**ST ANDREW’S METHODIST PRIMARY SCHOOL**



**Policy for Managing Violent or Abusive Visitors to School**

Reviewed: May 2017

Headteacher: Date:

Chair of Governing Board: Date:

Date of Next Review: May 2019

This policy has been scrutinized to ensure it meets the requirements of the single equality duties. The school will make every reasonable adjustment to comply with the duties and actively avoid discrimination.

**POLICY FOR MANAGING VIOLENT OR ABUSIVE VISITORS TO SCHOOL**

**Introduction**

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils’ welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage. However, on occasion, the behaviour of a few parents/ carers can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community.

**School policy for dealing with incidents**

It is recommended that all schools have policies covering incidents involving abusive, threatening or violent adult visitors. This policy has been developed following consultation with staff and governors. This policy provides guidance for dealing with aggressive or abusive parents and visitors to our school who cause nuisance or create a disturbance.

**Day to Day Access and Visitors**

The day to day access to a school is within the control of the head teacher. Normally parents/carers (and those with parental responsibility) are granted “limited licence” to visit the grounds and buildings of St Andrew’s Methodist Primary School. Our established procedures set out the acceptable purposes for such visits; the areas of the school that may be entered at particular times; the standard of behaviour expected etc.

**Breach of Procedures**

Where there is a breach of such procedures the school will respond in a measured way, depending on the seriousness of any inappropriate conduct. Actions may include:

• Initiating a meeting/dialogue with the individual;

• Writing to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability;

• Varying the person’s “licence”, say, through the addition of conditions;

• Warning of the possibility of a “ban” if the misconduct is repeated;

• Imposing a ban with a review after a fixed period;

• Imposing a ban without review.

**ZERO TOLERANCE**

Violence, threatening behaviour and abuse against school staff, or other members of the school community, will not be tolerated. All members of our school community have a right to expect that our school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school. Where such behaviour does occur, Salford Local Authority will support us and play a proactive role in taking all possible action to deal with it.

In certain circumstances, this will mean the LA taking the lead in initiating action on our school’s behalf, and in other circumstances we expect the LA to support the school in action that the school itself will initiate.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in schools, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

**Who may be at risk?**

* Pupils
* Office staff located in the Reception/Entrance area
* Teacher and support staff at the start and end of school day
* The school site officer or ancillary staff.

**School policy for dealing with incidents**

**What to do when an incident arises**

* Remove the visitor from public areas and invite them to speak with you privately, with another member of staff present
* Ask the visitor to remain calm and courteous while they express their concerns
* Ask the visitor to leave the premises
* Call the police if the visitor refuses to leave the premises

**Who to contact in an emergency**

* The Headteacher, or next most senior member of staff in her absence, should be immediately informed of any incidents.
* In an emergency situation, a member of staff should call for police assistance on 999.
* All incidents should be reported to the Local Authority school security co-ordinator, Deborah Borg on 0161 7780131 or Mobile; 07718696880. [Deborah.borg@salford.gov.uk](mailto:Deborah.borg@salford.gov.uk)
* All incidents should be recorded in school by the Headteacher.

**What follow up action may be necessary?**

* A violent of abusive visitor may receive a temporary ban from the school premises
* In exceptional circumstances, or where a person shows no remorse, or refuses to apologise for their behaviour, a visitor may receive a ban from school premises until further notice.
* Ultimately, dependent on the seriousness of the incident legal action may be taken.

**The Banning Process**

The head teacher will need to assemble the full facts before proceeding, making sure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible.

Crucial elements:

• write to parent/carer/intruder to record in detail the incident and why it is unacceptable;

• explain that the LA/governing body will consider banning the parent, giving the parent a period in which they may respond in writing giving their version and why they should not be banned;

• tell the parent when a decision will be made.

**The length of a ban**

The ban should be finite in length, as only the most serious misconduct would justify an indefinite ban.

The duration needs to be sufficient to convey a clear message about the seriousness of the associated misconduct, but not so long as to be disproportionate. The aim should always to be to restore “normal” relations as soon as is reasonably practicable.

Even if a ban is permanent, it should be reviewed periodically, taking account of subsequently demonstrated patterns of behaviour.

**What does a ban achieve?**

• it confirms to a parent that the school will not tolerate misbehaviour;

• shows the school takes health and safety of its staff, visitors and pupils seriously;

• it provides a key element in making it easier to use legal remedies to prevent repeated misconduct, including use of S547 of the1996 Education Act to enable Police removal and possible prosecution of those on school premises without permission;

• it may form the basis for an application for an injunction to curtail repeated instances of misbehaviour.

**Parental Rights**

Every attempt should be made to maintain normal communications with parents/carers, including giving them the opportunity to participate in elections for parent governors, say.

Even where a parent/carer has been banned from the school premises, they retain their right to an annual consultation in relation to the educational progress of their child/ren. However, the school may determine who will be present at the meeting (e.g a senior member of staff might accompany the class teacher) and its location (e.g. it may well be arranged off site). The interests of the child should continue to be paramount.

Related Documents

* The Health and Safety Executive (HSE) has produced guidance on risk assessments which is on its website. GI04 Managing Violent and Abusive Visitors to Schools.

**Support available from the employer**

* In the first instance, support will be available from the Headteacher and/governor with a pastoral role on the governing board.
* An employee may be referred to occupational health if the incident affects their health.
* An employee will be made aware of the free BDMA counselling service available to all Salford employees. Phone: **0800 919765**
* Employees who belong to a union will also have access to legal support, if needed.
* If necessary the employer will liaise with the police on behalf of the employee.

**Conducting a risk assessment**

School has completed an assessment of risk to staff and others from abusive or violent visitors. It;

* Identifies and assesses the risks
* Highlights current control measures
* Determines appropriate actions to be implemented
* Monitors the results of actions
* Provides feedback for future planning.

**Staff Awareness**

School staff have regular training on how to manage difficult situations and/or conversations with parents/carers. This;

* Enables staff to defuse aggression and prevent situations escalating
* Teaches staff to recognize verbal and nonverbal precursors to aggression and use techniques to calm a potential assailant
* Improves staff confidence in dealing with aggression and the resulting stress

**Conclusion**

As mentioned earlier in this policy, and as signs displayed around our school state, we have no hesitation in adopting a zero tolerance stance to any aggressive or violent behaviour from visitors to our school. The health and safety of our children and staff is paramount and the procedures outlined in this policy will protect this.

“This policy has been scrutinized to ensure it meets the requirements of the single equality duties. The school will make every reasonable adjustment to comply with the duties and actively avoid discrimination.”

**Mrs Anne Barker**

**Headteacher**

**22nd May 2017**

# Smalllogo**St. Andrew’s (Methodist) Primary School**

**Prescott Street**

#### Little Hulton

## **Worsley**

### **Manchester**

**M28 OZA**

##### Tel: 0161 790 3194

**Email: standrewsmethodist.primaryschool@salford.gov.uk**

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**Headteacher: Mrs A Barker**

**B Ed Hons, N.P.Q.H.**

Dear ,

I am writing in relation to your unacceptable behaviour on \*\*\*\*. School will not tolerate inappropriate behaviour including any form of verbal, offensive and aggressive abuse towards any member of staff or pupil, which causes alarm and distress.

I have sought guidance from the Local Authority and I am now advising you that should there be any reoccurrence of any type of verbal abuse or threatening behaviour, the school will have no alternative but to ask the local authority to intervene, who will take steps to ban you from the premises, under Section 547 of the Education Act 1996.  Should this act be breached, it may result in court action and a fine of up to £500.

I trust you can now be relied upon to act in full co-operation with the school, and behave appropriately on school premises in the future.

Yours sincerely

Head teacher

 

