



Visitor Behaviour Policy Petersfield Church of England (Aided) Primary School

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God teaches us we are all equal, valued and unique.

We are a small rural school with deeply held Christian values which motivate and inspire us to provide a rich and diverse education. **"I have come that they may have life, and have it to the full." John 10:10.**

Love: 1 Corinthians 13:4-7 - It is integral in all our decision-making. This equips our children for all aspects in life, as they grow and reach their full potential.

Trust: Isaiah 26:4 - It encourages the whole school to work together for the mutual benefit of all, promoting an excellent working relationship

Peace: Thessalonians 5:13 - It helps us to respect each other, recognising all opinions to provide a safe and inclusive learning environment that encourages discussion of all ideas, so promoting a deeper understanding of each other and the wider world.

Friendship: Luke 6:31 - We constantly strive to build and foster the positive relationships so providing a safe and caring environment in which to learn.

Creativity: Romans 12:6 - Each one of us has a unique talent, we all have inherent creativity, and we actively encourage this in all aspects of school life.

Introduction

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 children

These invitations are detailed in the Parent Information Pack which set out our rules for this and tells parents what they are. Anyone who breaks those rules would be trespassing.

The Visitor Behaviour Policy has been written in response to incidents on the school grounds where pupils, parents and staff have been subject to shouting, swearing, verbal abuse and threats.

Purpose and Scope

The aim of this policy is to ensure, as far as we reasonably can, the safety of our pupils, staff and visitors (including parents) that have contact with the public. It is important that anyone on the school site is not put at risk and is treated fairly, without experiencing unreasonable behaviour (such as aggressive, abusive, insulting or threatening behaviour or language) or discrimination.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable. The purpose of this policy is to help the public gain an understanding of the boundaries and process to follow if those boundaries are crossed.

It should be read in conjunction with the Petersfield Church of England (A) Primary School Staff & Visitors Health & Safety Procedures available from the school office

What is the expectation for behaviour of parents and visitors?

Behaviour Expectation Statement to Parents & Visitors

Whilst the public are on our premises, there is an expectation that behaviour by both staff and visitors, including parents of pupils, will meet certain standards. Our staff will be polite and courteous towards you at all times. If you feel a member

of staff has behaved in an unacceptable way, please end your discussion and report the matter in writing to the Headteacher or senior leader on site. They will then contact you to investigate and attempt to resolve your complaint

In return, **it is our expectation that you will be polite and courteous to staff and other adults and children on the school site.** If others are subjected to unacceptable behaviour, you will be asked to regain composure and if this does not happen, leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious, the police may be called or if it is repeated you may be barred from the premises.

The following behaviours are examples of unacceptable behaviour:

- challenging staff in front of pupils or other parents
- using a raised voice or aggressive tone,
- swearing, spitting, shouting, threatening words or gestures or intimidation resulting in another person feeling threatened
- physical intimidation and the use of force such as pushing, pulling, poking, prodding etc.
- prejudice, racist, extremist or radicalised, ageist and sexist comments
- being under the influence of drugs or alcohol whilst on our premises
- smoking whilst on our premises
- trespassing

Consequences of Unacceptable Behaviour

Step one

On the first instance of an individual's behaviour being unacceptable, they should be immediately informed of this and asked to regain their composure. If necessary staff should withdraw from the area and wait for the individual to become calmer. If the individual does regain their composure and are able to proceed in an acceptable manner, the interaction should be completed. The member of staff should complete the Petersfield Incident Form. No further action against the individual should be necessary.

If staff are concerned that the individual has not been able to regain their composure, staff should ask the individual to leave the premises. If the individual leaves, the member of staff should complete the Petersfield Incident Form, report the incident to the Headteacher and Step Two should be applied.

If the individual does not leave, or they react to this request in a violent manner, the police should be contacted and Step 4 should be applied. Where the police are called or a serious incident occurs the Local Authority should be contacted for support.

Step Two

The individual should be contacted formally by letter (example model letters are provided in appendix 1) to confirm that their behaviour was unacceptable and be provided with a copy of the, Statement of Expectation of Behaviour (above). They should be offered an appointment to discuss the incident and/or the matter which gave rise to their behaviour in a calm and co-operative manner. When the individual attends the meeting they should not be seen by a lone member of staff.

If the incident was of such severity that their presence, even for the purposes of this meeting, is considered to present an unacceptable risk, the individual should be advised to submit their case in writing, with details of the person to write to, and the date by which written representation should be received.

Where a decision is pending, they should also be advised that failure to attend the meeting or to submit their case in writing will mean a decision is taken in their absence.

Step Three

If at the meeting the individual presents acceptable behaviour, i.e. is calm and understands the actions that the manager has taken, and dialogue relating to the underlying concern is possible, no further action should be taken.

If however, the individual presents unacceptable behaviour at the meeting they should be advised to leave the premises as in Step one.

Step Four

The individual should be advised, in writing, that as a second incident of unacceptable behaviour has occurred, the intention is that they will be barred from the premises.

In extreme circumstances where the risk to the safety of staff is high, an immediate barring can be issued, with details of the reasons why such action was considered appropriate.

The barring should state the date the barring takes effect and the date on which it will be reviewed.

Step Five

If the individual adheres to the barring and does not present unacceptable behaviour at the agreed review time, they should be invited to discuss the lifting of the barring. However they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the barring.

If the individual does not adhere to the terms of the barring, the details of the contravention, including witness statements to support the information should be documented. The persons sitting the individual must provide a statement confirming the time and details that the event took place.

Step Six

The presence of the individual once a barring has been issued should result in a call to the police.

Acceptable Behaviour

The aim must always be that an individual can access services and premises in a safe and non-abusive manner and that all other adults feel safe and secure on site. The opportunity for the individual to demonstrate acceptable behaviour must be made available to them. Where individuals cannot access the premises, provision must be put in place to enable necessary functions, such as dropping a child off, to be performed.

Reporting Incidents

All incidents of violence and aggression must be reported to the Headteacher. The Headteacher may also ask for further information.

Section 547 Education Act 1996

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. 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 school or local authority.

The model letters (appendix 1) may be adapted by the school to inform a parent or other person that they may not enter a school's premises and how to appeal against this decision.

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

Appendix 1 – Model Letters

Model Letter 1 - warning letter from Headteacher

Dear

Re. Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises today *(or insert relevant day)* when you *(insert details of the incident)*.

If the Headteacher did not witness the incident they may wish to use the following text: I have considered the witness accounts of the incident, *(if relevant: including your own)*, and it would appear *(insert details of incident)*.

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to ban you from coming onto the school site without my written permission.

I do hope that this will not be necessary and that I can rely on your co-operation in this matter.

Yours sincerely

Headteacher

Model Letter 2 - Ban from school premises for one week (or so) whilst obtaining the parent's account and views from Headteacher

Dear

Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises today *(or insert relevant day)* when you *(insert details of the incident)*.

If the Headteacher did not witness the incident, the following text may be used: I have considered the witness accounts of the incident, *(if relevant: including your own)*, and it would appear *(insert details of incident)*.

Your behaviour falls short of the standard of conduct expected of those visiting the school. *(Omit if this is a first incident - As you will remember, I have previously warned you about your behaviour when I wrote to you on (date)).* I have considered the matter very carefully and have decided that you should not be allowed on to the school premises from now until *(insert date)*. During that time I will review the situation. Before I make a final decision you may, if you wish, write to me to give me any further information you want me to take into consideration. You have until *(insert date)* to write to me.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your co-operation.

Yours sincerely

Model Letter 3 - Ban from school premises for specified period from Headteacher

Dear

Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises on *(insert relevant day)* when you *(insert details of the incident)*. In my letter dated *(insert date)*, I referred to my intention to ban you from the premises and I invited you to make representations to me about this.

I have considered the points you have made to me and I have decided to proceed with the ban for a period of *(insert number of weeks or an indefinite period)*, until *(insert date)* after which the ban will be reviewed by the Chair of Governors and myself. I will write to you again when this review is going to take place so that you may make written representations, which we will take into account. When we have made our decision, I shall write to you to inform you of it together with our reasons.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your co-operation.

Yours sincerely

Headteacher

Model Letter 4 - Unban from school premises from Headteacher

Dear

Your conduct on school premises on (insert date)

On *(insert date)* I wrote to you informing you that, I had temporarily withdrawn permission for you to come onto the school premises. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by *(insert date)*.

I have not received a written response from you/I have now received a letter from you dated *(insert date)*, the contents of which I have noted. *(delete either sentence as appropriate)*.

[However] In the circumstances, *(insert detail)* I have decided to restore to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on *(insert date)*, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premise again.

Yours sincerely

Headteacher