

CBAT Parent/Carers and Visitors Code of Conduct

1. Terms of Reference

- 1.1 For all parents and carers of pupils at, and other visitors to, academy schools in Cotswold Beacon Academy Trust (CBAT).
- 1.2 Definitions:

“Headteacher” also refers to any other title used to identify the Headteacher, where appropriate, or other senior manager delegated to deal with the matter by the Headteacher.

“Governing Body” refers to the School Development Board (SDB) of the academy school who are responsible for implementing the policy within their setting. The Governing Body may refer to the Board of Trustees if appropriate.

“Academy school” refers to any academy or school within Cotswold Beacon Academy Trust (CBAT).

2. Introduction

- 2.1 CBAT values a strong relationship with parents and carers. Together this helps us achieve the very best for our pupils in a mutually supportive partnership between parents/carers, teachers and the school community.
- 2.2 As a partnership, our parents/carers understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons, we continually welcome and encourage parents or carers to participate fully in the life of our school.
- 2.3 If a parent/carer has a concern or is not happy about something at school, then it is important that they inform the school as soon as possible. School staff will look into any concern and inform the parent/carer of the outcome. If the parent/carer is still not happy that this concern has not been dealt with, then they can refer to the complaints policy which can be found on the school’s website.
- 2.4 To truly create the best outcomes for children, requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that children are safe (please read our Safeguarding Policy) and not open to undue distress and anxiety.
- 2.5 The Code sets out the professional standards expected and the duty upon adults to abide by it. All adults have a duty to keep pupils safe, promote their welfare and, to protect them from radicalisation (the Prevent duty), abuse (sexual, physical and emotional), neglect and safeguarding concerns. This duty is, in part, exercised through the development of respectful, caring and professional relationships between adults and pupils and behaviour by adults that demonstrates integrity, maturity and good judgement. Following this Code will help to safeguard adults from being maliciously, falsely or mistakenly suspected or accused of misconduct in relation to pupils.

3. Visiting the school

- 3.1 CBAT schools welcome visitors but expect all visitors to comply with the school policies and procedures, in particular Safeguarding, E-Safety, Prevent Duty and Health & Safety requirements. A visitor is defined as an individual who is not either a current employee of the school or a student currently enrolled.
- 3.2 All visitors to the school should report to the School Office, be signed in (confirming they have read and understood safeguarding information) and given a Visitors badge that they must wear and display at all times. Staff should inform the School Office of expected visitors whenever



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possible. All visitors other than parents and carers visiting about their child will be asked to verify their identity with photo identification.

- 3.3 All visitors to the site will be required to stay under the supervision of a member of staff at all times. Staff will collect the visitor from the School Office and return with them to sign out. If staff have arranged a visit outside of the School Office opening times they will need to make separate arrangements and manage their visitors whilst on site, staying with them and seeing them safely off site.
- 3.4 No visitor should be left with students without direct supervision by a member of staff unless appropriate DBS/safeguarding arrangements have been confirmed (for example a visitor from an external agency the school works closely with such as Teens in Crisis counsellors, Social Workers, Police Officers). A parent/carer talking to their own child is acceptable.
- 3.5 During the school day, parents/carers are not permitted to enter the school site without reporting to the School Office and may also be required to provide evidence of identity. Parents/carers collecting students should wait in the School Office area.
- 3.6 Contractors need to be signed in before being introduced to a Caretaker or Senior Leader who will provide relevant access to the site as required. Contractors will be expected to adhere to Health and Safety regulations and ensure that safe working practices are followed, and to the Contractors Coe of Practice.
- 3.7 All visitors will be made aware of how to proceed in the event of a Fire Alarm. They should accompany the member of staff who is supervising their visit and move to the Fire Assembly Point and stay with them
- 3.8 If any visitor is to be regularly working with students in school, they must have a full DBS check
- 3.9 Any visitors on site who are not appropriately badged should be politely reminded of this policy and directed and accompanied if possible to the School Office immediately.
- 3.10 All visitors must return the visitor's badge and sign out before leaving the site.
- 3.11 There may be occasions when special arrangements are needed to process visitors. Staff should explain the circumstances of events to the School Office well in advance so that we can ensure that this policy is adhered to at all times, students are safeguarded and every individual can be accounted for in an emergency.

4. Guidance

- 4.1 As well as holding the above principles in mind, parents, carers and visitors are reminded:
 - To respect the caring ethos and the values of the school.
 - That both teachers and parents/carers need to work together for the benefit of their children.
 - Approaching school staff for help to resolve an issue is done in an appropriate manner.
 - All members of the school community are treated with respect using appropriate language and behaviour.
 - The school needs to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
 - To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.
 - To use other strategies rather than using "staff" as threats to admonish their child's behaviour.
- 4.2 In order to support a peaceful and safe environment the school will not tolerate parents, carers or visitors exhibiting the following (this is not an exhaustive list but seeks to provide illustrations of such behaviour):
 - Disruptive behaviour, which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises.



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- Any inappropriate behaviour on the school premises.
- Using loud or offensive language to be intimidating either in person or over the telephone or displaying temper.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil.
- Any kind of insult as an attempt to demean, embarrass or undermine.
- Any kind of physical abuse, or physically intimidating a member of staff, e.g. standing very close to her/him or the use of aggressive hand gestures.
- Damaging or destroying school property.
- Sending abusive, harassing or threatening emails, text/voicemail/phone messages, or other written communications to anyone within the school community.
- Malicious gossip or defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/carer/staff, at the school, on Facebook or other social media sites (see Section 4 below).
- Using social networking sites to single out individuals or to distribute untruthful or malicious information or comments.
- The use of physical or verbal aggression towards another adult or child. 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 the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Allegations which turn out to be vexatious or malicious.
- Smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events).
- Dogs being brought onto the school premises (other than guide dogs).

Unacceptable behaviour may result in the police being informed of the incident

Should any of the above occur on school premises, the school may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, considering banning the offending adult from entering the school premises.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment, not only for the children but also for the entire school community.

Note: Can parents/carers please ensure they make all persons responsible for collecting their children aware of this policy.

5. Inappropriate use of social network site

- 5.1 Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff and in some cases, other parents/carers or pupils. The Department for Education/Government and the Trustees of CBAT consider the use of social media in this way as unacceptable. Any concerns you may have about the school or your child/children must be raised by speaking to the appropriate member of staff via the school office and they will be dealt with fairly, appropriately and effectively for all concerned.
- 5.2 In the event that any pupil or parent/carer is found to be posting libellous or defamatory comments on any social networking 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 remove such comments immediately.
- 5.3 Cyber bullying by a child or a parent/carer to publicly humiliate another by inappropriate social network use is a very serious matter. We will take and deal with this as a serious incident of school bullying.



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5.4 CBAT schools will also consider legal means to deal with any such misuse on social networking and other sites.

6. Violent and Abusive Visitors

6.1 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 could result in aggression including verbal and or physical abuse towards members of school staff or the wider school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents

6.2 In these situations we expect members of staff to behave professionally and attempt to defuse the situation where possible, 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.

6.3 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. The board of Trustees has a requirement to protect staff and students from such aggression

7. The school's approach to dealing with incidents of Violent and Abusive Visitors

7.1 If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the head teacher 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.

7.2 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 violence or 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 parent's/carer's behaviour?

7.3 Staff/students subject to abuse and witnesses will make written statements about incident(s), which will be kept in a file with subsequent letters. This file will be kept by the Headteacher.

7.4 Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions may include the following:

7.4.1 Clarify to the parent/carer what is considered acceptable behaviour by the school.

In some instances, it may be appropriate simply to ensure the parent/carer 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 parent/carer will be invited to write to the Headteacher with his/her version of events within 10 working days. Depending on the parent's/carer's response a meeting may then be held to discuss the situation and how this can be avoided in future

7.4.2 Invite the parent to an informal meeting to discuss events.

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

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blocked by a parent/carer 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

7.4.3 Impose conditions on the parent's/carer's contact with the school and its staff.

Depending of the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's/carer'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 parent/carer 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 parent/carer will be informed by letter from the Headteacher the details of the conditions that are being imposed. The parent/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 the School Development Board. The Chair would then decide whether to confirm or remove the conditions. This would be communicated to the parent/carer in writing within 10 working days of the date of the parent's/carer's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the School Development Board approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the SDB who may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the SDB 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 parent's/carer'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 parent's/carer's co-operation with the school in other respects

7.5 Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of physical or verbal aggression, a parent or carer may be banned by the headteacher from the school. This will include banning a parent/carer 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 parent/carer 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 the School Development Board. The Chair would then decide whether to confirm or remove the ban. This would be communicated to the parent/carer in writing within 10 working days of the receipt of their letter.

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

The length of the ban will depend on the behaviour and the deemed risk to the safety of the school community. It will be reasonable in length and will be subject to review by the SDB shortly prior to its expiry. The parent/carer will be invited to make written representation to the SDB who may decide to remove the ban, further extend the ban or impose conditions on parent's/carer's access to the school. The decision of the review will be communicated to the parent/carer by the clerk to the SDB within 10 days of the date of the meeting. In deciding whether to remove or extend the ban or impose conditions, Trustees will give consideration to the extent of the parent's/carer's compliance with the ban, any



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appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

If parents who have been banned from the school premises, continue to cause a nuisance the school will report the matter to the police and/or initiate legal proceedings against the parent/carer. Where an assault has led to a ban, the police will always be notified and statements provided.