



**Ysgol Gymraeg Cwibrân's  
Parents, Carers and  
Visitors Code of Conduct  
and Behaviour on School  
Premises Policy**

## **Parents, Carers and Visitors Code of Conduct and Behaviour on School Premises policy**

Addaswyd ym mis Ionawr 2025

### **The Aims of this Policy:**

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all children and staff both during and outside of school hours when they are on our site. The aim is to ensure that all children and staff learn and work in an environment where they are safe and free from harm.

### **The Objectives of this Policy:**

The key objectives of this policy is to have in place a clear protocol and procedure for the admittance of external visitors to the school which is understood by all staff, governors, visitors and parents/guardians and conforms to child protection guidelines and prevents unsuitable people from working with or accessing children and young persons in the school setting.

We have responsibility for the safety and well-being of all our children anywhere on the school site, during normal school hours, during after school activities and on school organised (and supervised) off-site activities. This policy applies to:

All teaching and non-teaching staff employed by the school

All external visitors entering the school site during the school day or for after school activities (including peripatetic tutors, sports coaches etc)

Governors;

Parents/carers;

Volunteers;

Children;

Local Authority staff;

Building & Maintenance Contractors;

Protocol and Procedures;

### **Visitors Invited to the School:**

Before a visitor is invited to the school, the Headteacher is informed, with a clear explanation as to the relevance, purpose date and time of the visit . Permission must be granted by the Headteacher before a visitor is asked to come into school.

All visitors enter the school building through the main door and report to Administration staff.

All visitors must state the purpose of their visit and who has invited them or who they wish to see. They should be ready to produce formal identification

All visitors are required to sign in using the electronic signing in system.

All visitors are required to wear an identification badge.

Visitors are 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.

On departing, visitors leave via reception and:

Enter their departure on the electronic signing system

Return the identification badge to reception

### **Governors and Volunteers:**

All governors and volunteers are required to have an enhanced DBS. If they do not have a DBS, a risk assessment is written. All those without a current DBS will be supervised at all times.

New governors are made aware of this policy and are expected to become familiar with its procedures as part of their induction. This is the responsibility of the Headteacher and the Chair of Governor.

### **CPD:**

As part of their induction, new staff are made aware of this policy for visitors and asked to ensure compliance with its procedures at all times.

### **Linked Policies:**

This policy should be read in conjunction with other related school policies: including:

Child Protection

The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its students, their parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the school community which is unacceptable and will not be tolerated. The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all teachers and members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated. The types of behaviour which are unacceptable and will not be tolerated are:

- shouting, either in person or over the telephone;
- using intimidating language or behaviour;
- using threatening language or behaviour;
- using abusive language or behaviour;
- using insulting language or behaviour;
- using aggressive or offensive hand gestures;
- shaking or holding a fist towards another;
- swearing;
- pushing, shoving or jostling;
- hitting, slapping, punching or kicking;
- spitting;
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

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

## PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES:

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, subject to any restrictions that may apply to vehicle access to the site, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason. Parents are expected to make an appointment via the school office if they wish to see the Headteacher or a member of staff. The school will meet with parents as soon as possible.

In education law, the term "parent" includes the natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes of this policy only, the term "parent" will also include a non-parent who does not have care of or parental responsibility for a student, but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the student in some other way, or a person whose emergency contact number we have been provided with). Other visitors also have "implied permission" to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

## WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

The school has the right to withdraw the "implied permission" for a parent or visitor to enter or be on the school's premises if their behaviour while they were previously on the school's premises was unacceptable. The withdrawal of the "implied permission" will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below. Once the "implied permission" has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises.

Where a parent has had their "implied permission" to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

## OTHER CRIMINAL OFFENCES:

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence.

#### VISITORS CODE OF CONDUCT:

In addition to following the guidance set out in our Home-School Agreements, we expect visitors to:

- Understand that both teachers and parents/carers need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour. • Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their 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.
- Avoid using staff as threats to admonish children's behaviour.

#### TYPES OF UNACCEPTABLE BEHAVIOUR:

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence. • Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social networking sites.

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on school premises. • Dogs being brought on to school premises with the exception of assistance dogs. We thank our visitors for observing this.

However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or visitors. This will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

If the parent's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

#### Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask the Head (or Deputy) for support.
- In the event of violence or aggression, contact the police using 999.

After the Incident, the Head will ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident. (See attached Incident Report Form). Reports must be signed and dated. Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen. Consider whether the person should be banned or given a warning letter. The Head will discuss this with the Chair of Governors and keep her/him informed. If a letter is thought appropriate, a letter will be sent to him or her. If a ban is appropriate, the Head Teacher will give the parent an opportunity to make

representations about this before finalising the ban. If the Head Teacher considers it unwise to allow the parent back on the premises at this time, s/he will impose a temporary ban for a week, to give the parent an opportunity to make representations in writing. As soon as this happens, the Head will write to the parent informing him/her of the decision to extend the ban or not to renew it after the initial week has elapsed. If a ban is renewed after the initial week, the Head will impose any further ban for a fixed period of time and explain that she will review the ban at the end of that period.

In the event of a parent (or other person) becoming aggressive or violent, schools should not hesitate to contact the police using 999. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station or the school's Police Liaison Officer for advice.