



# St Francis Catholic Primary School

## Adult Behaviour Policy including Managing Violent and Aggressive Parents and Visitors to our School

**Date:** February 2020

**Review date (1):** February 2022

**Review date (2):** February 2024

## School Mission Statement

### **'I am a sign of God's love'**

At St. Francis we love, learn and grow in the footsteps of Jesus and are active signs of God's love through praying, respecting and serving others.

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## STATEMENT OF INTENT

St. Francis Catholic Primary School understands that good levels of behaviour should be employed by all individuals within the school community and, as a result, the school endeavours to make the environment a place where adults model the behaviour taught to, and expected of, pupils.

St. Francis Catholic Primary School encourages close links with parents and the wider 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 school rules and policies. 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 school staff and other visitors.

Our school expects and requires 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 abuse. Our Zero Tolerance information is on display around the school and is particularly prominent in our main school Reception area.

We expect all parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps

The school has created this policy in order to outline the behaviour expected of adults, including parents/carers, as well as outlining the steps that will be taken where behaviour is unacceptable.

**At St Francis we follow Walsall Councils Policy on behaviour which states:**

**'Our staff have the right to work in a safe environment without fear of intimidation, abuse or assault.**

**It is our policy to prosecute people who fail to respect this right.'**

**In addition to this policy Governors have implemented the following policy for St Francis Catholic Primary School.**

**'We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community.**

**Please be aware that abusive, threatening or violent behaviour will not be tolerated in this school.**

**Anybody behaving in this way is likely to be removed from the premises and prosecuted.**

**Governors have a duty of care to ensure all pupils and staff are safe at all times.'**

## LEGAL FRAMEWORK

This policy has due regard to statutory legislation, including, but not limited to, the following:

- Education Act 1996

This policy also has due regard to guidance, including, but not limited to, the following:

- DfE (2012) 'Advice on school security: Access to, and barring of individuals from, school premises'
- DfE (2016) 'Best Practice Advice for School Complaints Procedures 2016'

## ACCESS TO PREMISES

It is the responsibility of the school to devise the limitations for access to the premises by adults.

The school recognises that adults have an implied licence to come on to the school property. The only times adults shall access our premises is:

- At the beginning of the school day.
- At the end of the school day.
- By appointment or invitation.

As the school is classed as private property, any adult who breaches these access limitations is deemed to be trespassing. Trespassing is a civil offence and may require the school to take legal action if persistent.

Section 547 of The Education Act 1996 makes it clear that it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance; therefore, schools also have the power to take action in these cases.<sup>1</sup>

The school may decide that certain behaviour conducted by adults, such as inappropriate language and aggressive or insulting behaviour, could pose a risk to pupils and staff and, as a result, may bar the individual from the property.

## EXPECTED BEHAVIOUR

The school expects adults to show respect and concern for the school community by:

- Supporting the ethos of the school by setting a good example in their speech and behaviour towards all pupils, staff members and other adults.

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<sup>1</sup> DfE (2012) 'Advice on school security: Access to, and barring of individuals from, school premises', p.3

- Working with staff members to resolve any issues of concern, including clarifying specific events in order to bring about a positive solution.
- Correcting their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Respecting the school environment by keeping it clean and tidy.
- Following parking rules, as well as rules for delivering or collecting pupils from school.

In light of the above, when on the school premises, adults will not:

- Discriminate against any individual, whether a staff member, pupil or another adult, on the basis of their age, race, ethnicity, religion, belief, attainment, disability, gender or background.
- Engage in inappropriate conversations with pupils; adults should raise any concerns about pupils' choice of conversations with them to the Headteacher and/or DSL immediately.
- Engage in conversations with others about pupils, staff members or other adults within the school community.
- Engage in conversations with others to discuss personal issues regarding their child's education, if their child attends the school.
- Discuss any issues of a confidential matter outside of school, or to anyone whom it does not concern within the school.

## TYPES OF BEHAVIOUR THAT WILL NOT BE TOLERATED

*This is not an exhaustive list but seeks to provide illustrations of such behaviours that will not be tolerated:*

- Any forms of abusive behaviour under any circumstances including aggression (including passive aggression), intimidation or threatening behaviour
- Intimidation or threats made in writing
- Shouting at 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 including finger pointing
- Undermining school discipline e.g. telling children that they do not have to listen to school staff or follow school rules and policies
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Threatening or abusive language
- Perceived acts of violence or threats of violence
- Making repeated, unsubstantiated claims against an individual or the school
- Harassment or stalking
- Malicious allegations relating to members of staff
- Malicious allegations or threats via the internet e.g. via social network websites like Facebook
- Breaking the school's security procedures which include forcing entry into the school against the express wishes of any member of staff and scaling fences and boundaries.

## SOCIAL MEDIA USE

Adults will not attempt to “friend” or otherwise contact members of staff through social media. If such contact is made, it will be reported to the Headteacher for action.

Adults will not post content online which is damaging to any of the members of the school community, including staff, pupils, other adults and the school itself.

Adults will not post anonymously or under an alias to evade the guidance given in this policy.

Any cases of social media use that breach the guidelines of this policy will be reported to the Headteacher immediately.

The Headteacher will report the individual using the appropriate ‘report abuse’ section on the specific social media site, and will arrange a meeting with the individual concerned to discuss their use of social media.

The individual will be advised to remove any posts or comments that are harmful, immediately.

The Headteacher may contact the police for legal action where necessary.

## PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or a visitor/other parent, the Head Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation.

### **Unacceptable behaviour can result in the Police being informed of the incident.**

Section 547 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/carer 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/carer’s behaviour is unreasonable, the Head Teacher has the authority to withdraw permission and impose a ban on the parent/carer entering the school site.

The Governing Body, in conjunction with the Head Teacher and 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.

If it is felt that an individual is likely to cause further threats or harm to staff, an immediate temporary ban will be imposed for a specified period. The individual will be offered an opportunity to explain their behaviour, after which a decision would be taken whether to remove or extend the ban. The reason for the ban will be put in writing.

In the first instance, the individual will usually be informed in person that their behaviour has been deemed unacceptable and will be made aware of the consequences of any future, similar behaviour. If there is a recurrence of unacceptable behaviour, the individual will be advised in writing that their behaviour has again fallen below our accepted standards.

Following the second incident of unacceptable behaviour, a fixed term ban from the school site would be being considered and they would be given an opportunity to explain their actions, after which a decision would be made about imposing the ban. The school will follow Walsall Council's procedures for removal and prosecution of parents from school sites.

The school understands that parents/carers retain the right to an annual consultation about the educational progress of their child(ren); however, the Headteacher will decide who will be present at this meeting and determine its location.

Instances of inappropriate behaviour will be recorded in writing by all members of staff involved using an Incident Reporting Form (APPENDIX 1) and will be given to the Headteacher.

## MONITORING AND REVIEW

The Headteacher/ Chair of Governors will review this policy on an **annual** basis and make any changes they deem necessary.

## CONCLUSION

St. Francis Catholic Primary School will take action where behaviour is unacceptable or serious and breaches the safety of our children, staff and visitors of the school.

When implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments and, if necessary, the Police.

This policy will be reviewed every two years or in the light of changes to legal requirements.