

Radnor Primary School

Ysgol Gynradd Radnor



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Visitors Policy

September 2024



Healthy

Respectful

Inclusive

Resilient

Kind

Eco-
friendly

Headteacher:	Mrs Louise Williams
Chair of Governors	Mr Matthew Downes

Owned by:	Governing Body of Radnor Primary School
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Created/Revision Date	Version	Description of revision	Signed by Chair of Governors	Date approved by the Governing Body
September 2024	1.0	New Policy		25 th September 2024

Introduction

At Radnor Primary School we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. We strive to ensure that our school offers a warm and nurturing environment. We promote strong community links and believe that outcomes are best for our children when the relationship between home and school is a positive one. All members of the school community and visitors should demonstrate mutual respect. Showing that “Together we can do our best”,

Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community, will not be tolerated. We will act to ensure that the Radnor Primary School remains a safe place for children, staff and all other members of our community and this includes responding to negative behaviour from parents, carers and other visitors to our school.

Expectations:

- That all adults (staff, governors, parents, carers and volunteers) 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 one - staff, governors, parents, carers, volunteers or children be subjected to abusive behaviour or any form of threats from visitors on the school premises.
- That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, governors, parents, carers, volunteers, children and other users of the school premises will not be tolerated and may result in a ban from school premises and/or police action.

This policy outlines the behaviour we consider to be unacceptable and the procedures we will follow in the event of negative behaviour.

The Health and Safety Executive (HSE) defines work-related violence as:

any situation where a person is abused, threatened or assaulted in circumstances relating to their work.

Such circumstances include any work-related activity, whether on school premises or off site. Behaviours considered unacceptable at our school

The following list gives examples of behaviour that will not be tolerated in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails/class chart messages
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards another person
- Swearing
- Making threats

- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures.

Procedures for parents/carers who have a complaint

Staff and governors of Radnor Primary School will always seek to resolve parental concerns promptly through respectful discussion between parents/carers and the relevant member of staff. All complaints will be managed in line with the school's complaints policy.

Record keeping

Any incidents of abusive, threatening behaviour will be logged and kept on file by the Headteacher (see Appendix A).

If a parent/carer behaves inappropriately on school premises or via contact with staff (e.g. email or the telephone) they will receive a letter from the Headteacher notifying him/her of the incident log and the potential next steps should another incident occur (see Appendix B).

Responses to unacceptable behaviour from parents, carers and visitors

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff, or other member of our school community, the Headteacher and/or members of the Senior Leadership Team will seek to resolve the situation through discussion and mediation. If this mediation does not resolve the concern or the behaviour is deemed serious (see list on page 2) the following steps may be taken:

Formal meeting

The parent/carer/visitor may be invited to a meeting including the Headteacher and/or Senior Leadership Team. The meeting will clarify what the school consider to be acceptable behaviour and begin a restorative process. This process may involve formulating a plan to manage any future situations of potential conflict. For example, the plan may include measures such as the parent not approaching the class teacher without a member of the senior leadership team being present or a putting a behaviour contract in place.

Withdrawing permission to enter the school site/buildings

The adult behaving inappropriately will be asked to leave the premises if their behaviour is threatening, aggressive and/or is being witnessed/heard by children.

Ban from the premises

If a parent, carer or visitor is banned from the premises because of inappropriate behaviour they will be notified in writing. The letter will state the reason and duration of the ban and will be issued by the Headteacher. The ban will take immediate effect or at the start of a

new term if incident/behaviour took place the day prior to a school half term. The ban can last for up to 6 months or to be decided specifically by the Head Teacher and the period will be outlined in the letter.

Police assistance

If a parent, carer or visitor is asked to leave the premises and refuses the police will be called. The police will be called if an adult's behaviour is aggressive or violent on school premises. This may result in an anti-social behaviour order being issued by the police. The Headteacher may also notify our local community police officers even if there is no immediate threat.

Legal proceedings

If the abuse of a member of staff is deemed serious the chair of governors may pursue legal proceedings. Individual staff members may take advice from their union representative and own legal support. Legal proceedings could result in restraining orders and/or prosecution (prosecution under Section 547 of the Education Act and Protection from Harassment Act 1997). If convicted under that section, you will be liable for a fine of up to £500,000 and have a criminal conviction recorded against you. Cyberbullying/harassment via social media could also result in legal proceedings under Malicious Communications Act 1988, Section 127 of the Communications Act 2003.

These steps may not necessarily be used in this order. The response will be that which is most appropriate considering the behaviour

Appendix A – Incident report form

<p>Date and Time of Incident</p>	
<p>Name of person recording incident</p>	
<p>Name(s) of person(s) causing incident (where names are unknown, please provide other information such as child’s name if possible).</p> <p>Include if they are a parent, carer or visitor (or other).</p>	
<p>Full description of incident (including names of all involved including location(s), nature of abuse injuries, etc).</p>	
<p>Witnesses to the incident</p>	
<p>Is there any evidence of the provocation?</p>	
<p>Has the individual been abusive to Radnor Primary School staff, pupils or visitors on more than one occasion</p>	

Appendix B – Initial letter to parent/carer

Dear

I am writing to advise you that I have received a report about your conduct on school premises (enter date & time).

Enter factual summary of incident.

At Radnor Primary School all members of staff have the right to work without fear of abuse. We expect parents, carers and visitors to behave in a reasonable way towards our school staff.

I must inform you that our Governing Body will not tolerate conduct of this nature on our premises and will act to protect its children and staff. Therefore, I am writing to advise you that an incident log has been completed and will be kept on record. Should further incidents of this type be reported to me further action may be necessary. This may include a ban from site, a ban from meeting with or contacting site, a referral to the police, legal proceedings (under Section S47 of the Education Act and Protection from Harassment Act 1997). If convicted under that Section, you will be liable for a fine of up to £500,000 and have a criminal conviction recorded against you.

I have enclosed a copy of our Managing Unacceptable Behaviour of Parents, Carers or Visitors Policy which states unacceptable behaviours in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards another person
- Swearing
- Making threats
- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures

Yours sincerely

Headteacher

Appendix C– Letter withdrawing permission to enter school site/buildings pending review

Dear

I have received a report about your conduct
on at (add summary of incident
and its effect on staff
and pupils).

I am writing to you regarding your conduct on _____ at _____/ I have
received a report about your conduct
on at add summary of incident and its effect on staff
and pupils).

I must inform you that we will not tolerate conduct of this nature on the school
premises and will act to defend all members of the school community; parents/carers,
school staff and pupils.

I am therefore instructing you that you are not to reappear on the school premises. The
withdrawal of permission for you to enter the school premises takes effect starting (date)
It will be in place for (number of days). You will be permitted to go beyond the school gate
from (date)

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 liable
to a £500,000 fine and a criminal conviction.

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

If you need to arrange a meeting with me to discuss any aspect of this letter or the welfare
of your child/ren, then please call the office to arrange a meeting in the usual way.

Yours sincerely

Headteacher