



Visitor Behaviour Policy

Member of staff responsible: Lorraine Shaw

Ratified by Governors: December 2019

Next Review date: December 2020

Review cycle: Annually

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 premises.

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 the Visitors' Behaviour Policy.

EXPECTATIONS

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, 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 1).

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.

The types of behaviour which are unacceptable and will not be tolerated are:

- shouting, either in person or over the telephone;
- using intimidating language or behaviour;
- using threatening language or behaviour;
- using abusive language or behaviour;
- using insulting language or behaviour;
- using aggressive or offensive hand gestures;
- shaking or holding a fist towards another;
- swearing;
- shouting at or over that of a member of staff or visitor;
- pushing, shoving or jostling;
- throwing any items;
- hitting, slapping, punching or kicking;
- 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 such 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.

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.

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 by recorded delivery 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 has used 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.

PROCEDURE FOR WITHDRAWING 'IMPLIED PERMISSION' TO BE ON THE SCHOOL'S PREMISES

The initial decision to withdraw 'implied permission' will be made by the Headteacher or, in the Headteacher's absence from school, the Deputy Headteacher. The decision will be reviewed on a regular basis by the Chair of the Governing Body, who can delegate this task to another board member in appropriate cases.

Stage 1

Warning letter from the Headteacher before 'implied permission' withdrawn

Where a parent or visitor has behaved in a way which is unacceptable to the school for the first time, they are likely to receive a letter warning them that, if the behaviour is repeated, their 'implied permission' to enter and be on the school's premises will be withdrawn. The Headteacher will send a letter to the parent or visitor confirming the warning and the consequences of failing to heed it.

However, where the unacceptable behaviour is serious and/or amounts to a criminal offence, it is likely that the parent or visitor's 'implied permission' will be withdrawn immediately without warning under Stage 2.

Stage 2

Letter from the Headteacher withdrawing 'implied permission'

Where a parent or visitor has already received a warning letter under Stage 1 and has behaved in an unacceptable way again, or where a parent or visitor has engaged in serious misconduct and/or conduct amounting to a criminal offence, their 'implied permission' to enter and be on the school's premises will be withdrawn. If possible, they will be verbally informed that they are prohibited from entering or being

on the school's premises immediately after the incident or as soon as practicable thereafter. In any event, the Headteacher will send a letter to the parent or visitor confirming the withdrawal of their 'implied permission' and the consequences of failing to comply.

The prohibition will initially last for **ten school days** from the date of the letter. The parent or visitor will be invited to provide written comments within **five school days** of the date of the letter. By the **tenth school day** from the date of the letter, the Chair of the Governing Body will review the Headteacher's decision in accordance with Stage 3 (whether or not any written comments have been received) having been provided with all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision and the reasons for it.

Stage 3

Review of the Headteacher's decision by the Chair of Governors

The Chair of the Governing Body will, within **ten school days** of the date of the letter notifying the parent or visitor of the Headteacher's decision to withdraw their 'implied permission' to enter and be on the school's premises, review the decision made, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction, and any written comments received from the parent or visitor.

The Chair of the Governing Body must consider whether the Headteacher's decision, made in the immediate aftermath of the incident, was unjustified; whether, although the Headteacher's decision was justified at the time, the withdrawal of 'implied permission' for a period of ten school days is sufficient to serve as a warning and to allow the parent or visitor time to reflect upon their past and future behaviour; or whether the Headteacher's decision was entirely justified and should be confirmed for further review at a later date.

The Chair of the Governing Body will, by the **tenth school day** of the date of the letter, write to the parent or visitor confirming whether the decision of the Headteacher has been confirmed or revoked, stating their reasons.

Where the decision has been confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of the Governing Body's discretion, subject to a **maximum period of thirty school days**.

Where the decision has been confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of the Governing Body will already be in possession of.

Stage 4

Further reviews of the decision

Where the Headteacher's decision was confirmed by the Chair of the Governing Body under Stage 3, or the decision has previously been confirmed under Stage 3, the Chair of the Governing Body will carry out a further review of the decision **by the review date**, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the original decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction since the last review, any written comments provided by the parent or visitor previously, the record of the Chair of the

Governing Body's previous review, and any further written comments received from the parent or visitor following the last review.

The Chair of the Governing Body must consider whether, in view of the length of time that the parent or visitor has been prohibited from entering or being on the school's premises, and in light of the parent or visitor's conduct since their 'implied permission' was withdrawn, and in consideration of any genuine assurances given in their written comments as their future conduct, it is now appropriate to revoke the decision to withdraw their 'implied permission' to enter and be on the school's premises.

The Chair of the Governing Body will, **by the review date**, write to the parent or visitor confirming whether the decision has been further confirmed or revoked, stating their reasons.

Where the decision has been further confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of the Governing Body's discretion, subject to **a maximum period of thirty school days**.

Where the decision has been further confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of the Governing Body will already be in possession of.

The procedure under Stage 4 will be followed in relation to all further reviews.

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 people 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 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 reviewed annually 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 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.

SUMMARY OF THE 'VISITOR BEHAVIOUR POLICY'

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.

As part of the Enfield Town Schools' Partnership, we follow the Enfield Local Authority Statement of Expected Behaviour and adhere to the Visitor Behaviour Policy. 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 (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 whilst on the premises.
- 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.