

ST. ANNE'S CATHOLIC HIGH SCHOOL FOR GIRLS



VISITOR BEHAVIOUR POLICY

LA Model Policy V8 October 2024

Autumn 2024

Next Review: Autumn 2026

This plan will be amended according to legislation/changes to better practice and will be updated as and when required.

Resources & Personnel and One-Site & Premises Committee

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MISSION STATEMENT

St. Anne's Catholic High School for Girls will offer a positive presence in Enfield with a comprehensive curriculum equipping students with the ability to meet the challenges of the 21st Century confidently and with high spiritual and moral standards.

We recognise that students, parents, staff and governors make up the school's community which will continually self-evaluate to improve itself effectively and efficiently in all aspects of its growth.

'Act justly, love tenderly, walk humbly with your God.'

St. Anne's has adopted London Borough of Enfield Visitor Behaviour Policy v8 October 2024

Director for Education's Policy Statement

As Director for Education, I, have overall responsibility for all health and safety matters within schools. As such I am committed to the continuous improvement in health and safety standards for staff, clients, pupils, and visitors and a better working environment for everyone.

It is essential to the achievement of our Strategy for Health and Safety to ensure that access to the right knowledge, skills, and support is available to staff when they need it, and that this is widely communicated and understood.

I am committed to the continuous improvement in health and safety management by setting clear objectives and monitoring performance through health and safety management plans and proactive audit programmes. All Headteachers, Managers, including the Department Management Team and Service Managers must lead by example by demonstrating best practice in health and safety management and ensuring whenever possible, that all management decisions further health and safety objectives.

Effective partnerships between Headteachers, Managers and Staff are crucial to successful health and safety management. Poor health and safety management is rarely the result of malicious intent. Education and training in health and safety skills and risk management are key to achieving a strong health and safety culture which benefits all staff, clients, pupils, visitors, and contractors who work in our premises, and improves the quality of our service.

Peter Nathan

Director for Education

Introduction

The Visitor Behaviour Policy was originally written following a Stress Audit of Schools and Children's Services staff (formally Education Group). Violence and abuse and bullying by the public was raised as a major concern by a number of different staff groups, and the production of this policy was an Action Point on the list of recommendations as an outcome of the audit.

Since that time, violence and aggression still remains a factor that staff in Schools deal with, in some cases, regularly.

Purpose and Scope

The aim of this policy is to ensure, as far as reasonably practicable, the safety of staff that have contact with the public. Whilst it is important for the public, including parents, students, and family members, that they are treated fairly and without discrimination, it is equally important that staff are treated similarly by the public.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable. The purpose of this policy is to help the public 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.

Consequences 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 complete the Violence and Aggression Form on the Smartaa reporting system. 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 Violence and Aggression Report Form on the Smartaa reporting system, and Step Two should be applied.
- 1.3 If they do not 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 Expectation of Behaviour (Appendix). They should be offered an appointment to discuss the incident and/or the matter which gave rise 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 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.
- 2.3 If you suspect that the individual may have literacy 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 school can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour is a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened.
- 4.2 The school should tell an individual that they've been barred or they intend to bar them, in writing. Letters should usually be signed by the headteacher, though in some cases the local authority, academy trust or proprietor may wish to write instead. The individual must be allowed to present their side. A school can either:
 - bar them temporarily, until the individual has had the opportunity to formally present their side
 - tell them they intend to bar them and invite them to present their side by a set deadline
- 4.3 After the individual's side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time, decided by the school.
- 4.4 The Department for Education (DfE) does not get involved in individual cases.

Step five

- 5.1 If the individual adheres to the prohibition (bar) 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.

Step six

If the individual who is barred from the school attends the premises whilst barred and causes a nuisance or disturbance, they will have committed a criminal offence under Section 547 of the Education Act 1996. Trespassing itself does not constitute a criminal offence.

- 6.1 If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer, or a person authorised by the School or the local authority.
- 6.2 If the behaviour persists a written warning - Community Protection Notice (CPN) may be served by the Police.

Please follow this link to the government guidance: [Controlling access to school premises - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/controlling-access-to-school-premises)

Step seven

Removing individuals from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer, or a person authorised by the appropriate authority such as the:

- governing board
- local authority
- proprietor of that school

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.

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 Smartaa 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 if appropriate.

Translating & Interpreting Services

Enfield Council has a partnership agreement for The Language Shop (formerly Newham Language Shop (NLS)) to supply these services to the Council. Along with the Council, the partnership consists of; Newham Council, Barking & Dagenham, Redbridge, Havering, Tower Hamlets, Waltham Forest and Newham University Hospital.

The Language Shop is a well-established provider in the sector and will work with all of the partners to provide a cost-effective, high-quality service. With a vast number of freelance translators and interpreters covering over 100 languages, Enfield Council will now have access to The Language Shop's full range of expert T&I Services. Enfield is committed to including people in providing services to those in the community who need help because they don't speak English.

In order to book these services, you must first register on bookingsnls@newham.gov.uk

Interpreting services via the Language Shop web portal:

<https://languageshop.newham.gov.uk/>

(Also available through the Enfield Intranet) - Translation Services

via email: translation@newham.gov.uk

Booking online offers several advantages:

- Greater control - make, track, amend and cancel bookings
- Faster service
- Cost savings - no admin fees
- Easy to use

Visit <http://languageshop.org/> for more information about (NLS) Newham Language Shop

You are not obliged to use NLS; other translation services may be used.

Education, Children and Families Services

STATEMENT OF EXPECTATION OF BEHAVIOUR

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents of pupils, will meet certain standards.

- 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, and report the matter in writing to the head teacher or senior manager. They will then contact you to investigate and attempt to resolve your complaint.
- In return it is our expectation that you will be polite and courteous to staff. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or is repeated, you may be barred from the premises.

The following behaviours are unacceptable, and the list is not exhaustive:

- swearing, spitting, shouting, threatening words or gestures
- physical intimidation and the use of force such as pushing, pulling, poking, prodding etc.
- use of any abusive language (e.g., racist, ageist and sexist comments etc.)
- being under the influence of drugs or alcohol whilst on our premises
- smoking or drinking whilst on our premises
- any kind of physical abuse
- threatening behaviour.

Links with other policies

This policy links to the following policies:

- n/a

Modification history

Version	Date	Description	Revision Author
1.0	Summer 2021	LA Model Policy	LA
2.0	Autumn 2024	LA Model Policy October 2024	Peter Nathan Julia Moulton