



Visitor Behaviour Policy

Version Number 6 [Adapted]

Member of staff responsible: Lorraine Shaw

Ratified by Governors: 11 October 2023

Next Review date: September 2025 or Local Authority review

INTRODUCTION

The Governing Body of Bush Hill Park Primary School believes that it is a richly diverse school community providing excellent teaching and learning opportunities for all of its pupils, and requires all visitors to reflect the schools vision and demonstrate respect, responsibility and resilience whilst on the school site.

The Governing Body expects that everyone who enters our learning environment, including parents, staff, visitors and pupils will abide by our values and demonstrate expected standards of behaviour.

Bush Hill Park Primary School follows the Enfield Local Authority Statement of Expected Behaviour and adheres to its Visitor Behaviour Policy.

PURPOSE AND SCOPE

The aim of this policy is to ensure, as far as is reasonably practicable, the safety of staff that have contact with the public. Whilst it is important for the public, including parents, students and family members, to be treated fairly and without discrimination, it is equally important that staff members are treated similarly by the public.

The purpose of this policy is to help the public gain an understanding of the boundaries, and for staff to feel reassured, that should they find themselves in a difficult situation, they know the processes in place to resolve it. This policy provides a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable.

ACCEPTABLE BEHAVIOUR

The aim must always be that an individual can access services and premises in a safe and non-abusive manner and that staff feel safe and secure in providing those services. The opportunity for the individual to demonstrate acceptable behaviour must be made available to them and thereby the removal of whichever step in the process their behaviour has achieved.

REPORTING INCIDENTS

All incidents of violence and aggression must be reported to the Schools Health and Safety Team on the violence and aggression form on the CLASSI database by the school's Community Engagement and Welfare Manager. The Schools' Health and Safety Team may also ask for further information so that the details of the violent or abusive individual can be shared with other Council Service Groups if appropriate.

STATEMENT OF EXPECTED BEHAVIOUR

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents of pupils, meets 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 politely end your discussion and report the matter in writing to the Headteacher or a senior manager. 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. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises, sent a letter confirming the reasons why you were asked to leave, and given the action that we intend to take as a result. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or is repeated, you may be barred from the premises.

The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its students, their parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Occasionally, however, negative attitudes can be expressed in an aggressive, verbally abusive or physically abusive way towards members of the school community which is unacceptable and will not be tolerated.

The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all teachers and members of staff have the right to work without fear of harassment, rudeness, violence, intimidation or abuse.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community (See Appendix 8).

EXAMPLES OF UNACCEPTABLE BEHAVIOUR

This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated. Types of behaviour not accepted include:

- shouting, either in person or over the telephone;
- using threatening or intimidating language or behaviour (e.g., racist, ageist, sexist or derogative comments etc.)
- smoking, vaping on site or just outside the school premises when waiting or queuing;
- being under the influence of drugs or alcohol;
- using abusive or insulting language or behaviour;
- swearing or using aggressive or offensive hand gestures;
- shaking or holding a fist towards another person;
- shouting at or over that of a member of staff or visitor;
- any kind of physical abuse or physical intimidation, including the use of force such as pushing, shoving, pulling, poking, prodding or jostling;
- throwing any items towards at another person;
- hitting, slapping, punching or kicking or spitting;
- slamming doors, damaging furniture or any part of the school building in any way; and
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents have 'implied permission' to enter and be on the school's premises for reasons relating to their child/children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

In education law, the term 'parent' includes the natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes of this policy only, the term 'parent' will also include a non-parent who does not have care of, or parental responsibility for, a student but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or

from school, is involved with the care of the student in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have 'implied permission' to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing and will be asked to leave directly.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

The school has the right to withdraw the 'implied permission' for a parent or visitor to enter, or be on, the school's premises if their behaviour while they were previously on the school's premises was unacceptable.

Section 547 of the Education Act 1996 - makes it an offence for a person without lawful authority on school premises and causes or permits nuisance or disturbance, is guilty of an offence and liable in summary conviction to a fine. A person who persists in entering the school premises and displays unreasonable behaviour may be removed and prosecuted.

The withdrawal of the 'implied permission' will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing if the home address is known. The full procedure that the school will follow is outlined in further detail below.

Once the 'implied permission' has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their 'implied permission' to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's child/children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

OTHER CRIMINAL OFFENCES

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence. Some of these criminal offences are listed below:

Common Assault

This is committed when a member of the school community has been assaulted and no injury or very minor injuries have been caused. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.

Assault Occasioning Actual Bodily Harm

This is committed when a member of the school community has been assaulted and slightly more serious injuries have been caused, falling short of fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.

Grievous Bodily Harm

This is committed when a member of the school community has been assaulted and serious injuries have been caused, such as fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault, and there are two forms of the offence; intention to cause the injury (the more serious of the two) and being reckless as to causing the injury.

Public Order Offences

This group of offences are committed when a parent or visitor uses threatening, abusive or insulting words or behaviour likely to cause harassment, alarm or distress; or likely to cause fear of violence; or with intent to cause fear of violence; or using or threatening unlawful violence likely to make those witnessing the incident fear for their safety.

Criminal Damage

This is committed when a parent or visitor has destroyed or damaged property belonging to the school or a member of the school community, intending to do so or being reckless as to doing so. The offence is more serious where the damage was caused by fire, or there was an intention or recklessness as to endangering life.

Possession of an Offensive Weapon or Bladed Article on School Premises

This is committed when a parent or visitor enters the school's premises with a knife or an offensive weapon. It does not matter if the parent or visitor intended to use the knife or weapon.

Where the school believes that a parent or visitor's conduct would amount to a criminal offence, the school will report the incident to the police for immediate investigation and prosecution. The school will cooperate fully with the police, including encouraging teachers and other members of staff to provide witness statements and to attend court to give evidence at a trial.

Where a parent or visitor's conduct amounts to a criminal offence, the school will, in all but exceptional cases, immediately withdraw their 'implied permission' to enter and be on the school's premises.

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

Step 1

1.1 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 consider withdrawing from the area and wait for the individual to become calmer. If they do regain their composure and are able to proceed in an acceptable manner, the interview/discussion can be completed. The member of staff should immediately report the incident to the Welfare Officer, who will complete the Violence and Aggression Form on the CLASSI reporting system. Consideration of the behaviour should be considered before a decision is made to take further action.

1.2 If staff are concerned that the individual has not been able to regain their composure, they should ask them to leave the premises. If the individual leaves, albeit reluctantly, the member of staff should immediately report the incident to the Welfare Officer, who will complete the Violence and Aggression Report Form on the CLASSI reporting system, and Step 2 should be applied.

1.3 If they do not do so, or they react to this request in a violent manner, the police should be contacted, and Step 4.2 should be applied. Where the unacceptable behaviour is serious and/or amounts

to a criminal offence, it is likely that the individual's 'implied permission' will be withdrawn immediately without warning.

Step 2

2.1 The individual should be contacted formally by letter from the Headteacher to confirm that their behaviour was unacceptable and be provided with a copy of the, Statement of Expected Behaviour (seen on page 2-3). They should be offered a telephone or face-to-face appointment to discuss the incident and/or the matter which gave rise to their behaviour in a calm and cooperative manner. When the individual attends the meeting over the phone or in person, they should not be seen or spoken to by a lone member of staff.

2.2 If the incident was of such severity that their presence, even for the purposes of the 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.

2.3 They should also be advised that failure to attend the meeting (in whatever format the school is comfortable with) or to submit their case in writing, will mean a decision is taken in their absence.

2.4 If you suspect that the individual may have literacy needs, which would inhibit their understanding of the correspondence sent to them, this should be established so as to investigate alternative methods of communication. This may include the use of a Translation Service, relaying the information by telephone or the inclusion of an advocate into the arrangements.

Step 3

3.1 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, a decision should be made as to whether further action needs to be taken.

3.2 If, however, the individual presents unacceptable behaviour at the meeting they should be advised to leave the premises as in Step 1.

Step 4

4.1 The individual should be advised, in writing, that as a second incident of unacceptable behaviour has occurred, an application has been made to the Legal Department that will result in their being prohibited from the premises.

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

Step 5

5.1 Legal Services should be contacted with regard to prohibiting the individual from the premises. The prohibition should state the date the prohibition takes effect, and the date on which it will be reviewed.

Step 6

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

6.2 If the individual does not adhere to the terms of the prohibition, Legal Services should be informed immediately, with the details of the contravention, including witness statements to support the information. It is not acceptable to report third party information that the individual did not adhere to the prohibition without statements. The persons citing the individual must provide a statement confirming the time and details of the that took place.

Step 7

7.1 Legal Service should turn the prohibition into an injunction with power of arrest. This will be served on the individual at their home address.

Step 8

8.1 The presence of the individual, once an injunction has been served, should result in a call to the police to undertake the arrest.

8.2 The adherence to the injunction by the individual should result in a review as in Step 6.1.

Prohibiting third parties from entering and being on the school's premises

The procedure outlined above relates to parents and visitors who had a valid reason for entering and being on the school's premises. Sometimes, members of the public enter the school's premises when they have no good reason for doing so (for example, they do not have children registered as students at the school, and they are not delivering items or making valid enquiries at the school's office).

Such individuals do **not** have 'implied permission' to enter and be on the school's premises, and are therefore trespassing. This means that, if they are causing a nuisance or disturbance on the school's premises, they can be prosecuted under Section 547 of the Education Act 1996. In those circumstances, the school will inform the third party that they are trespassing and ask them to leave the school's premises immediately, and in appropriate cases, call the police and support any prosecution for criminal offences which follows.

Although third parties do not have 'implied permission' to enter and be on the school's premises, for the avoidance of doubt, where the address of the third party is known, the Headteacher will write to the third party warning them of the consequences of reappearing on the school's premises.

Publication and review

This policy will be published on the school's website and be reviewed regularly by the Governing Body of the school.

VISITOR PROTOCOL

Please read and abide by the following protocol at all times during your visit to protect both visitors and pupils and to ensure that your visit with us runs as smoothly as possible. We ask that you:

- Pre-arrange your visit to the school, wherever possible.
- Report to reception on arrival and do not enter the school via any other entrance.
- Follow any parking instructions you may be given, then ensure that your vehicle is locked, and that it is kept locked, at all times while not in use. If you need to use or move the vehicle during your visit, drive with extra caution while on the premises.
- Once at the main reception, explain the purpose of your visit and state who you have come to see. You will be asked to produce formal photographic (wherever possible) identification. If you are from an Enfield school you should show your school ID Badge.
- You will be asked to sign in using InVentry, the school's electronic recording system, which may include a photograph being taken of you, or in some cases a signing in sheet for an event or special occasion.
- A visitors' badge or sticker will be issued to you and you should ensure that you wear it, displayed prominently at all times.
- You will be asked to wait in the reception area until you are met by a member of staff to be escorted to your destination.
- Unless it is a legitimate part of your visit to the school, if you find yourself alone with pupils/children, you should report to a member of staff or reception.
- Do not wander around the school unnecessarily and always follow instructions for moving from one area to another should you need to do so.
- Ensure that your mobile phone is kept on your person at all times and switch it to silent whenever possible, and particularly if in the presence of children. You are also asked to ensure that neither your phone nor any other equipment you may have with you can be accessed by pupils or is used when pupils are present. Do not use your phone or take videos unless you are given specific permission to do so for a special occasion or event being held on school premises.
- Always use appropriate language and behaviour with children and adults.
- Do not smoke on the school premises, just outside the school site, or when with Bush Hill Park Primary School pupils, for example on a school trip or event off-site.
- Ensure that you read and/or follow any other protocols or policies that may be given to you, or drawn to your attention, by the school, for example in relation to child protection/safeguarding and health and safety.
- Ensure that you are aware who you should refer to within the school if you have any concerns.
- On leaving the school premises, you will be asked to leave through the school reception, sign out of the building, return your visitor badge and be seen to leave the premises.

STATEMENT OF BEHAVIOUR EXPECTATIONS

Whilst the public are on our premises there is an expectation that the behaviour of everyone who enters our learning community, including staff, pupils, parents and visitors meets certain standards and abides by our values, demonstrating expected standards of behaviour.

The following behaviours are unacceptable in our school and will be challenged:

- Swearing, spitting, shouting or speaking in an aggressive manner, threatening words or gestures.
- Physical intimidation or any kind of physical abuse (e.g. invading someone's personal space or threatening violence) and the use of force such as pushing, pulling, poking, prodding, etc.
- Racist, sexist, homophobic or ageist comments.
- Being under the influence of drugs or alcohol whilst on our premises.
- Smoking or vaping on the premises or just outside the school site.
- Making any offensive, defamatory, discriminatory or other inappropriate comments about the school, governors, employees/workers or pupils on any public platform, including social media.

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 manager. They will then contact you to investigate and attempt to resolve the issue.

In return, it is our expectation that you will be polite and courteous to staff. If staff are subjected to unacceptable behaviour they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to 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 or is repeated you may be barred from the premises.

Please note: This is a summary notice. Please refer to our full 'Visitor Behaviour Policy' on our website for more details.

Any parent behaving unlawfully will be reported to the police. Governors will actively support any police investigation or actions.