent and Abusive Visitors to School Policy

Statement of Principles

Boxgrove and Kidbrooke Park Primary Schools, Kidbrooke Park Learning Centre and their governing bodies encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff and pupils have the right to work/access the school without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and visitors to behave in a reasonable way towards members of school staff, pupils, visitors and members of the public. The policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned from the school premises for a period of time, subject to review. The ban may be put in place by the Chair of Governors or Head Teacher.

In imposing a ban the following steps will be taken:

- The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
- LA will be informed of the ban.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

If a person who has been banned subsequently trespasses and causes a nuisance or disturbance the matter should be referred to the Council's Head of Legal Services who will write a warning letter.

Further breaches may lead to prosecution of the person concerned by either the Police or the Head of Legal Services. In the case of a voluntary aided school such action must be authorised by the governing body.

It is important throughout this process that full records are kept of each incident, including details of any person(s) who witnessed the behaviour of the trespasser(s) since evidence will need to be provided to the Court (See also Section 8).

Anyone who is dissatisfied with the ban and wishes to object against it should be referred to the school's General Complaints Procedure for Parents and Others. This allows for an independent investigation to be carried out by the Area Education Manager on behalf of the Chair of Governors. If the complainant remains dissatisfied after the investigation, there is recourse to the Governors' Hearings Committee.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

This policy is monitored by the governing body, and will be reviewed every three years.

Confirmation the Managing Violent and Abusive Visitors to School policy in respect of Boxgrove and Kidbrooke Park Primary Schools has been discussed by the Governing Body

Signed by:

Chair of Governors: Date:
(Boxgrove Primary School)

Chair of Governors: Date:
(Kidbrooke Park Primary School)

Executive Head Teacher: Date:

EXAMPLE LETTERS

RECORDED DELIVERY

Dear

I am writing / I have received a report from the headteacher at (insert name) School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents].

I must inform you that the *School / Local Education Authority* will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. *On behalf of the governing body / On the advice of the headteacher* I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the school. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 206 of the Education Act 2002. If convicted under this section, you are liable to a fine of up to £500.

In the case of a primary school include: For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

(In the case of infant children, also insert) Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the schools staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to *this letter / the report which I have received from the headteacher*. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely,

Headteacher / Chair of Governors

RECORDED DELIVERY

Dear

I am writing / I have received a report from the headteacher at (insert name) School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents].

I must inform you that the *school / Local Education Authority* will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. *On behalf of the Governing Body / On the advice of the headteacher* I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 206 of the Education Act 2002. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Headteacher / Chair of Governors

Letter 2: Follow up letter to a parent

RECORDED DELIVERY

Dear

On (give date) I wrote to you informing you that *on behalf of the governing body / on the advice of the headteacher* I had withdrawn permission for you to come onto the premises of (insert name) School. To enable the *school / Local Education Authority* to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, and after further consideration, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the school *without my / the headteacher's* prior knowledge and approval. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under section 206 of the Education Act 2002. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the school remains committed to the education of your child / children (delete as appropriate), who must continue to attend school as normal (insert in the case of a primary school): under arrangements set out in my previous letter.

I / The Authority will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, *I / the Authority* will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

[Include where the parent wishes to complain against the decision to ban]

Finally I would advise you that I have arranged for your complaint to be considered under the School's General Complaints Procedure (details of which are included). You will be contacted about this in due course.

Yours sincerely,

Headteacher / Chair of Governors

Letter 3 (a): Confirming a Temporary Ban.

RECORDED DELIVERY

Dear

I wrote to you on (give date) withdrawing permission for you to come onto the premises of (insert name) School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review and have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of the school without *my / the headteacher's* prior knowledge and approval remains in place until further notice.

I shall undertake a further review of this decision on (give date).

[If the letter is from the headteacher] If you are dissatisfied with this decision, you have a right to complain to the local education authority.

[If the letter is from the LEA] If you are dissatisfied with this decision because you consider it to be unfair, or not to have been made in a correct way, or believe there has been a case of maladministration, you have a further right to a review by the Local Government Ombudsman. They can be contacted at:

21 Queen Anne's Gate
London
SW1H 9BU

or alternatively on 020 7915 3210.

Yours sincerely,

Headteacher / Area Education Manager

Letter 3 (b): Lifting a Temporary Ban

RECORDED DELIVERY

Dear

On (insert date) I wrote to you informing you that I had temporarily withdrawn permission for you to come onto the premises of (insert name) School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now a received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Headteacher / Chair of Governors

Letter 4: Terminating the Ban after Review

To be sent by the Headteacher or Area Education Manager (and amended accordingly)

RECORDED DELIVERY

Dear

I wrote to you on (give date) informing you that I had withdrawn permission for you to come onto the premises of (insert name) School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review and have decided that it is now appropriate to change that decision. I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises. I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Headteacher / Chair of Governors