

Bitterne C of E Primary School



Community Abusive and Threatening Behaviour Policy

Headteacher

Last review – June 2022

Next review – June 2024

Chair of Governors- Amanda Humby

Introduction

At Bitterne CE Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the all staff, governors, parents and carers recognise that the education of all children is based on an effective working partnership between us all. Our school's core Christian values of 'love, trust and forgiveness' are the foundation for all relationships in school, and we work hard to maintain and develop positive interactions across the whole school community.

However, there are rare occasions where behaviour towards staff and the wider school community can be overtly abusive and threatening in nature. This policy sets out the expectations and processes for managing such abusive and threatening situations.

We expect all members of our school community to:

- respect our school ethos and abide by all policies to ensure everyone feels safe
- demonstrate our core Christian values of 'love, trust and forgiveness' in all relationships and interactions,
- to act as positive role models by setting a good example through their own behaviour
- for all stakeholders, including parents, carers and visitors to prioritise the safety of all of our children at all times

Bitterne CE Primary values the importance of strong and positive working relationships and always strive to encourage parents and carers to participate fully in the life of our school.

Key Principles

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school and the school's values. However, on the rare occasion when a negative attitude towards the school is expressed, this can result in aggression, verbal and/ or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires every member of staff to behave professionally in these difficult situations and attempt to defuse the situation, where possible, seeking the involvement of other colleagues, as needed. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. We expect parents and other visitors to behave in a reasonable manner towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Shouting at members of school staff, parents, or children in person, over the telephone or whilst involved in an online virtual meeting.
- Threatening in any way, a member of staff, visitor, fellow parent/carer, or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.

- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on social media sites, such as Facebook.
- The use of physical, verbal, or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.

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

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to act by contacting the appropriate authorities; this may involve contacting the police and/or making a decision to ban the offending adult from entering the school premises.

What happens if someone ignores or breaks the code?

If a parent/carer or visitor behaves in an unacceptable manner towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If the unacceptable behaviour continues, the Headteacher or senior staff will terminate the meeting and ask the visitor to leave the premises. This includes the right for any member of staff to end a virtual online meeting should they feel uncomfortable or threatened in any way.

Should the situation arise where parent/carer or potential visitor to the school are abusive to members of staff during a telephone conversation, the member of staff concerned will warn the person that should their behaviour continue, they will end the call. The member of staff will have the full support of the Senior Leadership Team, should they then feel it necessary to end the call.

Staff will be asked to write written account of any such incidents, as soon as is possible after the event. The written account should include all relevant details and be signed and dated by the staff member. This should be passed to the headteacher or senior leader

If necessary, following any of these actions the school's complaints procedure should be followed.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, concerns will, in the first instance, be referred to the Police. Where the police are informed, it will be because there is a immediate risk of a 'breach of the peace' with threats of violence and/or actual violence to any child, staff or governor within the school. This will be for an immediate response to help deescalate a situation and ensure the safety of others. The police will also be informed where any parent, carer or visitor has used discriminatory language or actions towards another child or adult on the school site.

Unacceptable behaviour includes anything that could be regarded as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying.

Where all procedures have been exhausted, and aggression and/or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teachers/Chair of Governors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act 1996. The school consult SCC legal team as part of this process.

In imposing a ban, the following steps will be taken:

1. The Headteacher will inform the Chair of Governors of any incident where banning is a consideration. The school may, in the first instance, inform the parent/ carer of a potential decision to ban them from the school premises, in an attempt to seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as detailed below, providing details of the time period of the ban. Depending on the severity of the offence, the school may impose an immediate ban as set out below.
2. The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises for a specified period, subject to review, and make clear potential further action, if the ban is breached, e.g. police involvement or an injunction application. In drafting the letter, the school will seek advice from the Local Authority, which may also include the SCC legal team. This is to ensure fairness and consistency.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and police will be included.
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

This policy will be reviewed every 2 years, or sooner, as required.

After any key incidents, the school will evaluate the impact of the policy and make revisions, as needed.