Truro and Penwith
Academy Trust

Parent & Visitor
Code of Conduct

The following policy applies to all Truro & Penwith Academy Schools:

Alverton Primary School
Berrycoombe Primary School
Blackwater C.P. School
Bodriggy Academy
Cape Cornwall School
Cardinham School
Chacewater Primary School
Gulval School
Hayle Academy
Kehelland Village School
Kennall Vale School
Lanivet Community Primary School
Liskeard Hillfort School
Mithian School
Mousehole Primary School
Nancledra School
Newlyn School
Pendeen School
Pensans C.P. School
Perranporth C.P. School
Roche C.P. School
Sennen Primary School
St Dennis Primary Academy
St Erth School
St Ives School
St Just Primary School
Threemilestone School
Tywardreath School

DATE APPROVED BY TPAT Board of Trustees: July 2017

DATE FOR REVIEW: September 2019

Truro and Penwith Academy Trust

Parent and Visitor Code of Conduct

1 Introduction and purpose

1.1 The schools within the Truro and Penwith Academy Trust are committed to a partnership between staff, parents and pupils/students to enable them to provide an outstanding education for children and young people in its academies. In order to achieve these very ambitious goals all parties must work together effectively at all times.

1.2 Each school aims to be an orderly, safe place where relationships between staff and visitors, especially parents, demonstrate mutual respect and shared responsibility for pupils'/students' welfare and educational progress. Parental engagement is an important factor in educational success and in dealing with emerging problems at an early stage.

1.3 The purpose of this policy is to provide a reminder to parents, carers and other visitors to the academies in the Truro and Penwith Academy Trust about expected conduct in order to maximise effective partnership working.

2 Legal Framework

2.1 This policy has due regard to statutory legislation, including, but not limited to, the following:

- Education Act 1996

2.2 This policy also has due regard to guidance, including, but not limited to, the following:

- DfE (2012) 'Advice on school security: Access to, and barring of individuals from, school premises'
- DfE (2016) 'Best Practice Advice for School Complaints Procedures 2016'

3 Expected behaviour and conduct

3.1 As well as following the guidance in each school's Home-School Agreement (as appropriate), the Trust expects parents, carers and visitors to:

- Respect the caring ethos of the school, underpinned by its core values;
- Understand that both teachers and parents need to work together for the benefit of their children;
- Treat all members of the school community with respect and set a good example in their own speech and behaviour;
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
- Approach the school to help resolve any issues of concern;

- Raise concerns about the school through the appropriate channels by contacting the relevant teacher, the Headteacher or the Chair of the Local Governing Body, so they can be dealt with fairly, appropriately and effectively for all concerned;
- Contribute positively and constructively during meetings with school staff or governors.
- Respect and adhere to the school safeguarding and child protection policy

4 Behaviour and conduct which is not tolerated

4.1 In order to support a peaceful and safe environment in each school, the Trust will not tolerate parents, carers and visitors exhibiting the following:

- 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 the school grounds including sports pitches;
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper;
- Threatening to do harm to a member of school staff, governor, visitor, fellow parent/carer or pupil/student regardless of whether or not the behaviour constitutes a criminal offence;
- Damaging or destroying school property;
- Openly displaying disrespect to any member of school staff or governor;
- Making defamatory, offensive or derogatory comments in communication, either verbal or written (including emails, text/voicemail/phone messages or other written communication) to a member of staff or governor;
- Making defamatory, offensive or derogatory comments regarding the school or any of the pupils/students, parents, staff or governors at the school on any social media sites (see paragraph 5);
- Threatening a member of staff or governor either verbally or with written comments;
- Using equipment to record conversations with members of staff and governors;
- Using physical aggression towards another adult or child. This includes physical punishment against their own child on school premises;
- 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 consuming alcohol or other illegal drugs whilst on school property.

4.2 Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school premises (see paragraph 7).

5 Inappropriate use of social media

5.1 Any concerns that parents or other community members may have about a school in the Trust must be made through the appropriate channels by contacting the relevant teacher, the Headteacher or the Chair of the Local Governing Body, so they can be dealt with fairly, appropriately and effectively for all concerned.

5.2 In the event that any parent/carer of a pupil/student at one of the Trust's academies or other community member is found to be posting libellous or defamatory comments through any medium, they will be reported to the appropriate 'report abuse' section of the

network site. All social media sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The Trust will also expect that any parent/carer, pupil/student or community member removes such comments immediately.

5.3 In serious cases the Trust will also consider its legal options to deal with any such misuse of social media and other sites.

6 Code of conduct during meetings

6.1 Meetings between staff or governors and parents/carers are an important aspect of the partnership to provide an outstanding education in the Truro and Penwith Academy Trust's schools. Sometimes, the focus of these meetings will be on sensitive or emotive issues; therefore, to maximise the effectiveness of the discussions, the Trust expects meetings to be conducted as follows:

- The meeting will be held in a location which can enable confidential or sensitive issues to be discussed without undue interruptions;
- Identify who will Chair the meeting;
- Each party is entitled to be accompanied by a representative if they wish (for example, a parent can be accompanied by a friend or legal representative, whilst a staff member or governor can be accompanied by a professional support representative such as a senior colleague from another school in the Trust);
- A clear understanding by all parties of the objectives of the meeting should be established at the beginning of the meeting;
- Where appropriate, a maximum length of the meeting will be agreed by both parties at the beginning of the meeting;
- Each party should listen to the other party without interrupting unnecessarily;
- The use of equipment to record meetings is not permitted;
- Each party will contribute positively to the discussions, focused at all times on reaching mutual agreement in order to seek a resolution;
- Using loud or offensive language or threatening behaviour will not be tolerated; the meeting will be ended immediately should such language or behaviour occur;

7 Dealing with incidents

7.1 Incident report form

(i) All incidents of abuse, threatening behaviour, violence (verbal and physical) or any other breaches of this Code of Conduct will be recorded on the Trust's Incident Report Form (Appendix A). A record of an incident (supported by any available photographs of injuries or damage, or relevant CCTV footage, where available or appropriate) will help in the collection of evidence where necessary (for example, for legal proceedings). Recording details of incidents also helps to inform the ongoing review and monitoring of this policy and future risk assessments.

(ii) Any person who witnessed the incident should be asked to produce witness reports in writing as soon as possible after the incident. These should be signed and dated.

7.2 Access to school premises

(i) A parent/carer of a pupil/student at one of the Trust's academies normally has implied permission to be on the school's premises at certain times and for certain purposes. However, this permission may be withdrawn – either temporarily or

permanently - in instances of breaches of this Code of Conduct, in which case the parent/carer or visitor will become a trespasser.

(ii) 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. A person who persists in entering school premises and displaying unreasonable behaviour when permission has been withdrawn may be removed and prosecuted under Section 547.

(iii) Model letters to parents or other visitors to school premises whose permission is to be, or has been, withdrawn, are included in Appendices B – C. Where permission is to be withdrawn, the parent/visitor will be provided with an opportunity to make representations before finalising the ban.

(iv) The letter should normally be sent by the Chair of the Local Governing Body.

7.3 Referral to external agencies

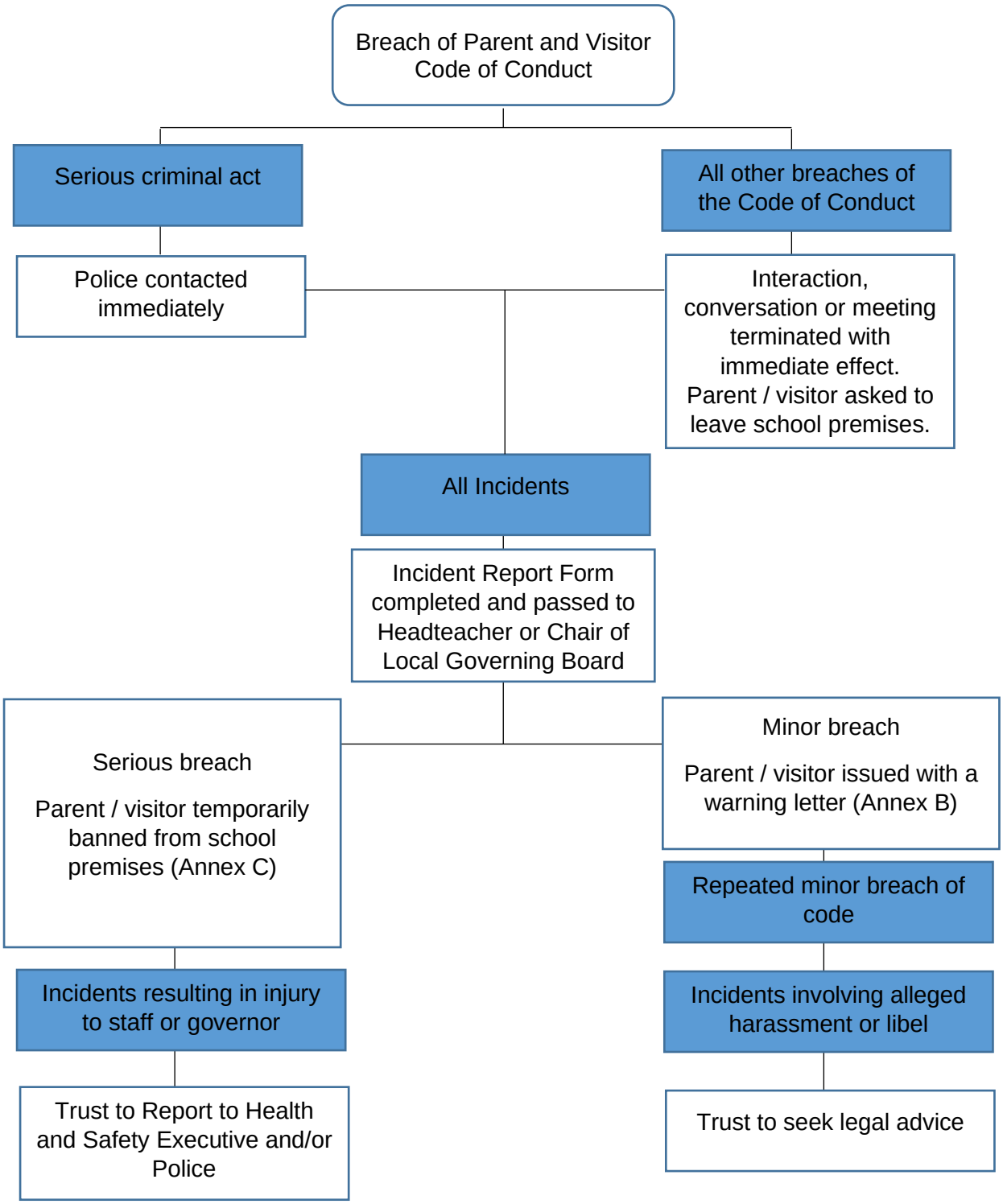
(i) If there is an injury to staff or governor from an assault, the Trust may need to report the injury to the Health and Safety Executive under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013[1]. This should be discussed with the Trust's Business Manager in the first instance.

(ii) The Trust may seek legal advice in instances of alleged harassment or libellous comments against staff members or governors. This should be discussed with the Trust's Chief Executive Officer in the first instance.

(iii) Serious criminal acts will be reported immediately to the Police.

[1] Health and Safety Executive Guidance on reporting incidents in schools is available here: http://www.hse.gov.uk/pubns/edis1.htm

7.4 Summary of actions in responses to breaches of the Parent and Visitor Code of Conduct



8 Roles and responsibilities

8.1 The Trust's **Board of Trustees** is responsible for the approval and review of this policy, and for monitoring the appropriate implementation of this policy.

8.2 Each school's **Local Governing Board** is responsible for monitoring the implementation of this policy in its school.

8.3 The **Headteacher** of each school is responsible for ensuring:

- that this policy is fully implemented in their school;
- that all parents/carers, visitors and staff members are aware of and familiar with this policy;
- that an assessment of risk to staff and others from abusive or violent visitors is conducted where necessary;
- that personal safety training is available to staff.

8.4 **All parents/carers, visitors, staff members and local governing board members** are responsible for familiarising themselves with this policy.

9 Monitoring, evaluation and review

9.1 The Board of Trustees, will keep this policy under review and ensure that each school's practices are in line with this policy.

Policy status and review

Written by:	Chief Executive
Status:	FINAL
Approval date:	11th July 2017
Review Date:	September 2019

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Appendix A Incident Report Form

Please complete and return to your academy who will acknowledge receipt and explain what action will be taken.

Name of School:	
Your name:	
Pupil / Student's name (if relevant):	
Your relationship with the Pupil/Student (if relevant):	
Your address:	
Email address:	
Telephone number:	Day time: Evening:
Please give details of your complaint:	

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?

Signature:	
Date:	

Official use

Date acknowledgement sent:	
By who:	
Complaint referred to:	
Date:	

Appendix B

Dear

Your conduct <<on school premises>> on (insert date)

I have received a report from the Headteacher of XXX School regarding an incident that took place <<on school premises>> on (insert date) when you (insert details of the incident and its effect on staff, pupils/students, other parents).

[If you did not witness the incident they may wish to use the following text: I have considered the witness accounts of the incident, and it would appear (insert details of incident).]

Your behaviour falls short of Truro and Penwith Academy Trust's Parent and Visitor Code of Conduct (see enclosed). I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to ban you from coming onto the school site without my written permission.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

Yours sincerely

Chair of Local Governing Board

Appendix C

Dear

Your conduct <<on school premises>> on (insert date)

I have received a report from the Headteacher of XXX School regarding an incident that took place <<on school premises>> on (insert date) when you (insert details of the incident and its effect on staff, pupils/students, other parents).

[*If you did not witness the incident, the following text may be used*: I have considered the witness accounts of the incident, and it would appear (insert details of incident).]

Your behaviour falls short of Truro and Penwith Academy Trust's Parent and Visitor Code of Conduct (see enclosed). I have considered the matter very carefully and have decided that you should not be allowed to enter the school premises, unless for a pre-arranged meeting, from now until (insert date), when the situation will be reviewed. The withdrawal of permission for you to enter the school premises takes effect straightaway.

(For parents/carers only) For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to the 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 infant 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 school's staff.

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.

If you need to speak to me or a member of staff about this matter, please telephone the school office and I will make the necessary arrangements and confirm them to you in writing. I also wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the incident. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely

Chair of Local Governing Board