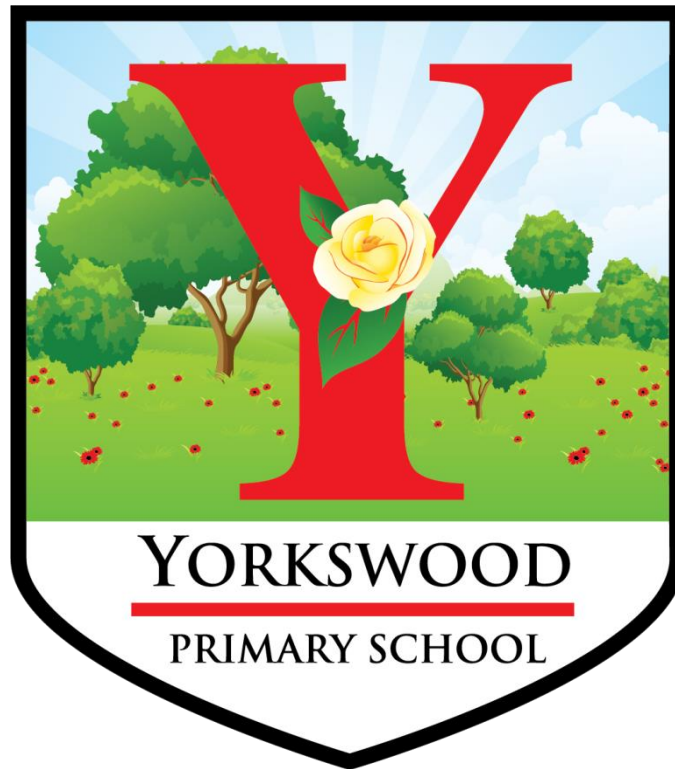


YORKSWOOD SCHOOL

POLICY



Policy For

Managing Abusive, Aggressive or Violent Visitors to School

Author/s

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Date

Spring 2017

Review Date

Spring 2019

Ratified by Governors

Date.....Signed.....

Managing Abusive, Aggressive or Violent Visitors to School Policy

Rationale

At Yorkswood Primary School we are proud of the partnerships that we generate with parents. We have a number of staff who have been part of the school community for a number of years and in many cases they will have taught parents when they were pupils at the school. This makes for a strong sense of community and loyalty that is quite exceptional to our school.

Occasionally, parents and school have disagreements. Fortunately, these are very rare and concerns and disagreements are usually dealt with before they become more formal complaints. However, there are occasions when parents feel they need to pursue a formal complaint to be sure that their concerns have been heard.

On a very small number of occasions, parental disagreements become heated exchanges. The use of bad language or threatening behaviour can be the result of emotive situations.

While leaders, teachers and support staff may understand the emotions that are stimulated by disagreements involving children, our school cannot be a place where any members of our school community are exposed to bad language or threatening behaviour; especially our children.

As a school we are encouraged and supported by the local authority, legal bodies and professional bodies to adopt a zero tolerance approach to such behaviours.

Which behaviours?

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, eg 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, eg 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.

School Responses

Where the behaviour of visitors to the school causes concern, the school will work to resolve the issue through a suite of methods. The measures will reflect the seriousness of the incident and may escalate if there are a number of lesser incidents.

School responses may be;

- To initiate a meeting or dialogue with the parent/carer

- To write to the parent/carer, describing the misconduct and explaining its impact on the school and the staff and/or children
- To vary the parent/carers 'licence'*.
- To give warning of a possible removal of licence*
- To remove licence* for a given period with a review date
- To remove licence* indefinitely
- To involve the police

*licence: Parents and carers are granted 'limited licence' to visit the school grounds and buildings. A school can withdraw this licence acting alone, through the governing body or through the local authority

Risk Assessment:

A risk assessment has been prepared to protect staff by ensuring:

- On home visits, teaching assistants and teachers will attend together.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures:

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Request the Headteacher, Deputy Headteacher or Behaviour Lead's support.
- In the event of observed violence or aggression, a member of staff should contact the police using 999.

After the Incident

The Headteacher will;

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident. (See attached Incident Report Form). Reports must be signed and dated.
- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider the most appropriate action from the suite of responses
- The Headteacher will discuss this with the Chair of Governors and keep them informed.
- If a letter is thought appropriate, a letter will be sent to the parent/carer. (See Model Letter 1).
- If a ban is appropriate, the Headteacher will give the parent an opportunity to make representations about this before finalising the ban. If the Headteacher considers it unwise to allow the parent/carer back on the premises at this time, they will impose a temporary ban for a week, to give the parent/carer an opportunity to make representations in writing (See Model Letter 2). As soon as this happens the Headteacher will write to the parent/carer informing him/her of the decision to extend the ban or not to renew it after the initial week has elapsed. (See Model Letter 3 and 4).
- If a ban is renewed after the initial week, the Headteacher will impose any further ban for a fixed period of time and explain that they will review the ban at the end of that period.

LA Role

If the incident is of a serious and/or violent nature, the Headteacher and Local Authority may agree that correspondence should be sent directly from a Local Authority Officer.

Police Assistance

In the event of a parent/carer (or other person) becoming aggressive or violent, the school should not hesitate to contact the police using 999. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Headteacher may contact the local Police Station or the school's Community Officer for advice.

INCIDENT REPORT FORM

Managing Abusive, Aggressive or Violent Visitors to School Policy

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary.

For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the head teacher, for appropriate action and recording.

Date of incident

Time of incident

Name of person reporting incident

Date incident reported

Member of staff recording incident

Date incident recorded

Name(s) of person(s) causing incident

Status of those creating the incident

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any witnesses

Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school, including risk assessments

Warning letter, from the head teacher: to parent/carer with child/ren at the school

Recorded delivery

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

I have received a report about your conduct at the school on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. 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)**.

Banning Letter, from the LA or governing body: to parent/carer with child/ren at the school

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

I have received a report from the head teacher at **(insert name)** School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the head teacher I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

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 school's 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 the report which I have received from the head teacher. 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, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by (complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Letter updating a banning letter, from the LA or governing body, confirming ban: to parent/carer with child/ren at the school

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

On **(give date)** I wrote to you informing you that on the advice of the head teacher, I had withdrawn permission for you to come onto the premises of **(insert name)** School until **(insert date)**.

To enable the local authority/governing body (delete as appropriate) to determine whether to confirm this decision, or to impose it 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 the date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after further consideration of the head teacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)** I am therefore instructing that until **(insert date)** you are not to come onto the premises of the school without the prior knowledge and approval of the head teacher. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the head teacher and staff at **(insert name)** school remain 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 the arrangements set out in my previous letter.

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

Finally I would advise you that I have asked the head teacher to ensure that your complaint **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's governing body.

**Letter updating a banning letter, from the LA or governing body, withdrawing ban:
to parent/carer with child/ren at the school**

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

On **(insert date)** I wrote to you informing you that, on the advice of the head teacher, 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 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 consulting with the head teacher, 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.

Letter, from the LA or governing body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

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

I have now completed the review. However, after consultation with the head teacher, I 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 **(insert name)** school without the prior knowledge and approval of the head teacher remains in place until **(insert date)**.

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

(Insert if the letter is from the governing body) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Letter, from the LA or governing body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school

Managing Abusive, Aggressive or Violent Visitors to School Policy

Dear

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

I have now completed the review. After consultation with the head teacher, I have decided that it is now appropriate to change that decision and 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 once more.