

Parent and Visitor Code of Conduct

1. INTRODUCTION AND PURPOSE

- 1.1 The schools within the Boleyn Trust are committed to a partnership between staff, parents and pupils to enable them to provide an outstanding education for children and young people. In order to achieve these very ambitious goals all parties must work together effectively at all times.
- 1.2 Each school aims to be an orderly, safe place where relationships between staff and visitors, especially parents, demonstrate mutual respect and shared responsibility for pupils' welfare and educational progress. Parental engagement is an important factor in educational success and in dealing with emerging problems at an early stage.
- 1.3 The purpose of this policy is to provide a reminder to parents, carers and other visitors to the schools in the Boleyn Trust about expected conduct in order to maximise effective partnership working.

2 EXPECTED BEHAVIOUR AND CONDUCT

- 2.1 As well as following the guidance in each school's Home-School Agreement, the Trust expects parents, carers and visitors to:
 - Respect the ethos of the school, underpinned by its core values;
 - Understand that both teachers and parents need to work together for the benefit of their children;
 - Treat all members of the school community with respect and set a good example in their own speech and behaviour;
 - Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
 - Approach the school to help resolve any issues of concern;
 - Raise concerns about the school through the appropriate channels by contacting the relevant teacher, the Headteacher or the Chair of the Local Board, so they can be dealt with fairly, appropriately and effectively for all concerned;
 - Contribute positively and constructively during meetings with school/Trust staff or Local Board members.

3 BEHAVIOUR AND CONDUCT WHICH IS NOT TOLERATED

- 3.1 In order to support a peaceful and safe environment in each school, the Trust will not tolerate parents, carers and visitors exhibiting the following:
 - Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including sports pitches;
 - Using loud or offensive language, swearing, cursing, using profane language or displaying temper;

- Threatening to do actual bodily harm to a member of school staff, Trustee, Local Board member, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence;
- Damaging or destroying school property;
- Openly displaying disrespect to any member of school staff or Local Board member;
- Making defamatory, offensive or derogatory comments in communication, either verbal or written (including emails, text/voicemail/phone messages or other written communication) to a member of staff or Local Board member;
- Making defamatory, offensive or derogatory comments regarding the school or any of the pupils, parents, staff or Local Board members at the school on any social media sites (see paragraph 4);
- Threatening a member of staff or Local Board member either verbally or with written comments;
- Using equipment to record conversations with members of staff and Local Board members;
- Using physical aggression towards another adult or child. This includes physical punishment against own child on school premises;
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences);
- Smoking and consuming alcohol or other drugs whilst on school property.

3.2 Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school premises (see paragraph 6).

4 INAPPROPRIATE USE OF SOCIAL MEDIA

- 4.1 Any concerns that parents or other community members may have about a school in the Trust must be made through the appropriate channels by contacting the relevant teacher, the Headteacher or the Chair of the Local Board, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 4.2 In the event that any parent/carer of a pupil at one of the Trust's schools or other community member is found to be posting libellous or defamatory comments on Facebook or other social media sites, they will be reported to the appropriate 'report abuse' section of the network site. All social media sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The Trust will also expect that any parent/carer, pupil or community member removes such comments immediately.
- 4.3 In serious cases the Trust will also consider its legal options to deal with any such misuse of social media and other sites.

5 CODE OF CONDUCT DURING MEETINGS

5.1 Meetings between staff or Local Board members and parents/carers are an important aspect of the partnership to provide an outstanding education in the Trust's schools. Sometimes, the focus of these meetings will be on sensitive or emotive issues; therefore, to maximise the effectiveness of the discussions, the Trust expects meetings to be conducted as follows:

- The meeting will be held in a location which can enable confidential or sensitive issues to be discussed without undue interruptions;
- Each party is entitled to be accompanied by a representative if they wish (for example, a parent can be accompanied by a friend or legal representative, whilst a staff member or Local Board member can be accompanied by a professional support representative such as a senior colleague from another school in the Trust);
- A clear understanding by all parties of the objectives of the meeting should be established at the beginning of the meeting;
- Where appropriate, a maximum length of the meeting will be agreed by both parties at the beginning of the meeting;
- Each party should listen to the other party without interrupting unnecessarily;
- The use of equipment to record meetings is not permitted;
- Each party will contribute positively to the discussions, focused at all times on reaching mutual agreement in order to seek a resolution;
- Using loud or offensive language or threatening behaviour will not be tolerated; the meeting will be ended immediately should such language or behaviour occur;
- It is recognised that there are occasions when it is not appropriate for the Local Board Chair to meet with parents/carers e.g. personal relationship or serious incident. In these instances, the matter should be discussed with the Chief Operating Officer who will advise on the procedure for the meeting.

6 DEALING WITH INCIDENTS

6.1 Incident report form

- (i) All incidents of abuse, threatening behaviour, violence (verbal and physical) or any other breaches of this Code of Conduct will be recorded on the Trust's Incident Report Form (Annex A). A record of an incident (supported by any available photographs of injuries or damage, or relevant CCTV footage, where available or appropriate) will help in the collection of evidence where necessary (for example, for legal proceedings). Recording details of incidents also helps to inform the ongoing review and monitoring of this policy and future risk assessments.
- (ii) Any people who witnessed the incident should be asked to produce witness reports in writing as soon as possible after the incident. These should be signed and dated.

6.2 Access to school premises

- (i) A parent/carer of a pupil at one of the Trust's schools normally has implied permission to be on the school's premises at certain times and for certain purposes. However, this permission may be withdrawn – either temporarily or permanently - in instances of breaches of this Code of Conduct, in which case the parent/carer or visitor will become a trespasser.
- (ii) Section 547 of the Education Act 1996 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. A person who persists in entering school premises and displaying unreasonable behaviour when permission has been withdrawn may be removed and prosecuted under Section 547.
- (iii) Model letters to parents or other visitors to school premises whose permission is to be, or has been, withdrawn, are included in Annexes B – G. Where permission is to be withdrawn, the parent/visitor will be provided with an opportunity to make representations before finalising the ban.

6.3 Referral to external agencies

- (i) If there is an injury to staff or Local Board member from an assault, the Trust may need to report the injury to the Health and Safety Executive under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. This should be discussed with the Trust's Chief Operating Officer in the first instance.
- (ii) The Trust may seek legal advice in instances of alleged harassment or libellous comments against staff members or Local Board members. This should be discussed with the Trust's Chief Operating Officer in the first instance.
- (iii) Serious criminal acts will be reported immediately to the Police.

6.4 A summary of actions in responses to breaches of the Parent and Visitor Code of Conduct can be found in Annex H.

7 ROLES AND RESPONSIBILITIES

- 7.1 The Trust's Board of Trustees is responsible for the approval and review of this policy, and for monitoring the appropriate implementation of this policy.
- 7.2 Each school's Local Board is responsible for monitoring the implementation of this policy in its school.
- 7.3 The Headteacher of each school is responsible for ensuring:
 - that this policy is fully implemented in their school;
 - that all parents/carers, visitors and staff members are aware of and familiar with this policy;

- that an assessment of risk to staff and others from abusive or violent visitors is conducted where necessary;
- that personal safety training is available to staff.

7.4 All parents/carers, visitors, staff members and local Board members are responsible for familiarising themselves with this policy.

8 POLICY STATUS AND REVIEW

The Board of Trustees has agreed to this Policy and, as such, it applies to all Schools within the Trust. Please note that should any further national guidance be issued by external agencies that are relevant to this policy, it will be updated accordingly prior to the review date shown below and re-circulated.

Date approved: December 2018

Review date: December 2019

ANNEX A INCIDENT REPORT FORM

This form must be completed as fully as possible. For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Schools may need to present proper evidence and it would be helpful to produce witness statements, and witnesses may need to give evidence in Court should the Trust take legal action. A copy of this form, including statements from the Headteacher and witnesses, may be made available to the parent upon request. Further advice and support is available from the Chief Operating Officer. This ban request form should be completed and returned urgently to: steven.lock@boleytrust.org.

Upon receipt of this form, the Trust will:

- keep a log of the incident;
- issue a ban letter signed by the Chief Operating Officer or in his absence a member of the Executive Team;
- send the letter urgently by 'Recorded Delivery' and provide a copy of the letter to the school;
- if a serious incident, copy the report to the police or other services as required;
- if contacted by the banned person, keep school informed;
- send a follow-on ban confirmation letter at the review, if appropriate; and
- issue an unban letter as part of the review as required in consultation with the Headteacher

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|--|---|
| 1. NAME AND ADDRESS OF SCHOOL TO BE BANNED FROM: | 12. WHAT WAS SAID (E.G. DETAIL VERBAL ABUSE, THREATS) |
| | |
| 2. DATE AND TIME OF INCIDENT | 13. ANY PHYSICAL ABUSE |
| | |
| 3. WHERE (E.G. IN SCHOOL OFFICE, IN PLAYGROUND) PLAYGROUND | 14. WHO WAS AT THE RECEIVING END |
| | |
| 4. NAME OF PERSON TO BE BANNED / DOB IF KNOWN: | 15. WAS ANY PROPERTY DAMAGED |
| | |
| 5. IF A PARENT, NAME/DOB/GENDER OF CHILD(REN) – THIS IS IMPORTANT AS THE BAN LETTER MAY NEED TO INCLUDE SPECIAL ARRANGEMENTS FOR COLLECTION/DROP OFF OF INFANT CHILDREN) | 16. DID THE PERSON REFUSE TO LEAVE |
| | |
| 6. IF ADULT BAN, BUT NOT PARENT, ADVISE RELATIONSHIP TO CHILD | 17. WERE ANY CHILDREN PRESENT |
| | |
| 7. IF CHILD BAN NAME OF CHILD AND DOB | 18. WHO ELSE WITNESSED IT |
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|---|----------------------------------|
| | |
| 8. IF CHILD BAN, NAME OF PARENTS/ CARERS | 19. WERE THE POLICE CALLED |
| | |
| 9. IF CHILD BAN, NAME OF THEIR SCHOOL IF KNOWN. | 20. DATE FORM COMPLETED |
| | |
| 10. ADDRESS AND TELEPHONE NUMBER OF BANNED PERSON | 21. NAME OF PERSON MAKING REPORT |
| | |
| 11. WHAT HAPPENED? PROVIDE WITNESS STATEMENTS. | |

ANNEX B LETTER 1 – WARNING LETTER

Dear [name]

In line with expectations of adult visitors to the school, as outlined in our policy, I am writing to advise you formally that your behaviour towards [name] on [date] was totally unacceptable and I have taken advice on how to proceed.

Or

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on [date] and I have taken advice on how to proceed.

(add summary of incident and its effect on staff and pupils)

I have now been able to investigate the incident further and I understand that ...

Or

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

Optional I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

Optional In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

I am copying this letter to the Chair of Governors and the Boleyn Trust's Chief Operating Officer. Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

[NAME]
Headteacher

cc: Chair of Governors
Boleyn Trust's Chief Operating Officer

ANNEX C LETTER 2 – WITHDRAW PERMISSION PENDING REVIEW LETTER

Dear [name]

I have received a report from the Headteacher of [insert name of school] about your conduct on [date] at [time].

(add summary of incident and its effect on staff and pupils) (optional reference to first letter from Headteacher)

I must inform you that the Trust, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises.

If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of £500.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate. Arrangement have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff.

Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the Trust.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for [15 school days] in the first instance. 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 that I have received from the Headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by (date 10 school days from date of letter) to steven.lock@boleytrust.org or Steven Lock, Boleyn Trust, Tollgate Primary School, Barclay Road, London E13 8SA.

If on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

I am copying this letter to the Headteacher and the Chair of Governors.

Yours sincerely,

STEVEN LOCK
Chief Operating Officer

cc: Headteacher
Chair of Governors

ANNEX D LETTER 3A – WITHDRAWAL OF PERMISSION CONFIRMED

Dear [name]

On [date] I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come on to the premises of [insert name of school]. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by [date].

I have not received a written response from you / I have received a letter from you dated [date], the contents of which I have carefully considered.

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the Trust.

If you do not comply with this instruction, I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the Headteacher and staff at [insert name of school] remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again by [date] (insert review date which should be within a reasonable period and no longer than six months). When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o [insert name of school].

(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that [summary of complaint] is considered under the appropriate stage of the school's complaints procedure. The school will contact you about this in due course.

Yours sincerely,

STEVEN LOCK

Chief Operating Officer Chair of Governors

cc: Headteacher
Chair of Governors

ANNEX E LETTER 3B – RESTORE PERMISSION AFTER REVIEW

Dear [name]

On [date] I wrote to inform you that on the advice of the Headteacher I had temporarily withdrawn permission for you to come onto the premises of [insert name of school]. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by [date].

I have not received a written response from you / I have received a letter from you dated [date], the contents of which I have carefully considered.

In the circumstances, and after consulting further with the Headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring your permission to come on to the school premises, with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely,

STEVEN LOCK
Chief Operating Officer

cc: Headteacher
 Chair of Governors

ANNEX F LETTER 4A – CONTINUE BAN AFTER SECOND REVIEW

Dear [name]

I wrote to you on [date] confirming that permission for you to come on to the premises of [insert name of school] had been withdrawn until further notice. I also advised you I would take steps to review this decision by [date].

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision.

(Add brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of [insert name of school], without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by [date] (insert review date which should be within a reasonable period and no longer than six months).

In the meantime, you can write to me with a statement of your views, which I will consider.

Yours sincerely

STEVEN LOCK
Chief Operating Officer

cc: Headteacher
Chair of Governors

ANNEX G LETTER 4B – RESTORE PERMISSION AFTER LATER REVIEW

Dear [name]

I wrote to you on [date] confirming that permission for you to come onto the premises of [insert name of school] had been withdrawn until further notice. I also advised you I would take steps to review this decision by [date].

I have now completed the review. After consultation with the Headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely,

STEVEN LOCK
Chief Operating Officer

cc: Headteacher
 Chair of Governors

ANNEX H RESPONSES TO BREACHES FLOWCHART

