



## **MANAGING VIOLENT AND ABUSIVE VISITORS TO SCHOOL POLICY**

### **OVERVIEW**

The Governing Body of Norwood Primary School encourages close links with parents and the community. It believes 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 rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal or physical abuse towards members of school staff or the wider 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 have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy modelled on guidance from the National Association of Head Teachers outlines the steps that will be taken where behaviour is unacceptable.

### **OBJECTIVE**

1. To achieve zero tolerance of violence , threatening behaviour or abuse in schools
2. To ensure all members of the school community and all visitors to school can be confident that they are operating within a safe environment.

### **TYPES OF BEHAVIOUR**

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

- rudeness or 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 them;
- the use of aggressive physical hand gestures such as finger wagging;
- 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.**

## **PROCEDURE**

- If an incident arises ask the person to leave or invite them into a room away from other people
- Inform the Head Teacher or appropriate senior member of staff immediately. They will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed.
- All incidents should be recorded on an incident form (*Appendix 1*) immediately and passed to the Head Teacher.
- The Head Teacher will review the facts and will make the decision whether to send a formal letter to the parent/carer reminding them of the Governors position on safeguarding the staff of Norwood Primary School and that they should be respectful, calm and polite in their dealings with them.
- If such behaviour is repeated, the Head Teacher will investigate the matter further, assemble the full facts and take the appropriate action required (*Appendix 3*).
- 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 by the Head Teacher from the school premises for a period of time, subject to review.
- Support will be made available to staff by the Governors by referral to Sefton's Occupational Health team.

In considering imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, details of the incident and that their behaviour is unacceptable
2. Explain that a ban from the premises is being considered and giving them a period of time in which they may respond, in writing, providing their version of events or a specific incident and why they should not be banned.
3. Tell them when a decision will be made.
4. If a decision is made to ban a parent or carer, an appeal can be made to the Governors through the school's Complaints Policy.
5. If the ban is breached, eg that police involvement or an injunction application may follow.
6. 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.
7. The Chair of Governors will be informed of the ban.
8. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate, will be clarified
9. Every reasonable effort will be made to keep communications with parents and carers open and ensure access to Parents Evening and other events.

## **OUTCOMES**

Every member of the school community at Norwood will feel the school is an orderly safe place to work in where relationships with parents demonstrate mutual respect and shared responsibility for pupils' welfare and educational progress.

## **REVIEW**

This policy will be reviewed every 3 years by the Full Governing Body.

**APPENDIX 1**

**VIOLENT AND ABUSIVE VISITOR INCIDENT FORM**

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, 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.

**Date of incident:** \_\_\_\_\_

**Time of incident:** \_\_\_\_\_

**Name of person reporting incident:** \_\_\_\_\_

**Date incident reported:** \_\_\_\_\_

**Member of staff recording incident:** \_\_\_\_\_

**Date of incident recorded:** \_\_\_\_\_

**Name(s) of person(s) causing incident:** \_\_\_\_\_

**Status (parent/carer/visitor/trespasser):** \_\_\_\_\_

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

-----  
-----  
-----  
-----  
-----

-----  
-----  
-----  
**Name of any witnesses**

**Status**

-----

-----

-----

-----

-----

-----

**Initial outcome**

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

**Linked incidents**

## APPENDIX 2

Dear .....

I am writing on behalf of the Governors of Norwood Primary School to inform you that I have received reports about ..... (*how behaviour occurred*) with members of staff on .....(*insert date*), in which you were you felt by them to be ..... (*describe the behaviour*)

The Governing Body will not accept any incidents of this type at any time towards members of staff.

Therefore feel that we need to give you a formal warning from the Governors that, in future, should you need to speak to staff, you do it in a much more polite, respectful and calm manner.

If I receive any further reports of conduct of this nature, I will be forced to consider further action.

Yours sincerely,

L. Dumbell  
Head Teacher

### APPENDIX 3

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 Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in 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 asked to send me any written comments you wish to make by **(state date ten working days from the date of the letter.)**

Yours sincerely,

Mr Lee Dumbell  
**Head Teacher**