



EMMANUEL SCHOOLS FOUNDATION

Emmanuel Schools Foundation

Parent and Visitor Code of Conduct



Last review: January 2019
Approved: March 2019
Next review: March 2022

Definitions

For the purpose of this policy terms used are:-

Foundation	-	Emmanuel Schools Foundation
School	-	A school which is part of the Emmanuel School Foundation trust
Visitor	-	Parent, carer, and/or any other visitor including contractors

Purpose, Scope and Aims

The purpose of this policy is to provide a reminder to all visitors to our schools about the expected behaviour that is role modelled to our students.

The Foundation has a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to “safeguard” all students from any form of harm, abuse or nuisance. It is the responsibility of all staff to ensure that this duty is maintained at all times. We also have a moral duty to provide a calm and safe environment in which our students may develop and flourish.

The Foundation therefore requires that **ALL VISITORS** (without exception) comply with reasonable standards of conduct set out in this policy. Failure so to do may result in the visitor’s escorted departure from a school site.

Expectation of visitors

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

In order to support a peaceful and safe school environment our schools will not accept visitors exhibiting discourteous behaviour including, but not limited to :

- Disruptive behaviour which interferes, or threatens to interfere, with the operation of a classroom, an employee’s office, office area or any other area of a school’s grounds including team matches.
- Loud, aggressive and/or offensive language, or gestures e.g., swearing, cursing, using profane language or displaying temper, use of aggressive hand gestures, shaking or holding a fist or finger towards another person.
- Belittling comments, or comments of an unwarranted personal nature, towards any member of staff, student or other parent
- Shouting at members of the school staff, either in person or over the telephone.
- Threatening to do actual bodily harm to a member of staff, governor, visitor, fellow parent, carer or student *regardless* of whether or not the behaviour constitutes a criminal offence.
- Unwarranted physical contact such as pushing, hitting, slapping, punching and kicking, spitting; *these* may be considered assault, and the police called
- Physically intimidating a member of staff, e.g. standing very close to him/her.
- Racist, sexist or other discriminatory comments whether or not related to a protected characteristic
- Breaching the school’s security procedures.
- Damaging or destroying school property.

- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication may constitute an offence
- Defamatory, offensive or derogatory comments regarding a school or any of the students/parent/staff, at the school on Facebook or other social sites.
- The use of physical aggression towards another adult or child.
- 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).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on a school's premises excluding dogs for the blind.

This is not an exhaustive list but seeks to provide illustrations of such behaviour that is considered contrary to either school policy or standards of reasonable behaviour.

Should **any** of the above behaviour occur on any school's premises the school may feel it necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds. Where it is reasonably believed that an offence has been committed the Foundation reserves the right to refer the matter to the police.

Where and to whom the policy applies

The Foundation is deemed to have control and responsibility for its students anywhere on a school's site (i.e., within the boundary fence), during normal hours, during activities at the end of the day and on school organised (and supervised) off-site activities.

The policy applies to:

- All staff employed by the Foundation
- All external visitors entering the site during the school day or for activities at the end of the school day (including parents, peripatetic tutors, sports coaches, etc.)
- All governors
- All parents and volunteers
- All students
- Other education-related personnel
- Building and maintenance, and all other independent contractors visiting a school's premises
- Independent contractors who may transport students on minibuses or in taxis

Protocol and Procedures

All visitors to a school may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors' list). They must follow the procedure below:

1. Once on site, all visitors must report to Reception first.
2. At Reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
3. At all times, all visitors will be asked to sign the Visitors' Book which is kept in Reception, making note of their name, organisation, who they are visiting, car registration and visitor badge number.
4. All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.
5. Visitors must be given information about fire safety evacuation, data protection, and child protection procedures, and should read these prior to going into the school.

6. Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to Reception to receive the visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless they are registered on the Approved Visitor List.

Approved Visitors

A list of Approved Visitors (eg. contractors/peris/coaches etc) to a school who have supplied the required safeguarding checks is held at Reception. These visitors still need to provide photo / company ID and will then be issued with an 'Approved Visitor' badge.

If a substitute is sent by a company and he/she is not on the approved list of contractors then normal visitor procedures will apply and they must be accompanied around the premises at all times.

On leaving the school, visitors MUST leave via Reception and:

- enter their departure time in the Visitors' Book alongside their arrival entry;
- return the identification badge to Reception.

All visitors are expected to adhere to the following additional guidelines:

1. Confidentiality can never be promised to a student as any information given or discussed may be of such a nature that it must be reported to the Principal.
2. Records and details of a student's academic and personal lives shall not be discussed with other students or any adult other than the child's parent / guardians.
3. No visitor shall allow a student to call them by their first name, on or off school premises.
4. Visitors must not use personal equipment, such as an iPad, mobile phone or camera, to record or take images of students, on or off a school site, unless such use has been sanctioned by the Principal for a specific purpose.
5. No visitor shall invite a student to their home nor shall they meet with students, individually or in groups, out of the school.
6. No visitor shall smoke, consume alcohol or use e-cigarettes when engaged in school related activities, including off site visits.
7. Visitors are directed to each school's policy on child protection which outlines precise details for dealing with any allegation by a student against a member of staff.
8. Visitors are also directed to comply with data protection regulations.
9. It is the responsibility of all visitors to draw the attention of the Principal to any potential hazards or concerns about the school's policy or practice that might jeopardise child protection or the position of a member of staff. Equally, visitors are responsible to draw the Principal's attention to any known situation which may deviate from this Code.

Procedure to be followed for an aggressive visitor

If a visitor behaves in an unacceptable way towards a member of the school community, the Principal or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where following this approach any aggression or intimidation continues, or where there is an extreme act of violence, the visitor may be banned by the Principal from the school premises for a period of time, subject to review. Where it is believed that an offence has been committed, the Foundation reserves the right to refer the matter to the police.

In imposing the ban the following steps will be taken;

1. The visitor 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, Foundation and the police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

Unknown/uninvited visitors to a school

Any visitor to a school who is not wearing an identity badge should be challenged politely to ascertain who they are and their business at the school. They should then be escorted to Reception to sign the Visitors' Book and be issued with an identity badge. The procedures under "Visitors to the School" above will then apply. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a member of the Senior Leadership Team should be informed promptly. The member of the Senior Leadership Team will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the grounds, police assistance will be requested.

Governors and Volunteers

All governors and parent helpers must comply with the Disclosure and Barring Service procedures.

Related policies

This policy and procedures should be read in conjunction with other related Foundation and school policies, including:

- Child Protection Policy (school policy)
- Health and Safety Policy (school policy)
- ESF DBS Policy
- ESF Data Protection Policy

Policy responsibility

At each school the Vice Principal (Pastoral) is the member of staff responsible for implementation and coordination of this policy. This person will also be responsible for liaising with the school's security and child protection staff as appropriate. All breaches of this procedure must be reported to the Vice Principal (Pastoral).

We trust that visitors will assist our schools with the implementation of this policy and we thank you for your continuing support.

This policy will be reviewed by the Executive every three years.