



# Zero Tolerance Policy



## **Kincaig Primary School and Children's Centre, Blackpool**

### **Zero Tolerance Policy**

#### **Guidance Relating to School's/Children's Centre Response to the Inappropriate Behaviour of Adults on our Premises.**

##### Underlying Principles

- The relationship between parents/visitors and our school and children's centre are greatly valued; partnership working is seen as enhancing the education of pupils.
- Parents and visitors are welcome to come into school to discuss matters of concern with members of staff.
- All meetings held in school/children's centre are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School/Children's Centre staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school/children's centre staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Parents should allow the school/children's centre a reasonable period of time to investigate complaints/ concerns, in compliance with our complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.
- Offensive or abusive language will not be tolerated.
- Kincaig school/children's centre will not tolerate the use of mobile phones, the email system, the internet or the intranet for illegal or inappropriate activities such as sifting confidential information about other employees, the school or its customers or suppliers.

The above principles will be recognised and put into practice in contacts between school/children's centre and parents.

While school/Children's Centre is in session, entry for visitors is restricted to a single point, manned at all times. When this is not possible, the outside door is kept locked and visitors should ring the entry bell to gain admittance.

Visitors are monitored and are always escorted while on the premises. Office Staff and Senior Leadership Team are responsible for visitors during their stay.

If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace, or a likelihood of this, the police will be informed by an emergency call.

Meetings with parents or visitors will be through an appointment system for general enquires, support and advice. However it is recognised that emergency meetings may need to be convened at short notice and in this case all parties will endeavour to meet at the earliest opportunity.

Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/ visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. We will instigate proceedings (through the Legal Services Department) to ban persons acting in such a manner from the school/children's centre premises.

Guidance for specific situations:

***An adult is rude or aggressive towards staff in the classroom whilst children are present.***

*The person will be asked politely to leave the classroom and take their concerns to the Headteacher. A trusted child will be sent to a member of the Senior Leadership Team to get support. The teacher will move towards the door, encouraging the person to step outside the classroom. Should the person refuse to leave the classroom, the children will be taken to a nearby classroom and he/she left alone in the room. The Headteacher/ member of Senior Leadership Team will talk to the person involved; if they are still behaving in an aggressive manner the police will be called. At any point if the person is physically aggressive towards any staff member the police will be called immediately. In all cases of physical aggression/violence towards staff Governors and Blackpool Borough Council will be informed and action will be taken to prevent that person from having access to staff in school again.*

***An adult is rude or aggressive towards a member of staff who is alone in their classroom (or any other part of the school/children's centre, including the playground).***

*The member of staff will excuse themselves immediately and go to the nearest member of Senior Leadership Team. The Headteacher/member of Senior Leadership Team will talk to the person involved; if they are still behaving in an aggressive manner the police will be called. At any point if the person is physically aggressive towards any staff member the police will be called immediately. In all cases of physical aggression/ violence towards staff Governors and Blackpool Borough Council will be informed and action will be taken to prevent that person from having access to staff in school again.*

***An adult is verbally abusive on the telephone (including swearing at staff).***

*Any call in which the person is being abusive or swearing will not be passed on to another member of staff. The member of office staff or whoever has taken the call will inform the person they are not able to pass the call on and he/she should put their concerns in writing to the Headteacher. If the person continues to be abusive or swear the staff member will then inform him/her she is putting the telephone down. The Headteacher will be informed and a letter will be sent to the person reminding them of this policy statement and expressing our concern at the way our staff were spoken to. This will be followed up if necessary by a letter from the Chair of Governors. Advice will be sought from Blackpool Borough Council as to appropriate action to be taken against the person involved.*

***A threat is made towards a member of staff, either face to face, by telephone or in writing. All threats to staff will be reported to the Chair of Governors and Blackpool Borough Council. Advice will be sought as to whether this threat should be reported to the police.***

***An adult has asked to see a member of staff either early in the morning or well after school has finished.***

*At all times staff should arrange meetings with adults whilst there are other staff on the premises. Should a person request a late or very early meeting time, a member of Senior Leadership Team will always be available on the premises whilst visitors are in school. Staff should ensure they meet with adults who appear upset in an open area where there are other people around; they should not enter a room first, as that would enable the person to block the door and hence the exit. Where staff are at all concerned about meeting an adult in school, arrangements will be made so two members of staff are available for the meeting.*

### **Visiting Family Homes**

*There are workers in our Children's Centre for whom home visits are an integral part of their work and such visits are made alone. Appropriate policies and risk assessments are in place to safeguard staff on such occasions. If home visits are undertaken a record must always be made of the visit in the lone worker diaries and these records must be available for regular scrutiny by member of the Senior Leadership Team. If staff from school accompany children home or conduct a home visit they will always do so in pairs. Any visits which give rise to concern are discussed with the line manager and consideration will be given as to whether home visits to that family are appropriate.*

A record will be maintained in school/children's centre of all incidents involving intimidating or threatening behaviour towards staff.

We will notify parents of this guidance through our school prospectus.

Monitoring and evaluation is carried out to ensure this guidance is suitable for purpose and supportive of both children and staff within our school. Monitoring takes place in a couple of ways:

- discussion with members of staff
- evaluation of incidents and how these were dealt with.

Policy last updated 29/9/15

The Zero Tolerance Policy at Kincaig Primary School and Children's Centre will be reviewed and modified on a regular basis at least every two years or when legislation makes this necessary. It is possible to add amendments to this document prior to a review and these will be incorporated into the next issue. To add comments please complete the information on this sheet adding the date and signing where indicated.

Name of person responsible for policy - Mrs Karen Appleby

Signed: \_\_\_\_\_ Date:

Date	Proposed Amendment	Signed