



*Doing our best to achieve our best*

## Clarendon Primary School and Nursery

# Keeping Schools Safe Policy and Guidance

## Introduction

Staff and pupils have a right to expect school to be a safe place in which to work and learn and where they know inappropriate and unacceptable behaviour will not be tolerated.

This policy and guidance aims to assist the headteacher and governing body in cases where the behaviour of visitors gives cause for concern (which includes where visitors are being threatening, abusive or aggressive towards other members of the school community), and includes advice on the measures the school will take to ensure appropriate protection of all.

For the purposes of this policy the definition in the Education Act 1996 of the term 'parent' is used to include an individual who has care of a child whether or not s/he is the natural parent or has parental responsibility for the child. (This includes step-parents.) Where an individual does not fall within this definition, the principles of this policy will still be applied when inappropriate, threatening, abusive or aggressive behaviour occurs in school.

## Aims

To ensure:

- All staff, children and visitors feel safe in school.
- The school is a safe environment free from threatening, abusive or aggressive behaviour.
- All members of the school community have a clear understanding relating to the behavioural expectations expected of individuals when in school.
- All visitors and members of the school community have a clear understanding regarding the management of behaviour that is deemed inappropriate, threatening, abusive or aggressive.

## Who can go onto school premises?

Schools are private property and people do not have an automatic right to enter. Parents have an "implied licence" to come on to school premises at certain times, for instance:

- For appointments
- To attend a school event
- To drop off or pick up younger children
- Supporting school activities

## Rules for accessing the school premises

The Department for Education advises that schools should set out their rules for access to the school premises and explain that anyone who breaks these rules will be trespassing.

At Clarendon Primary School we recognise and value our partnerships with parents/carers and members of the community and welcome visitors to our school for:

- Appointments
- Attending a school event
- To drop off or pick up children
- Supporting school activities

When arriving at the school, all visitors **must** report to the school office and sign in. The office will then direct their attention to our safeguarding statement to read and provide them with a lanyard to wear whilst on the school premises so that children and staff know they have been granted authorised access. When a visitor is ready to leave, they must go back to the school office, sign out and hand back their lanyard.

If a parent or carer comes into school at the end of the day to speak briefly with a member of staff after collecting their children, they **must** be accompanied by a member of staff at all times. (**N.B** – If they are coming for a planned meeting, they must go to the office first to sign in.)

## **Expectations whilst in school**

As a school, we will always act to ensure the school remains a safe, calm, welcoming and respectful environment for pupils, staff and other members of our community. If a parent / carer has concerns, we will always listen to them and seek to address them.

However, shouting, swearing, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs the school may consider barring the person involved, in line with Department for Education guidance on 'Controlling Access to School Premises'. Any person who does not comply with these requirements would be trespassing and legal action may be taken.

Furthermore, no meeting at the school may be electronically recorded without the express permission of all parties. Information obtained without such permission will not be admissible in any proceedings.

This information will be displayed in the school office, using the 'poster' below, to ensure it is understood by all visitors entering the school.

## **What behaviour might cause concern**

Behaviour which causes a pupil or member of staff to feel threatened may include:

- Aggression, abuse (including swearing), or use of insults.
- Prejudice based language/behaviour.
- Behaviour or language which presents a risk to staff or pupils.

## **Immediate actions take following behaviour seen that causes concern**

- For serious incidents the school will always take **immediate action** to ensure the safety of the school community. This may include calling police and/or an ambulance, and removing pupils and staff from the vicinity of the incident.
- For less serious incidents, (for example, a parent being inappropriately demanding), a member of the Senior Leadership Team will invite the visitor to a meeting in a private area in order to address the issue which has led to the concern and remind them about acceptable conduct in school.
- Provide appropriate support to those affected by the incident. (If required the school will also use appropriate external agencies that work with the school and suggest members of staff make contact with the Employee Assistance Service.)
- As soon as possible after any incident, obtain witness statements, which must be signed and dated. However, if the police are investigating, they will be consulted with before any internal action is taken which includes obtaining witness statements. (The 'Incident Recording Form' below should be used to provide a template for the recording of required information.)
- Cases of actual assault will be recorded in line with our Health & Safety recording procedure and reported to the Local Authority by completing an online health and safety event report.
- For the purpose of evidencing, any injuries should be photographed, (if the victim consents). N.B - The victim will be made aware of the purpose of the photographs and who they will be shared with.

## **Decision Making**

### **Assessing evidence**

The Headteacher or a designated member of staff will carry out an assessment of the circumstances, evidence, (including witness statements) and risk factors in order to identify the most appropriate course of action. Points to consider include:

- Has the parent/visitor been verbally aggressive / threatening / intimidating?
- Has the parent/visitor been physically aggressive / threatening / intimidating?
- What evidence is there? What do witnesses say happened? Are they consistent?
- What were the circumstances leading up to the incident?

- Were there any mitigating factors?
- Is the evidence consistent?
- Does the parent/visitor have a known previous history of aggression / violence? If so, what is the nature and frequency of this?
- Do members of the school staff / community feel intimidated by the parent/visitor's behaviour?
- Have pupils witnessed aggressive / threatening / intimidating behaviour from the parent/visitor?
- Have pupils been approached inappropriately by the parent/visitor?
- Was the parent/visitor provoked in **any** way prior to their behaviour and/or does the parent/visitor claim to have been provoked?
- Is there evidence of provocation? Are there any other mitigating factors?
- How frequently have the behaviours occurred?
- Did children witness the incident?
- Did the person express regret or remorse?
- Is there a risk, (low, medium or high) that the behaviour may be repeated?

In some cases, it may be appropriate to carry out a formal written risk assessment, which will be completed after seeking further advice from the Area Schools Officer.

### **Options for the headteacher/Chair of Governors**

After evaluating all available information, and any other relevant factors, the headteacher could take one of the following actions:

- **Clarifying appropriate standards of behaviour expected in school:**  
This can be helpful in some instances where it may be deemed appropriate to simply ensure the individual concerned is clear about behaviour standards expected by the school. This may be explained at a meeting or by letter; however, any verbal explanation will be followed by written confirmation of the discussion and the standards of behaviour expected.
- **Inviting the individual concerned to a meeting to discuss events:**  
This can be helpful where a planned and structured meeting has either not been held before or have previously been productive; however, the safety and well-being of those attending will always be carefully considered and at the forefront of any decision made to hold such a meeting. This meeting may be attended / supported by the Area Schools Officer if felt appropriate. Again, this meeting will be followed up in writing with outcomes and future expectations confirmed.
- **Forming a plan to manage future situations of potential conflict:**  
This can be helpful where it is possible to identify situations of potential conflict that can be effectively planned for therefore minimising the potential of future conflict. Again, any such arrangements will be confirmed in writing.
- **Issuing a formal warning:**  
This may be appropriate where the incident is significant but first offence. Within this letter it will warn parents that 'being banned from the school site will be considered if the behaviour is repeated.'
- **Withdrawing permission for the parent/visitor to enter the school site and/or buildings:**  
This will be considered in more serious cases where the headteacher feels that the perpetrator's persistent, aggressive, abusive or insulting behaviour or language is a risk to staff or pupils or where staff or pupils feel threatened. Any such arrangements will be undertaken in writing after providing the individual concerned with an opportunity to present their side. (N.B – During this period, a temporary 'bar' may be administered if appropriate.)  
Whilst in most cases, for a first offence, a ban of up to four weeks is generally felt sufficient, in more serious cases a longer period of up to six months may be considered more appropriate. In these circumstances, regular reviews, (not more than half termly) will take place.

**N.B – In cases where the concerning behaviour has been directed at the headteacher, it may be appropriate for the Chair of Governors to carry out the decision-making process outlined above.**

### **Status of Policy and Review**

The content and operation of this policy is reviewed as and when deemed necessary by the Governing Body.

Date reviewed by governing body: Autumn term 2025  
Date due for review: Autumn term 2028



*Doing our best to achieve our best*

## **At Clarendon Primary School we welcome visitors to our school.**

**We will act to ensure the school remains a safe, calm, welcoming and respectful environment for pupils, staff and other members of our community. If you have concerns, we will listen to them and seek to address them.**

**However, please be aware that shouting, swearing, abusive, threatening or violent behaviour will not be tolerated. Visitors behaving in this way will be asked to leave the school premises immediately and may be subject to a ban from the school site.**

**No meeting at the school may be electronically recorded without the express permission of all parties. Information obtained without such permission will not be admissible in any proceedings.**



## Incident recording form

Page 1

<b>Date and time of incident</b>	
<b>Details of person(s) assaulted/ verbally abused</b>	
<b>Name</b>	
<b>Address and telephone number</b>	
<b>Role</b>	
<b>Details of perpetrator</b>	
<b>Name</b>	
<b>Address and telephone number</b>	
<b>Relationship to the school</b>	
<b>Details of witnesses</b>	
<b>Witness 1: Name, contact details and relationship to the school</b>	
<b>Witness 2: Name, contact details and relationship to the school</b>	
<b>Witness 3: Name, contact details and relationship to the school</b>	

## Incident recording form continued

Page 2

<b>Description of the incident</b> <i>(include relevant events leading up to the incident, details of those present, whether weapons were involved etc)</i>	
<b>Location of incident</b> <i>(attach sketch if appropriate)</i>	
<b>Outcome</b> <i>(were police called, what happened after the incident)</i>	

## Incident recording form continued

Page 3

### Other information to be recorded, as appropriate

<b>Any possible contributory factors</b>	
<b>Is the perpetrator known to have been involved in any previous incidents?</b> <i>(if yes, give details)</i>	
<b>Were measures in place to try to prevent an incident of this type occurring? Could these be improved?</b>  <b>If no measures were in place, could action be taken now?</b>	
<b>Name and contact details of police officer(s) involved.</b>  <b>Incident number/ crime reference number</b>	
<b>Any other relevant information</b>	

<b>Form completed by (name and role)</b>	
<b>Date form completed</b>	