

NMAT Visitor Behaviour Policy (Non-statutory)

PREAMBLE

NMAT encourages close links with parents and the communities in which its Academies function. It believes that students benefit when the relationship between home and the academy is a positive one.

The vast majority of parents, carers and other visitors to NMAT academies are keen to work with us and are supportive of our academies. However, on the rare occasions when a negative attitude towards an academy is expressed, this can result in aggression, verbal and or physical abuse towards members of academy staff or the wider NMAT community.

NMAT is responsible for protecting the Health and Safety and Welfare of all its staff and students and as such procedures are put in place to protect members of staff from abuse and threatening behaviour from parents and others whilst on academy premises.

NMAT 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 NMAT staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

FORMS OF UNACCEPTABLE BEHAVIOUR

Types of behaviour that are considered serious and unacceptable and will not be tolerated, either by face to face contact with a member of staff or via any other form of communication:

- shouting at members of academy's staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. 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, e.g. slapping, punching and kicking;
- spitting;
- breaching the academy's security procedures.

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

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

THE LEGAL POSITION

A person who persists in entering the academy premises and displaying unreasonable behaviour may be removed by the Principal/Head of School and prosecuted under Section 547 of the Education Act 1996.

Section 547 makes it an offence for a trespasser on academy 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. A person convicted of the offence is liable for a fine.

This policy will be kept under regular review in light of legal developments and best practice.

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A parent of a child attending an NMAT academy normally has a license to be on the academy's premises at certain times and for certain purposes but, if the parent's behaviour is unreasonable, this permission may be withdrawn which means that their license to enter the academy's premises is suspended and they will become a trespasser.

PROCEDURES TO BE FOLLOWED

If a parent/carer behaves in an unacceptable way towards a member of the NMAT academy's community, the Executive Principal/ Head of School or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the NMAT complaints procedures should be followed.

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 Executive Principal/Head of School from an academy's and/or all NMAT premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The chair of the Academy Trust/LA will be informed of the ban
4. Where appropriate, arrangements for students being delivered to, and collected from the academy's gate will be clarified.

STAFF REPORTING AN INCIDENT

Staff should record any incidents including trespass, nuisance or disturbance on academy premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property, using the incident report form (see appendix 1).

This form should be completed as fully as possible and for any incident involving or witnessed by a student or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the Head of School, for appropriate action and recording.

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APPENDIX 1.

INCIDENT REPORT FORM.

Date of Incident

Time of Incident

Academy Location

Name of person reporting the incident

Date incident reported

Name(s) of person(s) causing the incident
(where name is unknown, provide other details which may allow their identification)

Status(es) (parents/carers/visitors/trespassers)

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

Name of witnesses and status

HEAD OF SCHOOL COMPLETION ONLY SECTION.

Initial action/outcome (e.g. Informal conciliation, police intervention, warning or banning letter issued)

Summary of any subsequent actions taken by the academy

Linked incidents (if any)

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