

Managing Aggressive Adults Policy



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On behalf of:	

Introduction

As a general rule, our schools are orderly, safe places, where relationships between staff and visitors, especially parents, demonstrate mutual respect and a recognition of shared responsibility for pupils' welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage.

However, the behaviour of a few parents can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff and other members of the school community. Green Ridge Primary Academy is responsible for protecting the health and safety of its staff and pupils.

Aims of this policy

This policy is about dealing with violence, threatening behaviour or abuse by parents and carers of a pupil in a school, including those cases where the parent has been asked not to come onto the premises. It may also apply to trespassers.

Violence, bad language, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, bad language, threatening behaviour or abuse in our schools. Where such behaviour does occur, Green Ridge will play a proactive role in taking all possible action to deal with it in the most appropriate way.

In certain circumstances, this may mean that Green Ridge has to take the lead in initiating police action on the school's behalf with the school's support, and in other circumstances WHAT will support the school in action that the school itself initiates.

At all times the purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in our schools, 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.

Procedures in the event of an aggressive incident

- If an incident arises
 - Remain calm
 - Ask the person to leave
 - If staff safety is not compromised, invite the person into a room away from other people
 - invite a senior member of staff to join you
 - staff will have a clear exit route from the room
- In case of an emergency at the school
 - Call for assistance
 - Telephone police on 999
- Record the incident and report the incident to the Headteacher/Principal (see Annex A for model form)
- The Headteacher will discuss with Governors what follow up action is necessary e.g. any legal action to be taken; whether a parent should be refused entry to the premises
- Headteacher will offer appropriate support to member of staff e.g. counselling, occupational health or legal support; and liaise with the police whenever necessary.

Risk Assessments

Assessment of risks to staff and others are prepared as required to protect staff from abusive or violent visitors. This involves raising a number of questions to which answers are required.

The risk assessment:

- identifies and assesses the risks;
- determines appropriate actions;
- implements the actions;
- monitors the results; and
- provides feedback.

It is good practice to ask staff directly about the extent of problems that they are aware of as part of the process of assessing risk. It is also helpful to consult school health and safety representatives about possible risks. This should identify **what** the risks are (eg. abuse, threatening behaviour, violence, and from whom), and **who** is likely to be at risk (eg. reception staff, teachers, caretaker). Identifying what the risks 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 staff have the skills to spot conflict before it leads to aggression and to use techniques to reduce aggression before violence occurs. Staff may be offered 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.

Incident Report Form

A record of an incident will help in the collection of evidence where necessary, e.g. when proceedings are being brought against an alleged assailant. Available photographic evidence of any injuries or damage, or relevant CCTV footage, can also be helpful. Any verbal abuse should be recorded as clear quotes, including bad language used. Recording details of incidents will also help in reviewing Green Ridge Primary Academy's policy, and should ideally inform future risk assessments.

If there is an injury to staff from an assault, the employer may need to report the injury to the Health and Safety Executive (HSE) under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). See HSE guidance Reporting School Accidents. Staff should contact their Health and Safety officer for further information.

Permission to be on the premises

Section 547 of the Education Act 1996 makes it an offence for a trespasser on school premises to cause or permit a nuisance or disturbance, and allows for the removal and prosecution of any person believed to have committed the offence. The penalty for a person convicted of the offence is a fine of up to £500.

A parent of a child attending school normally has implied permission to be on the school's premises at certain times and for certain purposes but if the parent's behaviour is unreasonable this permission may be withdrawn and they will become a trespasser. The Headteacher has the

right to decide who can come onto school premises. The letters in annexes B to G will be used by the Academy's Governing body to inform a parent or other person that they may not enter a school's premises and how to appeal against this decision. A person who nevertheless persists in entering the school premises and displaying unreasonable behaviour may be removed and prosecuted under section 547.

The Governing body may take the lead in authorising the removal of a person believed to be causing or permitting a nuisance or disturbance. Serious cases will be discussed with our legal representatives, VWV, who may take action on behalf of Green Ridge Primary Academy and bring proceedings against the person. Where the Headteacher wishes this to happen the governing body will support this. Additionally, in all situations the police are authorised to remove someone from school premises and to bring proceedings for an offence under this section.

Parents are notified in writing of a ban from the school premises. The legal representatives for Green Ridge Primary Academy will be contacted if action is to be taken against someone they believe has committed an offence under s547. If the police have been involved the school should clarify whether the police intend to summons or charge and whether the Crown Prosecution Service has decided that there is sufficient evidence to prosecute. In most cases it will be in the public interest to prosecute if there is sufficient evidence to support a prosecution.



ANNEX A

Incident report form

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property. This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident: _____

Day of week: _____

Time: _____

1. Member of staff reporting incident

Name: _____

Work address (if different from school address): _____

Position: _____

2. Personal details of person assaulted/verbally abused (if appropriate)

Name: _____

Work address (if different from school address)/home address (if pupil):

Job/Position (if member of staff): _____

Dept/Section/Class: _____

Age: _____ Sex: _____

3. Details of trespasser/assailant(s) (if known)

4. Witness(es) if any

Name: _____

Address: _____

Age (approx): _____ Sex: _____

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any

5. Details of incident

a) **Type of incident** (eg. if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc)

b) **Location of incident** (attach sketch if appropriate)

c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present

6. **Outcome:** (eg. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)

7. Other information (to be completed as appropriate)

a) Possible contributory factors

b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO

c) Give date and brief details of (b) if known

d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what?
Could they be improved?

e) If no measures had been taken beforehand, could action now be taken? If so, what?

- f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate

- g) Any other relevant information

Signed: -----

Date: -----

Please return as soon as possible to Headteacher



Annex B

BAN LETTER-1

Letter to Parent with child/ren at the school

RECORDED DELIVERY

Dear Sir/Madam,

I have received a report from the Headteacher at Green Ridge Primary Academy about your conduct on *(enter date and time)*.

[Add summary of the incident and of its effect on staff, pupils, other parents.]

I must inform you that the Local Governing Body of Green Ridge will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. On the advice of the Headteacher I am therefore instructing that for a temporary period you are not to reappear on the premises of the Academy. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision, you may bring your child/children to school and collect them/him/her *(delete as appropriate)* at the end of the school day, but you must not go beyond the school gate.

(In the case of EYFS/KS1 children, also insert) Arrangements have been made for your *(delete as appropriate)* son(s)/daughter(s) *(insert child/rens names)* to be collected, and returned to you, at the school gate by a member of the Academy's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by *(state date ten working days from the date of letter)*.

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours faithfully,



Annex C

BAN LETTER-1(a)

Letter to member of the public

RECORDED DELIVERY

Dear Sir/Madam,

I have received a report from the Headteacher at Green Ridge Primary Academy about your conduct on *(enter date and time)*.

[Add summary of the incident and of its effect on staff, pupils, other parents.]

I must inform you that the Local Governing Body at Green Ridge will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. On the advice of the Headteacher, I am therefore instructing that you are not to reappear on the premises of the Academy. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours faithfully,



Annex D

BAN LETTER 2

Letter to parent with child/ren at the school

RECORDED DELIVERY

Dear Sir/Madam,

On *(give date)* I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of Green Ridge Primary Academy. To enable the Local Governing Body to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by *(give date)*.

I have not received a written response from you / I have now received a letter from you dated *(insert date)*, the contents of which I have noted. *(delete either sentence as appropriate)*.

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the Academy without the prior knowledge and approval of the Headteacher/Principal. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the Headteacher and staff at Green Ridge Primary Academy remain committed to the education of your child/children *(delete as appropriate)*, who must continue to attend school as normal under the arrangements set out in my previous letter.

The Local Governing Body will take steps to review the continuance of this decision on *(give date)*. When deciding whether it is necessary to extend the withdrawal of permission to come onto the Academy's premises, the Local Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from yourself and any evidence of your co-operation with the Academy in other respects.

[Include where the incident has arisen within the context of a parental complaint against the School:]

Finally I would advise you that I have asked the Headteacher to ensure that your complaint that *(give brief details)* is considered under the appropriate stage of the Academy's complaints procedure. You will be contacted about this by the school in due course.

Yours faithfully,



Annex E

BAN LETTER 3

Letter to parent with child/ren at the school

RECORDED DELIVERY

Dear Sir/Madam,

I wrote to you on *(give date)* withdrawing permission for you to come onto the premises of Green Ridge Primary Academy until further notice. In that letter I also advised you that I would take steps to review this decision on *(give date)*.

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. *(Give a brief summary of reasons.)* I therefore advise that the instruction that you are not to come onto the premises of *(insert name)* Academy without the prior knowledge and approval of the Headteacher remains in place until further notice.

I shall undertake a further review of this decision on *(give date)*.

If you are dissatisfied with this decision, you have a right to complain to the Trustees of REAch2 Academies Trust.

Yours faithfully,

Annex F

UNBAN LETTER 1



RECORDED DELIVERY

Dear Sir/Madam,

On *(insert date)* I wrote to you informing you that, on the advice of the Headteacher/Principal, I had temporarily withdrawn permission for you to come onto the premises of Green Ridge Primary Academy. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by *(insert date)*.

I have not received a written response from you / I have now received a letter from you dated *(insert date)*, the contents of which I have noted. *(delete either sentence as appropriate)*.

[However] In the circumstances, and after consulting with the Headteacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless, I remain very concerned at the incident which occurred on *(insert date)*, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,



Annex G

UNBAN LETTER 2

RECORDED DELIVERY

Dear Sir/Madam,

I wrote to you on *(give date)* informing you that I had withdrawn permission for you to come onto the premises Green Ridge Primary Academy until further notice. In that letter I also advised you that I would take steps to review this decision on *(give date)*.

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the Academy and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises. I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,