



**Federation of
Westminster Special Schools
& Bi-Borough Inclusion Service**

Parent, Carer and Visitor Code of Conduct and Behaviour on Federation Premises Policy

**Agreed by Full Governing Board: May 2024
Next review: Leadership Group: May 2026**

PURPOSE AND SCOPE

Governors at Federation of Westminster Special Schools are very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating children and young people (CYP) is a process that involves partnership between parents/carers and the schools. We welcome and encourage parents and carers to participate fully in the life of our schools and we will act to ensure they remain safe places to learn and work.

The vast majority of the parents and carers are keen to work with us and are supportive of the Federation's work. If a parent or carer has concerns, we will always listen and seek to address them. The Bi Borough Inclusion Service often facilitates training and parental events. All delegates are subject to this policy.

We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to a Federation school or the Bi Borough Inclusion Service is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

VISITORS CODE OF CONDUCT

In addition to following the guidance set out in our Home-School Agreements, we expect visitors, parents and carers to:

- Understand that both teachers and parents/carers need to work together for the benefit of the CYP.
- Respect the Federation's access arrangements to all its sites in terms of signing in formally, wearing of lanyards etc and obeying any specific guidance given by staff.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a CYP's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Support their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to CYP if they do not behave at home.

All of the above apply to face to face, telephone calls and emails to Federation staff. It should also be noted that should any of the actions identified in this policy reach a safeguarding threshold then that the requirements of that policy will be followed.

TYPES OF UNACCEPTABLE BEHAVIOUR

In order to support a peaceful and safe school environment Federation schools and BIS cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, school or BIS service office or any other area of the school grounds.

- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
 - Threatening to harm a member of school staff, visitor, fellow parent/carer or CYP regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social network sites.
- The use of physical aggression towards another adult or CYP This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on Federation premises.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1: VERBAL WARNING

The Headteacher and another member of SLT (or Head of BIS and Senior Colleague) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. If staff experience abusive or threatening telephone calls they will cease the conversation immediately. If staff experience abusive or threatening e-mails, these will be passed on to the appropriate senior leader and potentially the Local Authority if it cannot be resolved. If staff experience abusive or threatening behaviour from families when collecting or dropping CYP off at their homes they will leave the home immediately with the CYP in the care of their family.

It will be stressed on these occasions that repetition of such an incident will result in further more serious action being taken. If the Headteacher or Head of BIS has been subject to abuse this will be done by the Executive Headteacher or the Chair/Co-chair of Governors (or another appointed governor).

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this will be done by the Executive Headteacher or Chair/Co-chair of Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately. See STEP 2 example letter.

STEP 3: FINAL WRITTEN WARNING

If a third incident occurs involving the same person or persons, the Headteacher, Executive Headteacher or Chair/Co-chair of Governors or other appointed governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

STEP 4: EXCLUSION FROM SCHOOL OR BIS PREMISES

If such an incident reoccurs or if an initial incident is considered serious enough, the Chair/Co-chair of Governors (or other appointed governor) would impose an exclusion from school or BIS premises.

STEP 5: REMOVAL BY POLICE

If, following a decision to exclude a person from the school or BIS premises, that person persists in entering those premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their CYP's educational progress.

STEP 2 LETTER

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school/BIS. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with Westminster City Council (Asst Director SEN) before sending such a letter.

Dear

It has been reported to me that you have caused a disturbance on school/Bi-Borough Inclusion Service premises on (date).

We have spoken privately about your unacceptable behaviour in the past and you reassured me (or member of the SLT) that such an incident would not be repeated.

On this occasion, your behaviour has upset (who or a number of members of staff, CYs, etc.) who were present.

(Optional) If you are unhappy about any aspect of your child's education then we can arrange to have a meeting at an appropriate time and place.

This letter serves as a written warning, in accordance with our Policies. I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

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

Yours sincerely

cc: Executive Headteacher/ Chair/Co-chair of Governors

STEP 4 LETTER 1

This is an example of an initial ban letter to be sent to a parent, carer or visitor who has caused a disturbance at the school/BIS. The actual wording may need to be varied according to the circumstances.

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, and then make a decision to either confirm the ban or discontinue it.

Dear

I have received a report from the Headteacher/Head of BIS/Executive Headteacher about your unacceptable conduct on (date). (Provide a brief summary of the incident and its effect on staff and CYP)

I note that you have had a private conversation and a written warning about your conduct in the past.

I must inform you that the governors will not tolerate conduct of this nature and will act to protect school/BIS staff and CYP. On the advice of the Head teacher/Head of BIS/Executive Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to access 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 under section 547 of the Education Act 1996; if convicted under this section, you are currently liable to a fine of £500.

Special arrangements can be made for you to meet with the Headteacher/Head of BIS /Executive 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 (insert days) school days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do, I wish to give you an opportunity to write to me with any comments or observations of your own in relation to the report that I have received from the head teacher/Head of BIS/Executive 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.

Yours sincerely,

STEP 4 LETTER 2

This is an example of a letter to state that a ban is being upheld. The actual wording may need to be varied according to the circumstances.

Dear

On (date) I wrote to inform you that on the advice of the head teacher/Head of BIS I had withdrawn permission for you to come onto the premises of School/BIS. 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 (date). I have not received a written response from you/I have received a letter from you dated (date), 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 head teacher. 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 head teacher/Executive Headteacher and staff 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 a reasonable period and no longer than 6 months).

When deciding whether it will be necessary to extend the withdrawal of permission to come on to 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.

(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 head teacher/Executive Headteacher to ensure that your complaint that (insert details) is considered under the appropriate stage of the school's parental complaints procedure. The school/BIS will contact you about this in due course.

Yours sincerely Chair/Co Co-chair of Governors