



DURANTS SCHOOL – POLICY DOCUMENT

Visitor Behaviour Policy

January 2018

Reviewed & updated: January 2018 (Karly Barker)

Next review date: January 2021

Policy Aims/Objectives

The aim of this policy is to ensure, as far as we reasonably can, the safety of our staff, pupils and all site users who have contact with the public.

It is important for all visitors, including parents, students and family members to be treated fairly and without discrimination, it is equally important that staff are treated similarly by the visitors.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable, it is hoped that visitors will gain an understanding of the boundaries and staff will feel reassured that should they find themselves in this situation, there is a process to resolve it.

Whilst we welcome visitors on our Premises at Durants School there is an expectation that behaviour by both staff and visitors, including parents of pupils will meet certain criteria.

- Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way, please end your discussion with them and report the matter to the Head Teacher, Deputy Head Teacher or another member of the senior management team. They will then investigate and attempt to resolve your complaint.
- You may be asked to also put your complaint in writing.
- In return, it is our expectation that all visitors will be polite and courteous to all staff, pupils and all site users.
- If staff are subjected to unacceptable behaviour they have been instructed to end the discussion, inform you of the reasons and report to the Head Teacher, Deputy Head Teacher or member of the senior management team. Hopefully, any issues or causes for concern can be resolved.
- If an incident is particularly serious or if our staff/pupils feel threatened in any way, or if a visitor displays repetitive unacceptable behaviours they may be asked to leave the premises.

The following behaviours are unacceptable:

- Swearing, spitting, shouting, using threatening words, gestures or behaviours
- Physical intimidation and the use of force such as pushing, pulling, poking, prodding etc.
- Racist, ageist and sexist comments
- Being under the influence of drugs or alcohol whilst on the premises
- Smoking whilst on our premises

In extreme circumstances the following action will be taken as a result of unacceptable behaviour

Step one

1.1

On the first instance of an individual's behaviour being unacceptable, they should be immediately informed of this and asked to regain their composure. If necessary, staff should withdraw from the area and wait for the individual to become calmer. If they do regain their composure and are able to proceed in an acceptable manner, the interview/discussion should be completed. The member of staff should inform a member of the senior management team and complete a cause for concern form, no further action against the individual should be necessary.

1.2

If staff are concerned that the individual has not been able to regain their composure, they should ask them to leave the premises. If the individual leaves, albeit reluctantly, the member of staff should complete the cause for concern form and inform the senior management team and step 2.1 should be applied.

1.3

If a visitor refuses to leave the premises when asked to do so, or they react to this request in a violent manner, the police should be contacted and Step 4.2 should be applied.

Step two

2.1

The individual should be contacted formally by letter to confirm that their behaviour was unacceptable and be provided with a copy of the Statement of this policy which states what unacceptable behaviour is. They should then be offered an appointment to discuss the incident and/or the matter which led to their behaviour in a calm and co-operative manner. When the individual attends the meeting, they should not be seen by a lone member of staff.

2.2

If the incident was of such severity that their presence, even for the purposes of this meeting, is considered to present an unacceptable risk, the individual should be advised to submit their case in writing with details of the person to write to and the date by which representation should be received.

2.3

They should also be advised that failure to attend the meeting or to submit their case in writing will mean a decision is taken in their absence.

2.4

If you suspect that the individual may have additional needs which would inhibit their understanding of the correspondence sent to them, this should be established so as to investigate alternative methods of communication. This may include the use of the translation service, relaying the information by telephone or the inclusion of an advocate into the arrangements.

Step three

3.1

If, at the meeting, the individual presents acceptable behaviour, i.e. is calm and understands the actions that the manager has taken, and dialogue relating to the underlying concern is possible, no further action should be taken.

3.2

If, however, the individual presents **unacceptable** behaviour at the meeting, they should be advised to leave the premises as in Step one.

Step four

4.1

The individual should be advised, in writing, that as a second incident of unacceptable behaviour has occurred, an application has been made to the Legal Department that will result in their being prohibited from the premises.

4.2

In extreme circumstances where the risk to the safety of staff is high, an immediate prohibition can be issued, with details of the reasons why such action was considered appropriate.

Step five

Legal Services should be contacted with regard to prohibiting the individual from the premises. The prohibition should state the date the prohibition takes effect and the date on which it will be reviewed.

Step six

6.1

If the individual adheres to the prohibition and does not present unacceptable behaviour at the agreed review time, they should be invited to discuss the lifting of the prohibition. However, they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the prohibition.

6.2

If the individual does not adhere to the terms of the prohibition, Legal Services should be informed immediately with the details of the contravention, including witness statements to support the information. It is not acceptable to report third party information that the individual did not adhere to the prohibition. The persons sitting the individual must provide a statement confirming the time and details that the event took place.

Step seven

Legal Services should turn the prohibition into an injunction with power of arrest. This will be served on the individual at their home address.

Step eight

8.1

The presence of the individual once an injunction has been served should result in a call to the police to undertake the arrest.

8.2

The adherence to the injunction by the individual should result in a review as in Step 6.1.

Any altercations or meetings related to altercations/situations that have arisen must be minuted. It is also important, where possible, to collect witness statements of any altercations, incidents or difficult situations.

Acceptable Behaviour

The aim must always be that an individual can access services and premises in a safe and non-abusive manner and that staff feel safe and secure in providing those services. The opportunity for the individual to demonstrate acceptable behaviour must be made available to them and thereby the removal of whichever step in the process their behaviour has achieved.

Reporting Incidents

All incidents of violence and aggression must be reported to the Schools Health and Safety Team on the violence and aggression form on the ANT database. The Schools' Health and Safety Team may also ask for further information so that the details of the violent or abusive individual can be shared with other Council Service Groups, via the Cautionary Contacts Database.

Training

Training courses for staff that have contact with the public are available from the Schools' Health and Safety Team. Available courses are advertised in the Schools' Health and Safety Team Training Programme, published annually. It is also available on Fronter.