



DEALING WITH ABUSE, THREATS OR VIOLENCE FROM ADULTS ON EDUCATION PREMISES POLICY

Local

Reviewed: November 2025

Next Review Date: November 2027

Role Responsible: Exec Head



AIMS

Odyssey Educational Trust expects its schools to be safe places in which to work and learn for all children, staff and visitors. Schools in the Trust will seek to develop strong and open partnerships with parents, recognising their shared responsibility for children's welfare and educational progress. They will also seek to build positive relationships with their local community.

However, occasional instances of threatening, violent or abusive behaviour by adults towards school staff and other members of the school community are known to occur. This may be through direct contact or through telephone or electronic communication. Whether this behaviour is from parents or other persons this will not be tolerated. Such behaviour can seriously disrupt the work of the school; it is harmful to the welfare of the individual staff or pupils directly involved; it is a cause of additional and unacceptable workplace stress; and it can make it harder for schools to be as open and accessible to parents and visitors as they would ideally wish to be.

STAFF CONDUCT

We expect all members of our staff to behave professionally, attempting to defuse conflict where possible and seeking the involvement of Senior Leaders as appropriate. However, staff also have the right to end any conversation (face to face or on the telephone) should they feel they are being threatened or are dealing with aggressive or abusive parent or carers.

PARENTS, CARERS AND VISITORS CONDUCT

We expect all members of the community to follow these principles:

- Respect the ethos of our schools and our School Values.
- Work together with teachers and other members of school staff for the benefit of our pupils
- All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

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

- Any kind of threat or abuse
- Insulting or offensive language that is meant to demean, embarrass or undermine
- Language which may be considered racist or discriminatory in any way
- Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, immediately outside the school (This includes parents entering the school without a member of staff being present)

OFFENSIVE CONTENT ONLINE

Where online content is upsetting / inappropriate and the person(s) responsible for posting is known, there will be a discussion to explain why the content is unacceptable and the person will be asked to remove it. If the person responsible has not been identified, or will not take the material down, the school will contact the host (i.e. the social networking site) to make a request to get the content taken down. The material posted may breach the service provider's terms and conditions of use and can then be removed. Screen capture of the material that includes the URL or web address will be taken where possible.

RECORDING OF INCIDENTS

It is most important that all incidents of abuse, threatening behaviour, or violence are recorded. Incidents of intruders entering the school site without authority, and particularly where they cause nuisance or disturbance should also be recorded. Analysis of the incidents should prompt a review of the risk assessment to ensure the current control measures are effective and sufficient.

PROCEDURE TO BE FOLLOWED IF A PARENT, CARER OR VISITOR BEHAVES IN AN UNACCEPTABLE WAY TOWARDS A MEMBER OF THE SCHOOL COMMUNITY.

The Executive Head or appropriate senior member of staff will assess the situation and where possible seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where there is an extreme and or repeated act of violence or aggression, a parent, carer or visitor may be banned from the school premises, at the Executive Headteachers discretion, for a period of time, subject to review.

After evaluating all available information, and any other relevant factors, there are several actions the Executive Head/ Heads of School may wish to take.

These can include:

- Inviting the parent, carer or visitor to a meeting to discuss events
- Clarifying to the parent, carer or visitor what is considered unacceptable behaviour by the school in writing
- Forming strategies to manage future situations of potential conflict
- Withdrawing permission for the parent, carer or visitor to enter the school site and/or buildings
- Calling for police assistance
- Legal proceedings (for extreme acts or where other measures have been put in place and not adhered to)

Education Act 1996, section 547 (as amended by Education Act 2002, section 206)

The Education Act 2002 amends the provisions of the 1996 Education Act relating to nuisance and disturbance on school sites, extending them to any local authority

premises used for educational purposes

It is a criminal offence under this section for a person to be on education premises without authority if, in doing so, they cause a nuisance or disturbance. Any person believed to have committed this offence may be removed by an authorised person and may be prosecuted. The LA has the power to itself bring a prosecution under this section.

Conviction carries a level 1 fine (currently £500), and in practice the court may also decide to bind over the offender for a similar sum to prevent a recurrence. To assist any action under this section, records of incidents should be specific about the 'nuisance or disturbance' that was caused. These notes will be useful should they need to provide statements as evidence or appear as witnesses in proceedings at some point in the future.

LCC authorises the Headteacher to remove persons under section 547, and also any member of staff authorised by a Headteacher to do so on their behalf. Headteachers should record in writing any staff they have authorised to do this as part of the school's local procedures. The level of penalty under section 547 is relatively low, so it may be that, where there is sufficient evidence, the person may be charged with a more serious offence (for example, the assault, criminal damage, public order, harassment, or race relations provisions). If the police have already been involved in an incident, the school should clarify whether the police intend to summons or charge, and whether the Crown Prosecution Service has decided there is sufficient evidence to prosecute. If there is sufficient evidence there would normally be a public interest in doing so.

PROHIBITING PARENTS FROM ENTERING THE SCHOOL SITE.

Section 547 applies to persons who are on the premises without authority. Parents are taken to have an implied permission to enter the school premises at certain times and for certain purposes. However, if a parent's behaviour is unacceptable, such permission can be withdrawn. This makes it clear that, unless specifically invited for, say, a meeting, they have no authority to enter the site and therefore section 547 would apply to any disturbance.

Any ban will be temporary and subject to periodic review. The ban is in order to prevent further incidents, rather than as a punishment. The aim will be to restore permission as soon as there is some confidence that further disturbances or unacceptable behaviour will result. The Headteacher will need to ensure that there is some arrangement for communication between the parent and school during the period when a parent is not allowed on site. The ban will specifically not apply to meetings at the school to which Parents have specifically been invited to attend.

The Executive Headteacher or Head of School may wish to arrange to meet with the parent at the end of the temporary ban with a view to re-establishing the relationship and ensuring there is clarity about the boundaries of behaviour and how any subsequent concerns should be raised.

INCIDENT REPORT

Relevant incidents include trespass, nuisance or disturbance on school premises, which may include verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf, however, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident	Day of week	Time
1. Member of staff reporting incident		
Name		
Work address (if different from school address)		
Position		
2. Personal details of person assaulted/verbally abused (if appropriate)		
Name		
Work address (if different from school address)/home address (if pupil)		
Job/Position (if member of staff)		
Dept/Section/Class		
Age		
Gender		
3. Descriptive details of trespasser/assailant(s) - name etc if known and identified –		
e.g. height, gender, distinctive characteristics, (vehicle make/model/colour)		
4. Witness(es) if any		
Name		
Address		
Age (approx.)		
Gender		
Other information		
Relationship between member of staff/pupil and trespasser/assailant, if any		

5. Details of incident	
a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc)	
b) Location of incident (attach sketch if appropriate)	
c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present	
6 Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)	
7. Other information (to be completed as appropriate)	
a) Possible contributory factors	
b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO	
c) Give date and brief details of (b) if known	
d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what?	
e) If no measures had been taken beforehand, could action now be taken? If so, what?	
f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate	
g) Any other relevant information	
Signed	Date
<i>Please return as soon as possible to: Tamby Burton Services Manager</i>	