



Expected Behaviour of parents & visitors

Approval delegated to Headteacher	
Statutory, recommended, or additional policy	<i>Additional</i>
Policy review cycle	<i>Annual</i>
Policy reviewed by	M Grady
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Date of next review	30 September 2024
Policy approved by	Governing Board
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School Vision

At Rugby High School, we set heights in our heart.

While striving for excellence for all, in all its forms, our aim as a school is to encourage our students to be ambitious and creative thinkers, to face challenges, to work together, to learn to apply and adapt their knowledge and understanding so that they are prepared and excited for the future, whatever it may bring.

Our aspiration is that all our students understand what it is to show compassion and empathy and to take responsibility as brave, independent global citizens.

Our students will move on from Rugby High School knowing how to be Resilient, Healthy and Successful.

Inspired by their curiosity and love for learning our students will leave us with a confident voice, ready to take their place, knowing that their actions have the potential to change the world.

Introduction and Rationale

This policy links to our school's vision in the following way

- *We want children and staff to enjoy coming to school and feel safe, resilient, healthy and successful*
- *We want visitors to remark on the atmosphere in the school, the ambitious and aspirational environment, of our community working together, showing compassion and empathy, with outstanding expectations of behaviour.*
- *We want to have an effective and supportive relationship with Parents, Governors, and the local and wider community.*

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

It is important to us that we set good examples in school of the very best behaviour for our pupils as we know that is what parents want and expect. The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with parents and visitors to be.

To help us maintain our high standards of pupil behaviour, we would ask that all parents and visitors behave with respect towards pupils and staff when in our school buildings or in the playground. This means being polite and not using raised voices or any other unacceptable behaviour.

We appreciate that sometimes, visitors or parents may be frustrated and upset, and this could lead to them demonstrating some aggression, towards school staff. The school expects its 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 staff have the right to work without fear of violence and intimidation and thus we will not tolerate instances of these types of behaviour on our premises.

Because we understand that there are some rare cases where frustrations get out of hand, we have outlined below the steps that we will, take on these occasions.

On occasion, the behaviour of a very small number of parents/ carers can cause severe disruption or worse, result in abusive or aggressive behaviour towards staff, students, or other members of the school community.

This document provides guidance about dealing with violence, threatening behaviour or abuse by parents of a student in a school, including those cases where the parent has been asked not to come onto the premises.

Some of the remedies listed are also applicable when dealing with other intruders/visitors on school premises.

Violence, threatening behaviour and abuse against school staff or other members of the school community must not be tolerated.

All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools.

BEHAVIOUR

We regard the behaviours below as being unacceptable in our school. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Shouting at staff, either in person or over the telephone;
- continually taking up and wasting staff time;
- Physically intimidating a member of staff e.g., by standing very close to him / her;
- Unwelcome physical contact of staff or pupils;
- Verbal abuse or making personal comments i.e. “You are...”;
- The use of aggressive hand gestures e.g., two fingers raised;
- Threatening school staff;
- Shaking or holding a fist towards another person;
- Writing abusive comments about a member of staff;
- Swearing at a member of school staff;
- Pushing;
- Hitting, e.g., slapping, punching, or kicking;
- Spitting;
- Racist or sexist comments;
- Breaking the school’s security procedures;

Unacceptable behaviour may result in the Local Authority and the Police being informed of the incident.

PROCEDURE

These are the steps that will be taken by the school in those rare cases where a parent or member of the public behaves in an unacceptable way towards a member of our school community.

1. The school will assess if the behaviour requires intervention by an external agency. (Warwickshire Front Door, Police, Legal Team)
2. The Headteacher or an appropriate member of the senior staff will seek to resolve the situation through discussion and mediation as soon as is possible following the incident. If this is not practicable, a formal letter will be written to the parent or member of the public setting out the school's concerns. In both cases, a warning should be given that a repeat of such behaviour will lead to action being taken, and this could include restricting access to the school's premises.
3. During the discussion with the parent / visitor, they will be given a copy of the school's complaints procedure and encouraged to use this if the situation cannot be resolved by the initial discussion.
4. If a complaint is received following the discussion meeting with the Headteacher / senior staff member, because the discussion has not resulted in the parent / visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.
5. In the unlikely event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher / Chair of Governors from the school premises for maximum of two weeks prior to review by the Governing Board. Advice should be sought from legal advisors before imposing this.

PROCEDURE FOR BANNING A PARENT / VISITOR

Prior to being banned the following steps will be taken:

1. The parent / visitor will be warned, in writing, they are banned from the premises and that this ban will be subject to review by the Governing Board by a specified date. It is usually appropriate that this, and other correspondence relating to the ban, be sent by legal advisors on behalf of the school.
2. The letter will also make clear what will happen if the ban is breached, e.g., that police involvement or an injunction may follow.
3. Where the ban is as the result of an assault on a member of staff a statement indicating that the matter has been reported to the Local Authority, the Chair of Governors and the Police will be included.
4. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
5. Following the letter being issued, the Chair of Governors will be informed of the ban.
6. Within 10 school days a panel of Governors will meet to review the information.

7. Following that meeting the ban will either be lifted, upon signed promises of future good behaviour, or will continue for a period deemed appropriate by the panel of Governors.
8. At the end of any renewed ban, the governors will invite submissions from the parent or invite them to a meeting to discuss how the situation can best be resolved for the future.
9. In exceptional circumstances the Headteacher may request the Chair for a ban lasting longer than two weeks in the first instance.

In this guidance, the definition in the Education Act 1996 of the word parent is extended and includes an individual who has care of the child whether they are the natural parent or has parental responsibility for the child. This includes stepparents. Where an individual does not fall within this broad definition, the principles of this guidance should still be applied.

What does a ban achieve?

- it confirms to a parent that the school will not tolerate abusive behaviour;
- shows the school takes health and safety of its staff, visitors and students seriously; it provides a key element in making it easier to use legal remedies to prevent repeated misconduct, including use of S547 of the 1996 Education Act to enable Police removal and possible prosecution of those on Academy premises without permission;
- it may form the basis for an application for an injunction to curtail repeated instances of misbehaviour.

Recording the Incident

See appendix 1, this will assist with the recording of any incidents of abuse, threatening behaviour or violence against any members of the school community. A record of an incident will help in the collection of evidence where necessary, such as when proceedings are being brought against an alleged assailant.

Available photographic evidence of any injuries or damage, or relevant CCTV footage, can also be helpful. Recording details of incidents will also help in reviewing the school's policy, and should ideally inform future risk assessments.

If there is an injury to staff from an assault, the employer may need to report the injury to the health and safety executive (HSE) under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), as amended in 2012.

Section 547, Education Act 1996

The model letters illustrated in the appendix suggest how the school might use section 547 of the Education Act 1996. Section 547 makes it an offence for a trespasser 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 the offence. The penalty for a person convicted of the offence is a fine of up to £500.

A parent/carer of a child attending a school normally has implied permission (limited licence) to be on the school's premises at certain times and for certain purposes, but if their behaviour is unreasonable this permission may be withdrawn and they will become a trespasser.

A person who nevertheless persists in entering the school premises and displaying unreasonable behaviour may be removed and prosecuted under section 547.

In the case of our school, the Governing Body can independently authorise the removal of someone from the premises and may also authorise a person to bring proceedings against that individual. Additionally, in all situations the police are authorised to remove someone from school premises and to bring proceedings for an offence under this section.

CONCLUSION

Children learn best when there is a positive partnership between home and school. Staff make every effort to work in harmony with parents for the benefit of pupils. However, this is only possible where parents behave in accordance with our expectations.

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.

Department of Education Guidance Controlling Access to School Premises

(Guidance issued 27th November 2018)

<https://www.gov.uk/government/publications/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 is enough for a member of staff or a pupil to feel threatened.

The school should tell an individual that they have been barred, or they intend to bar them, in writing. Letters should usually be signed by the Headteacher, though in some cases the Local Authority, academy trust or proprietor 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
- Local authority
- Proprietor of that school

Appendix 1

Warning letter from the Head of School: to parent/carer with child/ren at the school

Recorded delivery

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, students, and other parents.)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and students. Therefore if, in the future, I receive any further 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).

Yours sincerely

Head teacher/ Chair of Governors/ Local Authority Legal Counsel (delete as appropriate)

Appendix 2

Banning Letter from the Local Authority/ Governing Body: to parent/carer with child/ren at the school

Recorded delivery

Dear

I have received a report from the Head of School at (insert name of school) about your conduct on (enter date and time). (Add factual summary of the incident and of its effect on staff, students, and other parents.)

I must inform you that neither the local authority, nor the Governing Body will tolerate conduct of this nature on its premises and will act to protect its staff and students. On the instructions of the School 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.

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 of School. 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.

Yours sincerely

Chair of Governors/ Local Authority Legal Counsel (delete as appropriate)

Appendix 4

Banning Letter from the Governing Body: to member of the public

Recorded delivery

Dear

I have received a report from the Head of School at (insert name of school) about your conduct on (enter date and time). (Add factual summary of the incident and of its effect on staff, students, and other parents.)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and students. On the advice of the Head of School I am therefore instructing that you are not to reappear on school premises.

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. If convicted, you are liable for a fine of up to £500.

Yours sincerely

Chair of Governors/ Local Authority Legal Counsel (delete as appropriate)

