

# Expected Behaviour of Visitors Policy

## Llanishen High School

This document contains the specific policy and associated information relating to the standards of behaviour expected of parents, carers, guardians and any other people visiting the school and other locations where Llanishen High School staff work.



## **1 Terms Used**

The term “visitor” is used throughout this document to include a parent, carer, guardian or any other person visiting the school. Pupils and staff are not included in the term “visitor” as separate policies/procedures exist to deal with behavioural issues for those groups.

## **2 Policy Statement**

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If anyone has concerns we will always listen to them and seek to address them.

However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the City of Cardiff Council guidance – ‘Keeping Schools Safe’ (a copy of which is available from the Local Authority).

In line with that guidance it must be noted that no meeting at the school may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

Threatening, abusive or aggressive behaviour towards members of the school community can also occur during telephone calls or via electronic means such as email, social media, etc. For the avoidance of doubt, all such contact will be dealt with in line with the Keeping Schools Safe guidance, key elements of which are outlined below.

To ensure that all visitors to the school are aware of the School’s policy a poster (see Appendix A) will be displayed at the main entrance to the school buildings and in Pupil Reception.

## **3 School Procedures**

In the event the behaviour of a visitor to the school gives cause for concern, each situation will need to be considered individually by the Headteacher or a designated member of staff. The following factors should be taken into account as a risk assessment, before deciding on the most appropriate course of action:

- Has the individual been verbally aggressive/threatening/intimidating?
- Has the individual been physically aggressive/threatening/intimidating?
- What evidence is there? What do witnesses say happened?
- Does the individual have a known previous history of aggression/violence? (Information can only be sought from the police when an official complaint has been made).
- Do members of the school staff/community feel intimidated by the individual’s behaviour?
- Have pupils witnessed aggressive/threatening/intimidating behaviour from the individual?
- Have pupils been approached inappropriately by the individual?
- Has the individual been abusive to school staff, pupils or other visitors?

- Has the individual been persistently abusive to school staff, pupils or other visitors?
- Was the individual provoked in any way prior to their behaviour and/or does the individual claim to have been provoked?
- Is there evidence of provocation?
- How frequently have the behaviours occurred?
- Is there a risk (low, medium or high) that the behaviour may be repeated?

All incidents must be reported to the Headteacher. All incidents where staff feel they are threatened or vulnerable must also be reported via the Council Violence at work report form which must be returned to Education Compliance, County Hall Cardiff, CF10 4UW or emailed to [educationhs@cardiff.gov.uk](mailto:educationhs@cardiff.gov.uk).

## **4 Options for Headteacher**

After evaluating all available information, and any other relevant factors, there are several actions the Headteacher may wish to take. These can include:

- Inviting the visitor to a meeting to discuss events
- Clarifying to the visitor what is considered acceptable behaviour by the school
- Forming strategies to manage future situations of potential conflict
- Withdrawing permission for the visitor to enter the school site and/or buildings  
Model letters are attached as Appendix C to this document, and are provided for the headteacher and governors to adapt as necessary.
- Calling for police assistance

## **5 Legal proceedings**

Where a visitor persists in coming onto the school site even when permission to do so has been withdrawn, it is possible for legal proceedings to be pursued. The options include:

- Prosecution under section 547 of the Education Act 1996
- Appropriate behaviour contracts
- Restraining orders (Protection from Harassment Act 1997)
- Prosecution for criminal damage/assault

## **6 Support for Staff**

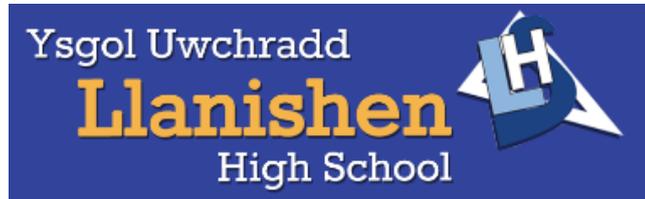
If a member of staff is unfortunate enough to be subject to serious physical and/or verbal abuse there are a variety of sources of potential support available to them:

- The staff member's line manager or any member of the School's Senior Leadership Team should be informed immediately so they can provide appropriate support.
- Staff can contact the Employee Counselling Service (Telephone number 029 2078 8301).

- Staff can take advantage of the Council's Employee Assistance Programme which offers confidential telephone access for any personal or work related issue (Contact Carefirst 24/7 via phone 0800 174319).
- Teaching staff should be alerted to the Teacher Support Line Cymru 08000 855 088, which can provide professional and personal support to teachers in Wales.
- Trade unions are also likely to be a source of assistance.

## **7 Support for Pupils**

Pupils who are affected by any such incident should be made aware that they can speak to Pupil Support or any member of the senior team who will ensure appropriate support is provided.



## Expected Behaviour Policy

**We welcome visitors to our 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 in this school.**

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



## Appendix B

### Model letters

#### Model letter 1a:

This is a re-iteration and reminder to all those coming to the school site of their expected behaviour and conduct, with a statement that abusive, threatening or violent behaviour will not be tolerated in this school – this can include incidents of ‘parent on parent’ violent behaviour.

#### Model letter 1b:

This is an initial warning letter which can be sent by the Headteacher when it is felt that further serious incidents will warrant a ban.

#### Model letter 2:

This letter is sent by the Chair of Governors when, after full consideration, it is felt a ban is necessary.

Normally this would follow from a warning (letter 1), **though there may be occasions where it is appropriate to move directly to a ban – the Statutory Obligations Manager will be advised in such cases.**

At this point consideration should also be given to any practical issues, in particular to ensure that the pupil(s) concerned can be properly accompanied to and collected from school, and to ensure there can be an effective exchange of necessary information between the school and parent.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the chair of governors should consider any representations made, then make a decision to either confirm the ban or discontinue it (see model letters 3a and 3b).

#### Model letters 3a/b:

These letters confirm the outcome of the review of the ban by the Chair of Governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months.

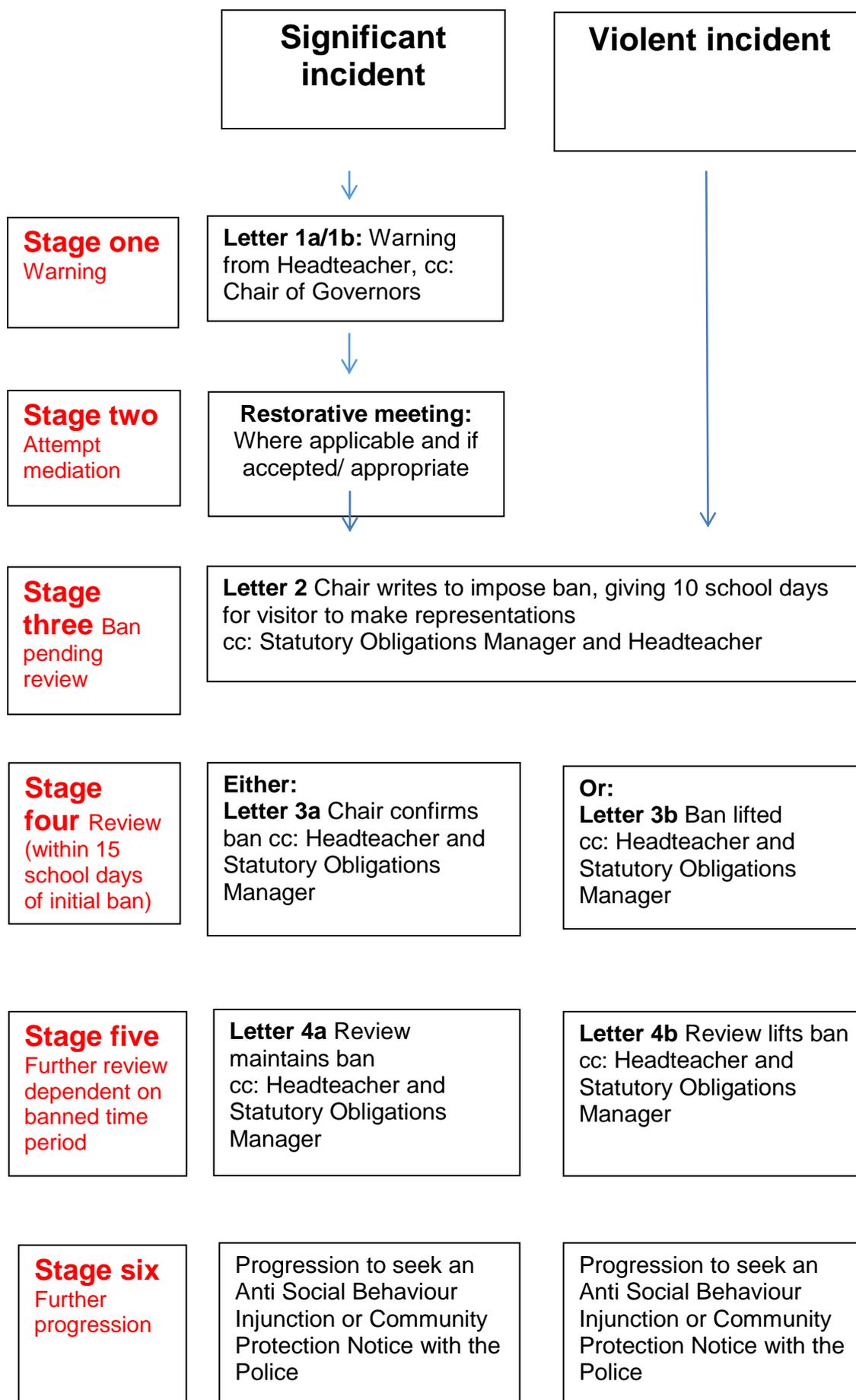
If the parent is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors.

#### Model letter 4a/b:

These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place it is advisable to notify the parent in advance and invite them to make any representations.

A flowchart showing the process to be followed for a ban is shown overleaf.

## Flowchart for process to ban a parent from the school premises



## **Appendix C - Letter Templates**

### **Letter 1a**

Dear Parents,

Following a number of incidents that have occurred in and around the school site recently (inappropriate language and threatening/violent behaviour), I wish to inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate ban to enter the school site. Names and information can also be shared with other Council Departments.

This has been a very upsetting time for many of our school community and therefore on behalf of the school and Cardiff Council I would like to remind all parents/visitors of the following:

We welcome visitors to our 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 in this school. Visitors behaving in this way are likely to be removed from the premises and prosecuted.

Yours sincerely,

Headteacher

**Letter 1b**  
**Warning**  
**(sent by Headteacher)**

Dear

In line with expectations of visitors to the school, I am writing to advise you formally that your behaviour towards ..... on ..... was totally unacceptable and I have taken advice on how to proceed.

**Or**

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on ..... and I have taken advice on how to proceed.

**(add summary of incident and its effect on staff and pupils)**

I have now been able to investigate the incident further and I understand that .....

**Or**

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

**Optional** I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

**Optional** In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

Headteacher

cc: Chair of Governors

**Letter 2**  
**Withdraw permission pending review**  
**(sent by Chair of Governors)**

Dear

I have received a report from the headteacher of .....School about your conduct on ..... at .....

**(add summary of incident and its effect on staff and pupils)**  
**(optional reference to first letter from headteacher)**

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance. I 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 that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by **(date 10 school days from date of letter)**.

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

I am copying this letter to the headteacher and the Statutory Obligations Manager at the City of Cardiff Council.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

**Letter 3a**  
**Withdrawal of permission confirmed**  
**(sent by Chair of Governors)**

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by ..... .

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

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. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the headteacher and staff at ..... School remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again .....**(insert review date which should be within a reasonable period and no longer than six months)**. When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o ..... School.

The School and City of Cardiff Council has a duty of care towards its staff and also those who carry out work on behalf of the Council. To alert other Council employees of your behaviour in the above matter, information will be held about you and this incident on the Council's computerised records system known as "The People to be Aware of Corporate Database (PACD)", which can be checked by Council employees before they have contact with you in the future.

The computerised information lists your name, address, details of the incident, and where appropriate, controls that are in place for managing future contact with you.

The information held on this system about you is reviewed at least every six months and a decision made as to whether your name should be removed or not, or whether any other changes should be made to the records. We will inform you of any changes made to your record following such a review.

The information held by the Council may also be shared with other organisations, with whom the Council has an information sharing agreement for that purpose, or in other cases where it is judged that there is a potential risk to their staff. Further information about information sharing agreements may be obtained from the Council's Data Protection Officer (029 2087 3346).

**(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted)** Finally, I would advise you that I have asked the headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

## Letter 3b

### Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had temporarily withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

In the circumstances, and after consulting further with the headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you, permission, to come onto the school premises with immediate effect.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

**Letter 4a**  
**Continue ban after second review**  
**(sent by Chair of Governors)**

Dear

I wrote to you on ..... confirming that permission for you to come onto the premises of ..... School had been withdrawn until further notice. I also advised you I would take steps to review this decision by.....

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. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of ..... School, without the prior knowledge and approval of the headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

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

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

## Letter 4b

### Restore permission after later review (sent by Chair of Governors)

Dear

I wrote to you on ..... confirming that permission for you to come onto the premises of ..... School had been withdrawn until further notice. I also advised you I would take steps to review this decision by .....

I have now completed the review. After consultation with the headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

**(Optional)** Due to the threatening behaviour that you exhibited towards our staff, it is felt that in order to maintain the safety of our staff, you will be allowed to access the school site on a phased return. You are permitted access on ..... only and for parents evening/concerts etc. written requests must be made for my attention at .....school, 10 school days in advance, where this will be considered.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council