



# Norwood Primary School

## Dealing with Threatening and Abusive Behaviour Policy

<b>Name of Committee:</b>	<b>FGB</b>
<b>Reviewed Date:</b>	<b>September 2019</b>
<b>Approved Date:</b>	<b>01/07/2019</b>
<b>Proposed Date for Next Review:</b>	<b>Autumn 2024</b>

At Norwood Primary School we are very fortunate to have a parent/carer community which is supportive and friendly. We recognise that the success of the school is dependent on a strong partnership between all members of the school community: pupils, parents, staff and governors. This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder about the expected conduct from our parents, carers and visitors and what to do if their conduct is abusive or aggressive. We ask that all members of the community follow these principles:

- Both staff and parents need to work together for the benefit of the pupils.
- **All** members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. “Threatening behaviour” is when a person fears that violence, or threat of violence, is likely to be provoked. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

In this context, threatening, violent or abusive behaviour, against any members of our school community, will not be tolerated. All members of our community have a right to expect the school to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, the school will act in accordance with this policy.

***In order to support a peaceful and safe school environment the school cannot accept parents, carers and visitors exhibiting the following:***

- Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site or on the school playing field.
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression including intimidating body language.
- Threatening physical violence to a member of the school community.
- Damaging school property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff or governors on social media sites.
- The use of physical aggression towards another adult or child. This includes physical punishment of your own child.
- Approaching someone else’s child in order to chastise them.

- Inappropriate behaviour (as outlined above) towards staff off school grounds.

## ***PROCEDURES - The school's measures to avoid, prevent and minimise incidents***

### **STAFF CONDUCT**

Staff are advised to communicate with parents, whatever the circumstances, in the following manner:

- Speak calmly and without raising your voice
- Be assertive but not aggressive
- Be polite but firm
- Seek assistance if necessary
- Politely terminate the conversation if necessary, explaining your reasons

In the event of an **emergency**, staff should request assistance from a member of the Senior Leadership Team, if they are available otherwise the nearest member(s) of staff. The member of the Senior Leadership Team will request that the person causing offence leave the premises. Should the person not leave the premises then they should be informed that the police will be called. The incident should then be recorded.

### **RECORDING INCIDENTS**

**Any incident must be recorded on the appropriate form and submitted to the Headteacher.**

**Examples of reportable behaviour (not an exhaustive list) :**

- Trespass
- Verbal abuse
- Sexual or racial abuse
- Threats
- Aggression
- Physical violence
- Intentional damage to personal property or the school's property
- Any racist comments
- Any injuries to staff or children

### **PROCEDURES FOR DEALING WITH ABUSIVE PARENTS/CARERS**

#### ***Step 1 - Written warning***

- If a validated incident occurs the Headteacher will write, on behalf of the Governing Body, to the person/s concerned informing them that this conduct is unacceptable. If the Headteacher has been subject to abuse this will be carried out by the Chair or other appointed governor.

- The Governing Body of Norwood School reserves the right, should the circumstances dictate, to progress straight to Step 2.

### **Step 2 – Sanction**

- If a subsequent incident occurs involving the same person/s, the Chair or other appointed independent governor, will write to the adult(s) to implement sanctions which may involve being prohibited from accessing the school site for a designated amount of time, as deemed appropriate.
- If following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.
- At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority or the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

### **SUPPORT FOR STAFF**

***Following an incident staff may feel that they need support. Peer support will be given and access to the Employee Assistance Programme which we provide to all staff: 0800 856 148. In the longer term, support can also be obtained from the member of staff's trade union. The school will ensure that sympathetic and practical help, support and counselling are made available to the member of staff at the time of the incident and subsequently.***

### **HARASSMENT**

Situations can arise where staff find themselves, or other adults, subjected to a pattern of persistent and unreasonable behaviour from individual parent/carers which is not abusive or overtly aggressive but which may be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, well-being and health.

In extreme cases, the behaviour of the parent/carers may constitute an offence under the Protection from Harassment Act 1997. If so, the school will take appropriate action, such as writing to or meeting the parent/carers and involving the Police if necessary. A formal complaint could also be made to the Head Teacher who would consider inviting the parent/carer to a meeting to discuss such conduct.

If a parent/carer's behaviour continues to be unreasonable, the parent/carer's implied permission to be on the school premises may be withdrawn as outlined in Step 2.

## **STAFF RESPONSIBILITIES**

A reporting form is available from the staffroom that enables all adults working on school site to record and report incidents and events.

These should be completed and handed into a member of the Senior Leadership Team in a timely fashion and as close to the incident as possible.

Any adult, subject to the incident or as a witness, has a professional duty to report such events as they may be part of bigger picture.

## **REMOVING FROM THE SITE**

***Norwood School welcomes parents, visitors and all those contributing to the school community. Please be aware that all members of the school community have the right to be treated with dignity and respect and all members of staff have the right to work in an environment which is free from bullying or harassment of any kind.***

***Norwood School operates a zero tolerance policy with regard to bullying and harassment and any complaints received will be treated seriously, investigated appropriately and any necessary action taken.***

***We invite you join us in promoting and enjoying a positive and productive learning and working environment.***

## Warning Letter on School Headed Paper

Email: [office@norwood.peterborough.sch.uk](mailto:office@norwood.peterborough.sch.uk)

Website: [www.norwood-school.co.uk](http://www.norwood-school.co.uk)

Telephone: 01733 574717

Fax: 01733 703250



**Norwood Primary School**

Gunthorpe Road

Gunthorpe

Peterborough

PE4 7DZ

Head Teacher: Mrs D Reynolds - BSc Hons QTS NPQH

Aim High

Never Give Up

Follow Your Dream

Lead By Example

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Dear \_\_\_\_\_

Replace with details of incident \_\_\_\_\_

The Governing Body of Norwood School has been informed of this incident and I would like to remind you of the stance taken on such behaviour. Should there be any further incidents of this nature then the Governing Body will take further action which may result in you being banned from school site.

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Yours faithfully

Mrs D Reynolds  
Head Teacher

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Website: [www.norwood-school.co.uk](http://www.norwood-school.co.uk)

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---/---/---

Dear \_\_\_\_\_

The Governing Body of Norwood School have received information from staff members that raise significant concerns regarding your conduct whilst on school site on ---/---/---. The Governing Body of Norwood has a strict policy in relation to the code of conduct of all visitors to school site. This is displayed around school in key locations and was also shared with you via a letter sent on ---/---/---. (if applicable)

Information regarding the most recent incident:.....

Therefore, we must inform you that the Local Education Authority and Norwood Primary will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. Having taken advice we are therefore instructing that (for a temporary period) you are not to appear on the premises of the school. If you do not comply with this instruction we shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Educational Act 1996. If convicted under this section you are liable to a fine of up to £500.00.

For the duration of this sanction you must arrange for your child to attend school in the normal manner. Absence from school will not be tolerated and will be dealt with by the local authority if this occurs.

The withdrawal of permission for you to enter the school premises takes effect straightaway from ---/---/--- and remains in place until ---/---/--- inclusive.

During this time we wish to give you an opportunity to give us **in writing** any comments or observations of your own view in relation to the incident.

If you wish to make an appeal relating to this decision, you must send us written communication by ---/---/---, addressed to the school, for the attention of the Governing Body.

On receipt of any appeal, the Governing Body will convene a panel to consider the initial incident and any additional information supplied. The outcome of any submitted appeal will be shared with you accordingly. If no appeal is received then the ban will continue until the Friday 21<sup>st</sup> June 2019 inclusive.

As we do not want this to impact negatively on your child, during the period of site restriction we will make arrangements for your child to enter and leave school via the office. At the beginning and the end of each school day, a member of staff will supervise your child from the gate on Elter Walk, into school. Upon arrival at the gate, please press the busser and a member of staff will collect/release our child into your care.

Yours faithfully

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The Governing Body