

Visitor Code of Conduct



Gwladys Street Community Primary and Nursery School

Approved by:

Full Governing Body

Date: February 2025

Last reviewed on:

February 2024

Next review due by:

February 2026

Gwladys Street Community Primary and Nursery School Visitors' Code of Conduct

We encourage partnerships with our parents, and work hard to maintain mutual respect and recognition of shared responsibility for the children.

The code of conduct for visitors to school is that of mutual respect for school staff and children to all visitors. Included in this is respect for school property, other visitors and children.

The school expects parents and carers to respect the caring ethos of the school

- Respect the caring ethos of the school
- Understand that parents and teachers need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the school community should be treated with respect
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour, especially where it could lead to conflict
- Approach school staff to help resolve issues
- Avoid using staff as threats to admonish children

In order to support a peaceful and safe school environment the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
 - Loud or offensive language, swearing, cursing or displaying temper
 - Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil
 - Damaging or destroying school property
 - Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
 - Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social media sites
 - The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- ... the school does not tolerate... the use of physical aggression towards another adult or child
- Chastising someone else's child
 - Deliberate intimidation of other children, visitors or staff
 - Smoking (including E-cigarettes), or consuming alcohol or drugs whilst on school property
 - Bringing dogs on to school premises

- Spitting whilst on the school premises

We thank our visitors for observing this.

However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or visitors.

This will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

Schools are not public buildings. To safeguard children, visitors are permitted onto the premises by permission only and the appropriate visitors onto the premises must be regulated by the school. Parents and visitors are invited onto school premises unless their conduct requires that permission is withdrawn by the Headteacher.

If the parent's or visitor's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- On home visits or parents evenings, teachers and teaching assistants will attend together.
- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask the Head (or Deputy or another member of the SLT) for support.
- In the event of violence or aggression, contact the police using 999.

After the Incident

The Head will

- Ask the people who witnessed the incident to make witness statements in writing as soon as possible after the incident. (See attached Incident Statement Form). Reports must be signed and dated.

- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned or given a warning letter. Sample letters from the appendices may be used, or other appropriate wording which must inform the parent of the content of this policy.
- The Head will discuss any bans with the Chair of Governors and keep her/him informed.
- Any ban will be followed up in writing to confirm the duration and terms of the ban and also to make provision for collection and drop of the child to minimize any discomfort or upset to the pupils at Gwladys Street Community Primary and Nursery School.
- If a ban is appropriate, the Head Teacher will give the parent an opportunity to make representations about this before finalising the ban. If the Head Teacher considers it unwise to allow the parent back on the premises at this time, s/he will impose a temporary ban for a week, to give the parent an opportunity to make representations in writing. As soon as this happens, the Head will write to the parent informing him/her of the decision to extend the ban or not to renew it after the initial week has elapsed.
- If a ban is renewed after the initial week, the Head will impose any further ban for a fixed period of time and explain that s/he will review the ban at the end of that period.

Police Assistance

In the event of a parent (or other person) becoming aggressive or violent, schools **should not hesitate to contact the police using 999**. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station or the school's Police Liaison Officer for advice.

Should a person infringe their withdrawal of permission, they will be treated as a trespasser and the police will be called.

INCIDENT REPORT FORM

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a child, 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.

Date of incident

Day of week

Time

1. **Member of staff reporting incident**

Name

Work address (if different from school address).

Position

2. **Personal details of person assaulted/verbally abused (if appropriate)**

Name

Work address (if different from school address)/home address (if pupil).

Job/Position (if member of staff)

Dept/Section/Class

Age

Sex

3. **Details of trespasser/assailant(s) (if known)**

4. **Witness(es) if any**

Name

Address

Age (approx)

Sex

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

5.

Details of incident

a) **Type of incident** (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).

b) **Location of incident** (attach sketch if appropriate).

c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?

6.

Outcome: (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

7.
appropriate)

Other information (to be completed as

a) Possible contributory factors.

b) Is trespasser/assailant known to have been involved in any previous incidents
YES/NO?

c) Give date and brief details of (b) if known.

d) Had any measures been taken to try to prevent an incident of this type
occurring? If so, what? Could they be improved?

e) If no measures had been taken beforehand, could action now be taken?
If so, what?

f) Name and contact details of police officer involved, and incident number
or crime reference number, as appropriate.

g) any other relevant information.

A

Signed

Date

Model Letter 1 – warning letter from Head Teacher

Dear,

This letter is to inform you that the governing body of the school considers your actions whilst on school grounds [DETAIL BEHAVIOUR], to be wholly unacceptable.

We would ask you to bear in mind the fact that such behaviour on a school site can be confusing, intimidating, disruptive and distressing to pupils, staff and parents/carers.

Please note that the school expects certain standards of behaviour of all people in their dealings with the school.

These include:

- behaving reasonably;
- treating others with courtesy and respect;
- avoiding intimidation, physical and verbal aggression at all times.

School has various steps open to it if we believe that these standards are breached.

These include:

- making special arrangements for meetings and communication with the school;
- considering a ban from the school premises;
- considering legal action.

I would ask that you cease acting in the manner detailed above, and advise that any further acts of inappropriate behaviour may result in action being taken by School.

Yours sincerely

Headteacher

Annex C Letter 2 - Withdraw permission pending review (sent by Headteacher) LETTER TO PARENT

Dear (name)

I write further to my letter of DATE in which I outlined the standards of behaviour expected of all people in their dealings with the school along with steps that the school may exercise should these standards be breached. Despite this, I am now writing to you following your conduct on (enter date(s) and time(s)) OR; I write to you following your conduct on (enter date(s) and time(s))

(Add summary of the incident and the effect on staff, pupils or other parents)

I must inform you that the governors will not tolerate conduct of this nature on the school's premises and will act to defend its staff and pupils. I am therefore instructing that, for a temporary period (insert from and to dates, usually 2-3 weeks in total, not usually longer than half a term) you are not to reappear on the premises of the school. 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.

For the duration of this decision you may bring your child(ren) to school and collect them/him/her at the end of the school day, but you must not go beyond the school gate. [Detail drop off/collection ,e.g. to be collected and returned at the school gate by a member of school staff].

The withdrawal of permission for you to enter the school premises takes effect straightaway. However the Chair of Governors will determine if it is appropriate to confirm this decision. Before they do so, you have an opportunity to provide, in writing, any comments or observations of your own in relation to the above incident(s). These comments may be to challenge or explain the facts of the incident, or express regret and give assurances about your future good conduct. You are asked to send any written comments you wish to make by (date 10 working days from date of letter) for the attention of the Chair of Governors.

Yours sincerely

Headteacher

LETTER TO PARENT Letter 3 - Withdrawal of permission confirmed (sent by Chair of Governors)

Dear

On the Headteacher wrote to inform you that he/she had withdrawn permission for you to come onto the premises ofschool. To enable me to determine whether to confirm this decision, you were given the opportunity to give your written comments on the incident(s) concerned by

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

In the circumstances and after further consideration, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. Accordingly, you are instructed that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the head teacher until **[DATE]**.

Should you 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 and if convicted you may be liable to a fine of up to £500.

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

This decision will be reviewed again before the expiry of the withdrawal of your permission to come onto the school premises. 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.

Yours sincerely

Chair of Governors

Letter 4 - Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear

OnI wrote to inform you that on the advice of the Headteacher I had temporarily withdrawn permission for you to come onto the premises ofSchool. To enable me to determine whether to confirm this decision, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered. In the circumstances, and after consulting further with the head teacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto 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

Chair of Governors

Letter 5 - Continue ban after second review (sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises ofSchool had been withdrawn until [DATE]. I also advised you I would take steps to review this decision before its expiry.

I have now completed the review. However, after consultation with the head teacher, I have determined that it is not yet appropriate for me to restore your permission to come onto the school premises. (Add brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises ofSchool, without the prior knowledge and approval of the head teacher remains in place for a further period until [DATE]. 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 and if convicted you may be liable to a fine of up to £500.

I shall undertake a further review of this decision before the revised expiry date of the withdrawal of your permission to come onto the school premises.

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

Yours sincerely

Chair of Governors

Letter 6 - Restore permission after later review (sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises of..... school had been withdrawn until [DATE]. I also advised you I would take steps to review this decision before its expiry.

I have now completed the review. After consultation with the head teacher I have decided that it is appropriate to restore permission for you to come onto the school premises with effect from **[DATE OF BAN END]**.

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.

(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

Chair of Governors