

Keeping Schools Safe from Abuse, Threats and Violence



Agreed by Governors	Summer 2022
Date for Review	Summer 2025



KEEPING SCHOOLS SAFE FROM ABUSE, THREATS AND VIOLENCE

Introduction

This policy aims to assist the Headteacher and governing board in cases where the behaviour of visitors to the Westfield Infant School gives cause for concern.

Behaviour Expected of Parents/Carers/Visitors

Expected Conduct and Behaviour of Visitors

We welcome visitors to Westfield Infant School

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated at Westfield Infant School.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.

Staff and Governors promote Westfield Infant School as a safe place, where relationships between staff and visitors, especially parents/carers, demonstrates mutual respect and recognition of shared responsibility for pupils' welfare and educational progress. Parent/Carer involvement is an important factor in educational success and pupils benefit when the relationship between home and school is a positive one in dealing with emerging problems at an early stage.

The vast majority of parents/carers and others visiting Westfield Infant School are keen to work with us and are supportive of the school. However, on rare occasions, the behaviour of a few parents/carers can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community. Such behaviour clearly cannot be tolerated. The Governing Board expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, staff and pupils have a right to expect their school to be a safe place in which to work and learn and the right of appropriate self-defence (in an extreme case).

In this policy the definition in the Education Act 1996 of the word parent is somewhat extended and includes an individual who has care of the child whether or not he/she is the natural parent or has parental responsibility for the child.

The Local Authority is responsible for protecting the health and safety of staff and pupils at Westfield Infant School. Where such behaviour does occur our LA will play a proactive role in taking all possible action to deal with it, in response to the wishes of Westfield Infant School. In certain circumstances, this will mean the LA taking the lead in initiating action on the school's behalf with the school's support, and in other circumstances we expect the LA to support the school in action that the school itself will initiate. Staff and Governors should in

the first instance ask their LA for advice on the appropriateness of the remedies available and LAs should, where they have the power to do so, take the lead in initiating action.

Procedure that will be taken where behaviour is unacceptable

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures
- using social media to abuse or threaten members of staff (see Social Media policy).

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

Unacceptable behaviour may result in the Local Authority and the Police being informed of the incident

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's Complaints Procedure will be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the Police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified in writing.

The banning process

The Headteacher will need to assemble the full facts before proceeding, making sure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible.

Crucial elements:

- write to parent/carer/intruder to record in detail the incident and why it is unacceptable;
- explain that the LA/Governing Board will consider banning the parent/carer, giving the parent/carer a period in which they may respond in writing giving their version and why they should not be banned;
- tell the parent/carer when a decision will be made.

The length of a ban

The ban should be of an appropriate length considering the nature of the events leading to the imposition of a ban. Only the most serious misconduct would justify a ban of an indefinite duration.

The duration needs to be sufficient to convey a clear message about the seriousness of the associated misconduct, but not so long as to be disproportionate. The aim should always be to restore “normal” relations as soon as is reasonably practicable.

Even if a ban is permanent, it should be reviewed half termly, taking account of subsequently demonstrated patterns of behaviour.

What does a ban achieve?

- it confirms to a parent/carer that the school will not tolerate misbehaviour;
- it shows the school takes health and safety of its staff, visitors and pupils seriously;
- it provides a key element in making it easier to use legal remedies to prevent repeated misconduct, including use of S547 of the 1996 Education Act to enable Police removal and possible prosecution of those on school premises without permission;
- it may form the basis for an application for an injunction to curtail repeated instances of misbehaviour.

Calling for Police assistance

In an emergency, police assistance should be sought. In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. Staff will be made aware of the ban and understand that, should they see the person come onto the school site, they contact the Headteacher and office staff. In the absence of the Headteacher they contact the Deputy Head.

In situations where there is no immediate threat to staff, pupils, other members of the school community or the school’s property, the Headteacher may still wish to make their local community police officer (e.g. neighbourhood support team, youth intervention officer) aware of the situation.

If the banned person is on the school premises but not inside a school building, all doors into the school building should be locked until the police arrive/the person leaves the site.

The police could give consideration to warning the offender of formal action, which may include legal proceedings.

Record Keeping

Clear and detailed records of all events should be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained. Notes should be signed and dated. Records are kept securely in the Headteacher’s office.

Any physical evidence should be bagged and labelled, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

Parents/Carers receive a written confirmation of the events and the Headteacher's response. If the police are asked to deal with an incident as a criminal investigation, there are a number of actions that may thwart this process. Witness details should not be made known to suspected offenders or their families. Groups of witnesses or suspects should not be left together, or allowed to discuss what happened, before the police interview them. If in doubt always seek the advice of the Police Officer first.

Support for Staff

If a member of staff is unfortunate enough to be one of the very small minority subject to serious physical and/or verbal abuse, there are a variety of sources of potential support available to them. In such circumstances the immediate and ongoing support of colleagues will be invaluable.

Links with Other Policies

Social Media Policy
Complaints Policy & Procedure
Partnership between Home and School
Promoting Positive Mental Health & Well-Being (including Stress Management)

Review of Policy

This policy will be reviewed during the Summer Term 2025 unless legislation changes and requires an earlier review.

Adopted by the Governing Board and Signed by



Chair of Governors

Date: 30.6.22



Risk Assessment for Keeping School Safe from Abuse, Treats and Violence	Date	Generic	Staff Members All the School Community
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Step 1	Step 2	Step 3	Step 4
Potential Hazard	Who might be harmed	Is the risk adequately controlled, or is more needed	Review and revision
		Entry to premises	
Parent/Carer or Visitor	Staff, Members of School Community	<ul style="list-style-type: none"> • Controlled entry system to entrance area <ul style="list-style-type: none"> - Clear view of entrance area for office staff - Clear visitor instruction & directions to report to the office. - Notice on Violence Policy displayed in reception area. - Visitors electronic signing in and badges/stickers provided and used. - Monitor entrance area by CCTV. - Security doors kept shut into the corridor and into the hall - Premises Officer is on site at the beginning and end of the day. - Visitors are always accompanied. 	
Parent/Carer or Visitor	Staff Members of School community	<ul style="list-style-type: none"> • Controlled entry at other access points <ul style="list-style-type: none"> - Access doors to the Sunbeam Base and Main Building are kept closed - Before allowing access to the Sunbeam Base checks are carried out on Parents/Carers and Visitors to ensure they have signed in. - Members of Staff are monitoring the doors at the beginning of the day. - After the pupils are collected by their Parents/Carers, the access doors are closed and secured. 	
Parent/Carer or Visitor	Staff, Members of School Community	<ul style="list-style-type: none"> • Conducting meetings <ul style="list-style-type: none"> - A suitable area is assessed for meetings to be carried out with consideration to the meeting room being visible and accessible to other members of staff. - The room is laid out to reduce risks, ensuring the door is accessible and not blocked 	

		<ul style="list-style-type: none"> - Means of summoning assistance is available. Telephones are available in Classroom 1-7, Headteacher's office, reception, admin office, library and entrance area in the Sunbeam Base. - When meeting new people the potential for violence is considered prior to the meeting and additional precautions put in place where concerned. - Interviews are not carried out when other employees are not available to respond. - Consideration is given to having the meeting with other employees, doors open, open areas of the building - Awareness of known problematic individuals communicated to staff. - Adequate supervision provided if there is the potential for confrontation eg Pupil Progress meetings - Risk assessment carried out of individual where necessary. - People who threaten are reported, this would include the police - Staff are aware of the use of conflict resolution or defusing techniques. These include being aware of non-verbal communication, how to behave in a non-confrontational way, being polite, listening skills and the importance of remaining calm. 	
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Signed and approved by

Date.....



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Westfield Infant School

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Leicestershire

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Telephone: (01455) 637558

Fax No: (01455) 613494

admin@westfield-inf.leics.sch.uk

Headteacher: **Mr A. Squires**

Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the Headteacher, for appropriate action and recording.

Date of incident

Time of incident

Name of person reporting incident

Date incident reported

Member of staff recording incident

Date incident recorded

Name(s) of person(s) causing incident

(where name(s) is/are unknown, provide other details of which may allow their identification)

Status(es) (parents/carers/visitors/trespassers)

Full description of incident (eg names of persons involved; location; nature of any injuries; attendance of emergency services)

Name of any witnesses

Status

Initial action/outcome (eg Informal conciliation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school, including risk assessments

Linked incidents (if any)



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Headteacher: **Mr A. Squires**

(Warning letter, from the Headteacher to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

I have received a report about your conduct at the school on **(enter date and time)**.

(Add factual summary of the incident and its effect on staff, pupils, other parents/carers).

I must inform you that the Local Authority/Governing Board **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely

Headteacher



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Headteacher: **Mr A. Squires**

LA Officer/Chair of Governing Board

(Banning Letter, from the LA or Governing Board, to member of the public)

Recorded delivery

Dear.....

I have received a report from the Headteacher at **(insert name)** about your conduct on **(enter date and time)**.

(Add factual summary of the incident and its effect on staff, pupils other parents/carers).

I must inform you that the Local Authority/Governing Board **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher I am therefore instructing that until**(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely

LA Officer/Chair of Governing Board



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Headteacher: **Mr A. Squires**

(Banning Letter, from the LA or Governing Board, to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

I have received a report from the Headteacher at **(insert name)** about your conduct on **(enter date and time)**.

(Add factual summary of the incident and its effect on staff, pupils other parents).

I must inform you that the Local Authority/Governing Board (**delete as appropriate**) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher I am therefore instructing that until**(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

In the case of a primary school include:

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to school and collect them/him/her (**delete as appropriate**) at the end of the school day, but you must not go beyond the school gate.

In the case of infant children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I do still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state ten working days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by.....(complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely



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Headteacher: **Mr A. Squires**

(Letter, from the LA or Governing Board, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

I wrote to you on.....**(insert date)** withdrawing permission for you to come onto the premises of **(insert name)** School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by**(insert date)**.

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of **(insert name)** School without the prior knowledge and approval of the Headteacher remains in place until**(insert date)**.

I shall undertake a further review of this decision on.....**(insert date)**

(Insert if the letter is from the Governing Board) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing board

Yours sincerely

LA Officer/Chair of Governing Board



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Headteacher: **Mr A. Squires**

(Letter updating a banning letter, from the LA or Governing Board, confirming ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

On **(give date)** I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of **(insert name)** School until..... **(insert date)**. To enable the Local Authority/Governing Board **(delete as appropriate)** to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **(give date)**.

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

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)** I am therefore instructing that until**(insert date)** you are not to come onto the premises of the school without prior knowledge and approval of the Headteacher. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Notwithstanding this decision the Headteacher and staff at **(insert name)** School remain committed to the education of your child/children **(delete as appropriate)**, who must continue to attend school as normal insert in the case of a primary school; under the arrangements set out in my previous letter.

The Local Authority/Governing Board **(delete as appropriate)** will take steps to review the continuance of this decision by **(give date)**. When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Local Authority/Governing Board **(delete as appropriate)** will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school)

Finally I would advise you that I have asked the Headteacher to ensure that your complaint **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's governing board.

Yours sincerely

LA Officer/Chair of Governing Board

(Letter updating a banning letter , from the LA or Governing Board, withdrawing ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

On.....**(insert date)** I wrote to you informing you that, on the advice of the Headteacher, I had temporarily withdrawn permission for you to come onto the premises of (insert name) School. 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 wither sentence as appropriate)**

In the circumstances, and after consulting with the Headteacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring 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 premises.

Yours sincerely

LA Officer/Chair of Governing Board



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Headteacher: **Mr A. Squires**

(Letter, from the LA or Governing Board, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear.....

I wrote to you on.....**(insert date)** informing you that I had **withdrawn** permission for you to come onto the premises of **(insert name)** School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by**(insert date)**.

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely

LA Officer/Chair of Governing Board