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Together we grow at Newport Primary School

Behavioural expectations of our community

Date adopted: January 2025

Date approved: Spring 2025

Review Date: Spring 2026

Introduction

At Newport Primary School we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' November 2018, as well as NAHT guidance on dealing with abusive parents.

At Newport Primary School, we value the positive relationships forged with parents, carers and visitors to the school. We encourage close links with parents/carers and the wider community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to Newport Primary School are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of individuals falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents, carers and visitors. The board of governors is determined that staff and students are protected from inappropriate or abusive behaviour.

In cases where individuals whose behaviour falls short of what we expect the progress and wellbeing of any child(ren) they may have at the school will be fully considered. Actions taken against an individual will be reasonable and proportionate. The individual will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of Governors and then the governing body are in place to ensure fairness.

For 'parent' read for any adult who accompanies children onto the school site.

Aims:

- That all members of the school community treat each other with respect

Expectation:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors

Please note that the Chair of Governors will be informed of incidents of abusive or inappropriate behaviour.

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, the school may ban parents from entering the premises.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

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

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the school into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting eg slapping, punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases, other parents/pupils. The Governors of Newport Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Senior Leader, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in Newport Primary School is found to be posting libellous or defamatory comments on Facebook, X or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

The school's approach to dealing with incidents

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- What form did the abuse take?

- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the individual's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. Unacceptable behaviour may result in the police being informed.

The School's response

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions will include the following (although may move to a different response depending on the circumstances of the incident):

1. Clarify to the individual what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the individual is clear about behaviour standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. The individual will be invited to write to the Headteacher with their version of events within 10 working days. Depending on the individual's response, a meeting may then be held to discuss the situation and how this can be avoided in future.

2. Invite the individual to an informal meeting to discuss events

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by an individual who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

3. Impose conditions on the individuals contact with the school and its staff

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents or carers of enrolled students have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Individuals exceeding this would be trespassing. Depending of the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the individual's contact with the school.

These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of school staff by a member of SLT
- restricting contact by telephone to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at school events to those where the individual will be accompanied by a member of the senior leadership of the school

- any other restriction as deemed reasonable and proportionate by the Headteacher. In this case the individual will be informed by letter from the Headteacher the details of the conditions that are being imposed. The parent or carer would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of Governors and two additional governors would then decide whether to confirm or remove the conditions.

This would be communicated to the individual in writing within 10 working days of the date of the individual's letter. If the decision is to confirm the conditions imposed, this decision will be reviewed by the full governing body after one half term (and every half term after that, if appropriate). The individual will be invited to make written representation to the governors. This and the evidence from the Headteacher will be considered at a meeting of the full governing body. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the individual by the clerk to the governors within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will give consideration to the extent of the individual's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the individual's co-operation with the school in other respects.

4. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning an individual from accessing school staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The individual would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Governors. The Chair of Governors and two additional governors would then decide whether to confirm or remove the ban. This would be communicated to the individual in writing within 10 working days of the receipt of their letter.

If the Governor's decision is to confirm the ban, individuals in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

A decision to impose a ban will be reviewed by the governing body after half a term (and every half term after that, if appropriate). The individual will be invited to make written representation to the governors; this and the evidence from the Headteacher will be considered at a meeting of the full governing body. Governors may decide to remove the ban, extend the ban or impose conditions on the individual's access to the school. The decision of the review will be communicated to the individual by the clerk to the governors within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, governors will give consideration to the extent of the individuals compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the individual's cooperation with the school in other respects.

5. Removal from school

Individuals who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the governing body. Legal proceedings may be brought against the individual.

6. Complaints policy

Any complaint received from an individual that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

Appendices

Procedure to address inappropriate behaviour by adults in our community

Appendix 1

Procedure to address inappropriate behaviour by adults

At Newport Primary School, we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the school site.

Inappropriate behaviour means disrespectful conduct towards people or property within our community.

Our policy states:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The policy will be implemented.
A parent approaches another parent.	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident. The policy will be implemented.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The policy will be implemented.
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, this can lead to interviews with the HT and Governors.

For 'parent' read for any adult who accompanies children onto the school site
NB Depending on the circumstances of a particular incident, these procedural steps maybe amended at the discretion of The Governing Body.

The school reserves the right to move straight to a ban from the school site, under section 547 of the Education Act 1996 where the circumstances are deemed to be sufficiently serious.

