

## Yorkley Primary School

### Policy on managing aggressive behaviour from parents and visitors to our school

#### Policy status

Recommended

#### Statement of principles

The governing body of Yorkley School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions 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 its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. 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 way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated can include:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

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

**Unacceptable behaviour may result in the local authority and the police being informed of the incident.**

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in the school, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

## **Conducting a risk assessment**

An assessment of risk to staff and others from abusive or violent visitors has been prepared.

This risk assessment:

- identify and assess the risks;
- determine appropriate actions;
- implements the actions;
- monitors the results; and
- provides feedback.

It is the responsibility of all staff to highlight or predict risks to themselves or others. School health and safety representatives will be consulted about possible risks.

The risk assessment will identify what the risks are (e.g. abuse, threatening behaviour, violence, and from whom), and who is likely to be at risk (e.g. reception staff, teachers, school keeper). Identifying what the risks are and who is at risk are the crucial initial steps before considering how to manage these risks and how they can be minimised.

In some cases, potential violence can be reduced and even prevented if members of staff have the skills to spot conflict before it leads to aggression and to use techniques to reduce aggression before violence occurs.

Members of staff are advised on personal safety training, which can help in:

- reducing violent attacks by parents and others
- enabling staff to defuse aggression and prevent situations escalating;
- teaching staff to recognize verbal and nonverbal precursors to aggression and use techniques to calm a potential assailant;
- improving staff confidence in dealing with aggression and the resulting stress; and
- minimising the risk of an attack causing injury.

## **Dealing with incidents:**

The primary concern is the safety and welfare of all children and staff. Other considerations could be:

- ask the person to leave
- Invite them into a room away from other people
- Involve a third party to mediate if possible

## **Who to contact in the event of an emergency:**

- Headteacher / Deputy Head
- Police

## **How to report incident:**

- Complete incident report form immediately as soon as possible /same day (Appendix 1)
- Support will be offered.

## **The Banning Process**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or deputy head teacher will seek to resolve the situation through discussion and mediation.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the governing body from the school premises for a period of time, subject to review or a formal restorative of justice meeting.

The head teacher will assemble the full facts before proceeding. They will make sure that all those involved in any incidents, or witnesses to those incidents make a full written record on the day it occurs.

The head teacher / Governing body will:

- write to parent/carers/intruder to record in detail the incident and why it is unacceptable;
- explain that the head teacher / governing body are banning the parent, or giving warning of an imminent ban.
- tell the parent when a decision will be made.

If the ban is breached the police will be notified.

Links with other policies;

This policy should be read in conjunction with the following policies;

Behaviour

Complaints

Home school agreement

Anti-Bullying

Equal Opportunities

Safeguarding and Child Protection

Special Educational Needs and Disability

Policy Review

Compiled by; **P.Taylor**

Agreed by Governors; **March 2016**

Date; **March 2015**

Date for review; **March 2018**

## **Yorkley School Incident report form**

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the head teacher, for appropriate action and recording.

**Date of incident**

**Time of incident**

**Name of person reporting incident**

**Date incident reported**

**Member of staff recording incident (if different than above)**

**Status(es)** (Teacher / Teaching assistant / Support staff)

**Full description of incident** (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any witnesses

Statuses

**Initial action/outcome** (e.g. Informal concillation; police intervention; warning or banning letter issued)

**Summary of subsequent actions taken by the school, including risk assessments**

**Linked incidents** (if any)