



Howardian
Primary School



Code of Conduct for Parents, Carers and Visitors at Howardian Primary School.

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Introduction

Howardian Primary School “The School” values the good relations it enjoys with the parents/carers of its pupils, our visitors and the wider community. These good relations are based on a respect for what the School is achieving and the provision of relevant and clear information to children, staff, parents / carers, visitors and the wider community.

At Howardian Primary School, we are proud and fortunate to have a dedicated and supportive school community. This code of conduct aims to help us work together with parents/carers, visitors and external professionals by setting guidelines on appropriate behaviour whilst on the school premises, during meetings held at our school, or at school events held externally.

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If a parent/carer or visitor has concerns we will always listen to them and seek to address them. However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the City of Cardiff Council guidance – ‘Keeping Schools Safe’.

We use the term ‘parents’ to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or a child minder)
- Those with parental responsibility (e.g. a social worker for children who are looked after)

At our school the staff, governors, parents, carers and visitors all recognise that the education of our learners is a firm partnership between home and school. For this partnership to work successfully we believe it is important to:

- Work in partnership with parents / carers, visitors and external professionals to support our learners
- Create a safe, respectful, and inclusive environment for learners, staff, and parents / carers and visitors
- Model appropriate behaviour for our learners at all times
- Communicate openly and respectfully if and when there are challenges or problems
- Work together to get the best outcomes for our learners

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and learners (through the school’s positive behaviour policy).

Our expectations

We expect parents /carers and other visitors to:

- Respect the ethos, vision, and values of our school
- Work together with staff in the best interest of our learners
- Treat all members of the school community with respect – setting a good example with language and behaviour
- Seek a peaceful solution to all issues
- Approach the appropriate member of school staff to help resolve any issues of concern

In the first instance, the appropriate member of staff would ordinarily be the class teacher. Should issues not be resolved following communication with the class teacher, then the support of the Senior Leadership

Team to resolve issues would be advised. The next stage would be the Head teacher and, in the unlikely event that there is still no resolution, then parents / carers and visitors would be able to follow the school complaints policy. This is available on the school website or in hard copy from the school office.

Unacceptable behaviour

Whilst we are confident that all parents/carers, visitors and external professionals will work in respectful partnership with us, it is important to be clear that certain behaviours will not be tolerated. These include:

- Disrupting, or threatening to disrupt, school operations
- Swearing or using offensive language
- Displaying a temper, or shouting at members of staff, learners or other parents/carers, visitors and professionals
- Any aggressive behaviour (including verbally or in writing) towards another learner or adult
- Smoking or being under the influence of alcohol or drugs
- Inappropriate use of social media*

*If any parent of a learner or visitor to the school is found to be posting libellous or defamatory comments through any medium, they will be reported to the school. The school will also expect that any parent or visitor removes such comments immediately.

Meetings in School

Meetings between staff, governors, parents/carers and visitors are an important aspect of the partnership to provide an effective education in school.

Sometimes the focus of these meetings will be on sensitive or emotive issues: therefore, to maximise the effectiveness of the discussion, the school expects a formal meeting 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 interruption.
- 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)
- 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 electronic equipment to record meetings is not permitted but minutes may be taken and shared
- Each party will contribute positively to the discussions, always focused on reaching mutual agreement to seek a resolution.
- Using intimidating or offensive language or threatening behaviour will not be tolerated; the meeting will be ended immediately should such language or behaviour occur.

Should any parents/carers or other visitors who have attended a visit or meeting at the school have a concern, this must be made through the appropriate channels by contacting the relevant teacher, ALNCO, Head teacher or the Chair of the Governing Body, so they can be dealt with fairly, appropriately, and effectively for all concerned.

If the school suspects, or becomes aware, that a parent or external professional has behaved inappropriately, the school will gather information from those involved in the first instance and speak to the relevant person about the incident.

Depending on the nature of the incident, the school may then follow the actions below. An escalation to more serious consequences may occur without working through the following:

- Invite the parent into school to meet with a senior member of staff or the Head teacher
- Send a warning letter to the parent or visitor
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent or visitor from the school site or from future meetings.

Abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the City of Cardiff Council guidance – 'Keeping Schools Safe'.

There is no place for violence, threatening behaviour or abuse in schools. All school staff have the right to expect that their school is a safe place in which to work and learn (Keeping all school staff safe from Abuse, Threats, and Violence Guidance for Schools, January 2020)

Making a Complaint

Each day we make many decisions and try hard to do our best for all our pupils. Your comments – either positive or negative – are helpful for future planning. Many parents/carers, visitors and others pass on their ideas and thoughts informally to staff and we value their support. There are many opportunities for you to do this. However, if you are dissatisfied about the way either your child is being treated, or any actions or lack of action by us, as explained when your child joined the school, or the way the School has operated you have the right to complain.

Howardian Primary School is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we have made and we will apologise. We aim to learn from mistakes and use that experience to improve what we do.

Our definition of a complaint is 'an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.' In the first instance, the appropriate member of staff (ordinarily the class teacher) should be made aware of the concern, should issues not be resolved then the support of a member of the Senior Leadership Team to resolve issues would be advised. The next stage would be the Head teacher and, in the unlikely event that there is still no resolution, then parents / carers and visitors would be advised to follow the school complaints policy. This is available on the school website or in hard copy from the school office.

This complaints policy supports our commitment and is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well-founded, addressed with efficiently and sensitively, and at the appropriate level. The School treats all complaints seriously and these will be dealt with comprehensively, and as far as possible or necessary, in confidence.

<https://primarysite-prod-sorted.s3.amazonaws.com/howardian-primary-school/UploadedDocument/2bc8a3d7-3787-4fe6-9f5c-cc5ea33452ab/complaints-policy-howardian-summer-2022.pdf>

Alternatively, paper copies are available from the school office.

Appendix A

Statement outlining the expected behaviour of parents/carers and visitors to the school

The following is displayed on the main door and in the foyer:

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If you have concerns we will always listen to them and seek to address them. Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school. Visitors behaving in this way may be removed from the premises and prosecuted.

Appendix B

Risk assessment

In the event of a parent / carer or visitor behaving in an inappropriate way, each situation will need to be considered individually by the Headteacher or a designated member of staff. The following factors should be considered when creating a risk assessment and before deciding on the most appropriate course of action:

- Has the parent / carer or visitor been verbally aggressive/threatening/intimidating?
- Has the parent / carer or visitor been physically aggressive/threatening/intimidating?
- What evidence is there? What do witnesses say happened?
- Does the parent / carer or visitor have a known previous history of aggression/violence? (Information can only be sought from the police when an official complaint has been made).
- Do members of the school staff/community feel intimidated by the parent / carer or visitor's behaviour?
- Have pupils witnessed aggressive/threatening/intimidating behaviour from the parent / carer or visitor?
- Have pupils been approached inappropriately by the parent / carer or visitor?
- Has the parent / carer or visitor been abusive to school staff, pupils or visitors?
- Has the parent / carer or visitor been persistently abusive to school staff, pupils or visitors?
- Was the parent / carer or visitor provoked in **any** way prior to their behaviour and/or does the parent / carer or visitor claim to have been provoked?
- Is there evidence of provocation?
- How frequently have the behaviours occurred?

- Is there a risk (low, medium or high) that the behaviour may be repeated?

All incidents where staff feel they are threatened or vulnerable must be completed in full including managers comments and reported via the Council Violence at work report form (Appendix D) – this must be returned to:

Education Compliance

County Hall

Cardiff

CF10 4UW

Or email: educationhs@cardiff.gov.uk

Options for head teachers

After evaluating all available information, and any other relevant factors, there are several actions the head teacher may wish to take. These can include:

Initiate the school lock down procedures (See Emergency Response Plan)

Inviting the parent / carer or visitor to a meeting to discuss events

This could be helpful where a planned and structured meeting has either not been held before or has previously been productive. A full restorative meeting may be considered, but if it is not safe to bring all the parties together at a meeting, a restorative process can still take place through the exchange of information. The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent / carer or visitor who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school's expectations and any agreed actions. Some parents / carers or visitors may covertly record meetings and then seek to use the information obtained to support their case, and therefore schools should state explicitly that information obtained without permission will not be permissible.

Clarifying to the parent / carer or visitor what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the parent / carer or visitor is clear about behaviour standards expected by the school. This could be explained at a meeting, or by letter, however any verbal explanation should be followed by a written confirmation of the discussion and the standards of behaviour outlined.

Forming strategies to manage future situations of potential conflict

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent / carer or visitor persistently engages in arguments with staff on the gate at the beginning or end of the school day, the parent / carer or visitor could be informed that any discussions with school staff must be held by prior appointment. Alternatively, the parent / carer or visitor may be asked not to approach the class teacher, but should instead arrange to meet the headteacher (or other member of the senior leadership team), who will deal with their concerns. In more serious cases a further option may be to advise the parent / carer or visitor that in future their concerns should be dealt with by written communication. Any such arrangements should be confirmed in writing to the parent / carer or visitor.

Withdrawing permission for the parent / carer or visitor to enter the school site and/or buildings

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, head teachers and governors may need to consider whether it is safe for the parent / carer or visitor to continue to come onto the school site or enter the buildings.

A legal case in 1999, involving Wandsworth London Borough Council, established:

1. That the parent / carer or visitor of a school child has a licence to enter the child's school premises.
2. That the licence may be terminated, but that public law requires that the parent / carer or visitor must first be given an opportunity to make representations about this.
3. That failure to afford an opportunity to make representations would provide a defence against any subsequent proceedings for trespass (if the ban is breached).

Model letters are attached as **Appendix C** to this document, and are provided for headteachers and governors to adapt as necessary.

Calling for police assistance

In an emergency, police assistance should be sought – if the individual(s) is still on the school site, and staff are feeling threatened, then 999 should be dialled immediately. In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. (Staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site).

In situations where there is no immediate threat to staff, pupils, other members of the school community or the school's property, headteachers may still wish to make their Local Neighbourhood Policing team aware of the situation. This must be done via 101, where a record of the incident will be made, and the appropriate neighbourhood team supervisor notified. They, in turn will then ensure that the matter is referred to the most suitable resource, for attendance.

Even once the individual has left site, the police could give consideration to warning the offender of formal action, which may include legal proceedings.

Appendix C

Model letters- please see below the purpose of each letter, followed by model templates for each.

Model letter 1a:

This is a re-iteration and reminder to all those coming to the school site of their expected behaviour and conduct, with a statement that abusive, threatening or violent behaviour will not be tolerated in this school – this can include incidents of 'parent/carer/visitor on parent/carer/visitor' violent behaviour.

Model letter 1b:

This is an initial warning letter which can be sent by the headteacher when it is felt that further serious incidents will warrant a ban.

Model letter 2:

It is suggested that this letter is sent by the chair of governors when, after full consideration, it is felt a ban is necessary.

Normally this would follow from a warning (letter 1), **though there may be occasions where it is appropriate to move directly to a ban – it is strongly recommended that the Statutory Obligations Manager is advised in such cases.**

At this point consideration should also be given to any practical issues, in particular to ensure that the pupil(s) concerned can be properly accompanied to and collected from school, and to ensure there can be an effective exchange of necessary information between the school and parent / carer or visitor.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent / carer or visitor must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the chair of governors should consider any representations made, then decide to either confirm the ban or discontinue it (see model letters 3a and 3b).

Model letters 3a/b:

These letters confirm the outcome of the review of the ban by the chair of governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months.

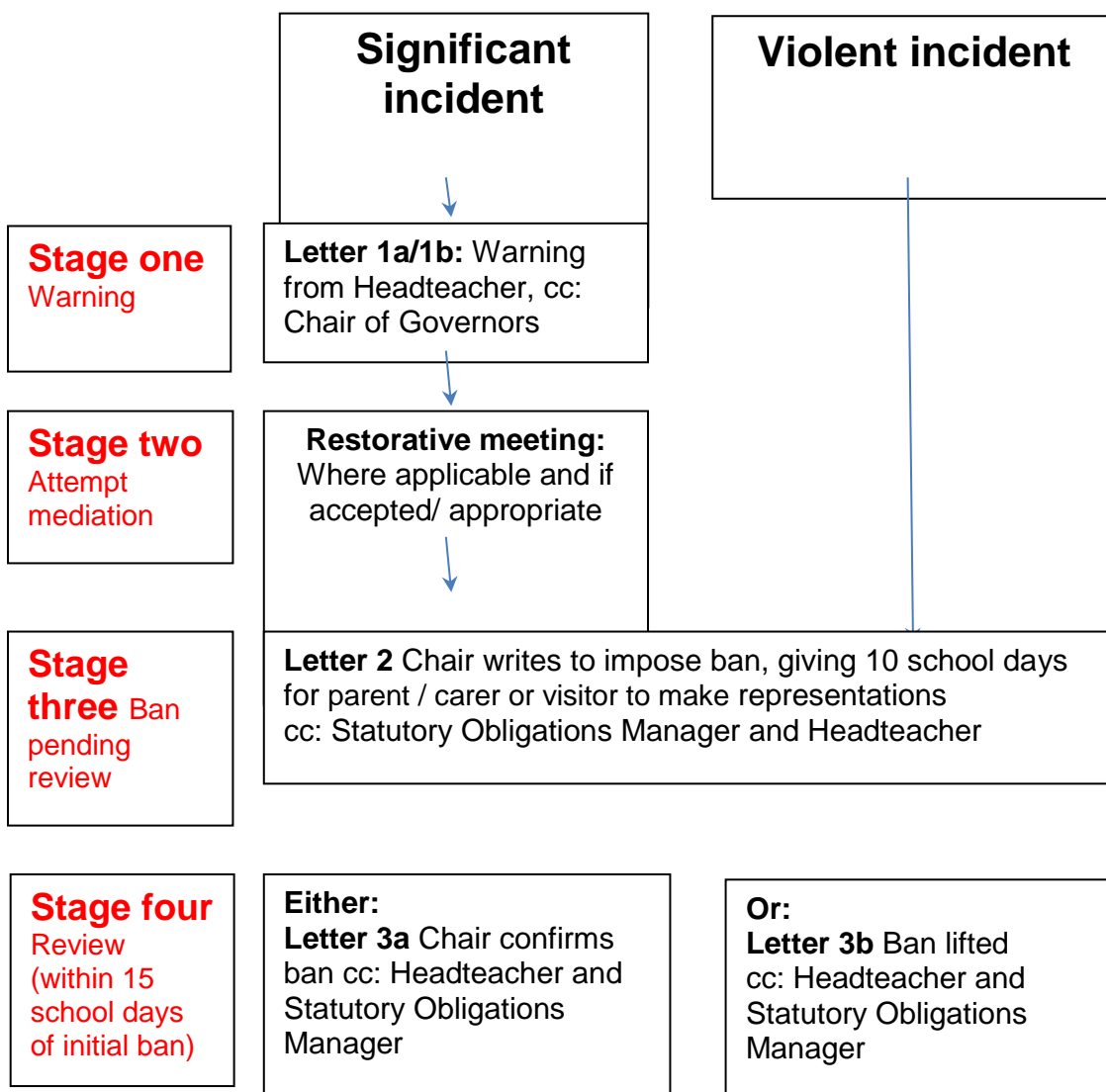
If the parent / carer or visitor is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors.

Model letter 4a/b:

These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place, it is advisable to notify the parent / carer or visitor in advance and invite them to make any representations.

A flowchart showing the process to be followed for a ban is shown overleaf.

Flowchart for process to ban a parent / carer or visitor from the school premises



Stage five
Further review
dependent on
banned time
period

Letter 4a Review
maintains ban
cc: Headteacher and
Statutory Obligations
Manager

Letter 4b Review lifts ban
cc: Headteacher and
Statutory Obligations
Manager

Stage six
Further
progression

Progression to seek an
Anti Social Behaviour
Injunction or Community
Protection Notice with the
Police

Progression to seek an
Anti Social Behaviour
Injunction or Community
Protection Notice with the
Police

Letter 1a

Dear

Following a number of incidents that have occurred in and around the school site recently (inappropriate language and threatening/violent behaviour), I wish to inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate ban to enter the school site. Names and information can also be shared with other Council Departments.

This has been a very upsetting time for many of our school community and therefore on behalf of the school and Cardiff Council I would like to remind all parents/carers/visitors of the following:

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If you have concerns, we will always listen to them and seek to address them. Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school. Visitors behaving in this way are likely to be removed from the premises and prosecuted.

Yours sincerely,

Headteacher

Letter 1b

Warning
(sent by headteacher)

Dear
In line with expectations of visitors to the school, I am writing to advise you formally that your behaviour towards on was totally unacceptable and I have taken advice on how to proceed.

Or
I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on and I have taken advice on how to proceed.

(add summary of incident and its effect on staff and pupils)

I have now been able to investigate the incident further and I understand that

Or
As I witnessed your behaviour myself there is no need for me to investigate the incident further.

Optional I am not prepared to continue to accept such behaviour. If parent / carer or visitor are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

Optional In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

Headteacher
cc: Chair of Governors

Letter 2

**Withdraw permission pending review
(sent by chair of governors)**

Dear

I have received a report from the headteacher ofSchool about your conduct on at
.....

**(add summary of incident and its effect on staff and pupils)
(optional reference to first letter from headteacher)**

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

For infant children – arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff).

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by **(date 10 school days from date of letter)**.

If on receipt of your comments, I consider that my decision should be confirmed and a further period of removing your permission to enter the school premises is felt necessary, you will be supplied with details of how to pursue a review of your case.

I am copying this letter to the headteacher and the Statutory Obligations Manager at the City of Cardiff Council.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Letter 3a

Withdrawal of permission confirmed

(sent by chair of governors)

Dear

On I wrote to inform you that on the advice of the headteacher I had withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after further consideration of the headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the headteacher and staff at School remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again**(insert review date which should be within a reasonable period and no longer than six months)**. When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o School.

The School and City of Cardiff Council has a duty of care towards its staff and also those who carry out work on behalf of the Council. To alert other Council employees of your behaviour in the above matter, information will be held about you and this incident on the Council's computerised records system known as "The People to be Aware of Corporate Database (PACD)", which can be checked by Council employees before they have contact with you in the future.

The computerised information lists your name, address, details of the incident, and where appropriate, controls that are in place for managing future contact with you.

The information held on this system about you is reviewed at least every six months and a decision made as to whether your name should be removed or not, or whether any other changes should be made to the records. We will inform you of any changes made to your record following such a review.

The information held by the Council may also be shared with other organisations, with whom the Council has an information sharing agreement for that purpose, or in other cases where it is judged that there is a potential risk to their staff. Further information about information sharing agreements may be obtained from the Council's Data Protection Officer (029 2087 3346).

(Where the incident has arisen in the context of a parental /carer/visitor complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: Statutory Obligations Manager – City of Cardiff Council

Letter 3b

Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear

On I wrote to inform you that on the advice of the headteacher I had temporarily withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after consulting further with the headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you, permission, to come onto the school premises with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: Statutory Obligations Manager – City of Cardiff Council

Letter 4a

Continue ban after second review (sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises of School had been withdrawn until further notice. I also advised you I would take steps to review this decision by.....

I have now completed the review. However, after consultation with the headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of School, without the prior knowledge and approval of the headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by**(insert review date).**

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: Statutory Obligations Manager – City of Cardiff Council

Letter 4b

Restore permission after later review (sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises of School had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. After consultation with the headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

(Optional) Due to the threatening behaviour that you exhibited towards our staff, it is felt that in order to maintain the safety of our staff, you will be allowed to access the school site on a phased return. You are permitted access on only and for parents/carers evening/concerts etc. written requests must be made for my attention atschool, 10 school days in advance, where this will be considered.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Appendix D - Incident recording form

CARDIFF COUNCIL
Violence at Work Report Form

Personal Details

Name	
Address	
Post Code	
Home telephone number	
Age	Female <input type="checkbox"/> Employee Number
	Male <input type="checkbox"/>

Occupation

--

Type of Employment

(1) Permanent <input type="checkbox"/> (2) Temporary <input type="checkbox"/>
(3) Casual <input type="checkbox"/> (4) Agency <input type="checkbox"/>
(5) Cardiff Works <input type="checkbox"/>

Service Area employed in:-

--

Division / Section

Were there any witnesses? (Attach witness statements)	
Name	Name
Address	Address

The Violent Incident

Date of incident	Time of incident (am or pm)
Date incident reported	Time incident reported (am or pm)
Date incapacitated from work	Time incapacitated from work (am or pm)

Where did the incident happen?

Premises / Site
Location

Was anyone injured? Yes No

Was the injured person being supervised at the time? Yes <input type="checkbox"/> No <input type="checkbox"/>

If "Yes" by whom?

--

To who was the incident reported?

--

Name of line manager

Was the injured person
(a) Given first aid <input type="checkbox"/> (d) Went home <input type="checkbox"/> due to incident
(b) Sent to hospital <input type="checkbox"/> (e) Continued to <input type="checkbox"/> work
(c) Advised to seek <input type="checkbox"/> medical attention

Details of the Assailant(s) (if known)	
Name	Name
Address	Address
Age	
Sex: Female / Male	

Were weapons / objects used in the incident? If so state type.
Distinguishing features of the assailant or anything else that may help to identify the person
Continue on separate sheet if necessary

About the Incident / Dangerous Occurrence	
Please tick the box that best describes what happened, then complete the next section	
<input type="checkbox"/> (Q) Physically assaulted by a person – malicious	<input type="checkbox"/> (R) Verbally abused by a person.
<input type="checkbox"/> (V) Physically assaulted by a person – non - malicious	

What Happened?

Try and give as much detail as you can. For instance:- The events that led to the incident. What you were doing. The part played by other people.
Continue on separate sheet if necessary.

Description of injuries (State if the injured person was unconscious.)

Comments of Manager – including had a risk assessment been undertaken for the task, had training been given, what action is being taken to prevent a reoccurrence of the incident.	
Signature of Manager _____	Date _____
Date of notification to HSE (if applicable)	Sent by
This form completed by (print) _____	Date _____
Signature of assaulted / abused person (where available)	Date

This section must be completed by the manager in the presence of the employee

- | | | |
|-----|---|--------------------------|
| (a) | Did the line manager provide support? | YES / NO / Not necessary |
| (b) | Was further support required? | YES / NO / Not necessary |
| (c) | Is legal action likely to be taken by the Police? | YES / NO |
| (d) | Is it necessary to alert other Service Areas about this incident? | YES / NO |
| (e) | To your knowledge has the assailant been involved in similar incidents? | YES / NO |

NB Certain acts of violence that result in specific outcomes, i.e. fatalities, major injuries and absence from work, must be reported to the HSE within specified time periods. Refer to Code of Guidance – Accident Reporting ([1.CM.012](#)) for advice on reporting to HSE.

1. Violence at work report form

- This form should be used by all Council employees to report either a violent or abusive act against them during the course of or related to their employment with the Council. It must be processed in the same way as the “Accident / Dangerous Occurrence Form – Report of Employee”.
- The victim of the incident should complete this form, as soon as possible, after the incident. If the person is injured and unable to complete the form it is the manager’s responsibility to ensure that the form is completed.
- Do not wait for an injured person to return to work to sign the form. It is important that the report is submitted as quickly as possible
- Try to answer all the questions, but if,
 - A particular question does not apply, write N/A or “Not Applicable”,
 - If you do not know the answer, write “Not known”.
- In the event of a serious incident where someone has been killed or seriously injured, immediately, by whatever means is available, report the incident to your Manager.
- If more than one person is injured, separate forms must be completed
- The report may be used by the Council or others in Court or Employment Tribunal proceedings. The form must be completed accurately and if there is something you do not understand, you should ask someone for help. If you make a statement which is inaccurate or misleading, this may amount to misconduct and disciplinary action may be taken.
- Return this form to Education Compliance, Room 422, County Hall CF10 4UW or email educationhs@cardiff.gov.uk

Appendix E

Dealing with abusive telephone calls

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse but staff may not know how to handle such a telephone call. This guidance has been produced to assist staff if they are faced with such a situation.

To reduce the likelihood of callers becoming abusive, staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.

Always

- remain calm and polite

- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
- inform the caller they are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right
- if you have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer to the caller to the headteacher, deputy etc.

Never

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.

Script for abusive telephone calls

When the caller starts to raise their voice/be abusive:

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

When the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

If, despite the two warnings above, the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. **Hang up.**

Further actions:

Make a written note of the telephone call or use the incident report form (Appendix D) and report the incident to your line manager. **Refer to Appendix C**

Appendix F

Abuse/bullying using cyber technology

Staff in schools may become targets of cyber abuse/bullying and, like other forms of bullying, it can have a significant impact on their health, well-being and self-confidence. Protecting staff from abuse is best done within a prevention framework, including whole school policies and appropriate practices.

Cyber abuse/bullying may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults, or prejudice based abuse, e.g. homophobic, sexist, racist or other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and fixed-point phones, digital cameras, games and virtual world sites.

Abuse using cyber technology can occur at any time and incidents can intrude into the victim's private life. The audience for such messages can be very large and can be reached rapidly. The content of electronically forwarded messages is hard to control and the worry of content resurfacing can make it difficult for the victim to move on.

The City of Cardiff Council endorses the decision of any school to operate a zero tolerance policy towards direct or indirect harassment or assault against any member of staff, volunteers and governors. This includes the use of social media and other forms of electronic communications to facilitate the act.

Cyberbullying and the law

While there is not a specific criminal offence called cyberbullying, activities can be criminal offences under a range of different laws, including:

- The Protection from Harassment Act 1997
- The Malicious Communications Act 1988 Section 1
- Communications Act 2003 Section 127
- Public Order Act 1986 Sections 4 & 5

It is the duty of every employer to ensure, so far as reasonably practicable, the health, safety and welfare at work of all employees. Incidents that are related to employment, even those taking place outside the hours or place of work may fall under the responsibility of the employer.

Our e-safety policy can be found on our website:

<https://primarysite-prod-sorted.s3.amazonaws.com/howardian-primary-school/UploadedDocument/f173d744-f880-46cd-9ade-e1c85bc79f94/e-safety-policy-sept-2022.docx.pdf>

Misuse of digital media to bully, harass or exploit

- The school takes a zero tolerance approach to instances of misuse and harassment which impact on any member of the school community.
- The school supports victims and, when necessary, will work with the police to detect those involved in criminal acts.
- The school will use the full range of appropriate sanctions to correct, punish or remove pupils who bully or harass any members of the school community in this way, both in and out of school.
- The school will use its power of confiscation where necessary to prevent pupils from committing crimes or misusing equipment.
- All members of the school community are aware that they have a duty to bring to the attention to the head teacher any example of misuse or harassment that they know about or suspect.

Appendix G

Legal proceedings

Where individuals persist in coming onto the school site even when permission to do so has been withdrawn, it is possible for legal proceedings to be pursued. The options include:

Prosecution under section 547 of the Education Act 1996

This requires substantial evidence to be gathered and presented by the police. Clearly it is not a quick process, and whilst in most cases the threat may prove to be a sufficient deterrent, prosecution can only be seen in the last resort as a punitive measure.

Appropriate behaviour contracts

These are voluntary agreements made between people involved in anti-social behaviour, and the agency/school concerned. They are flexible in terms of content and format, and can be an effective means of encouraging young adults, children and parents / carers or visitors to take responsibility for unacceptable behaviour. The person named does not always agree with the contract, but it can be used as evidence at a later stage for an application for an anti-social behaviour Injunction or Community Protection Notice. Conditions can be put on the contract, eg not to enter school grounds.

Anti-Social Behaviour Crime and Policing Act 2014

The focus for the Act was on putting victims first, and the powers are designed to be quicker to implement so that victims get respite from anti-social behaviour faster. The Act set out an absolute possession enabling Councils and Housing Association to evict anti-social tenants already found guilty of ASB.

To put victims first, there were also two measures introduced in this Act to enable victims to have their say:

1. Community Remedy - whereby victims can have a say in what type of punishment would be appropriate for the offender (e.g. clean up graffiti)
2. Anti-Social Behaviour Case Review - also called Community Trigger. A victim can insist on a multi-agency review of their case if they have reported the problem 3 times in the past 6 months and yet the problem has not yet been resolved.

Restraining orders (Protection from Harassment Act 1997)

Section 2 of the Protection from Harassment Act 1997 provides for criminal or civil prosecution, for cases where someone causes alarm or distress to another person on more than two occasions. Section four provides for criminal or civil prosecution where people have been put in fear of violence on at least two occasions. In each case the sanctions include both criminal penalties (fines, imprisonment or community sentences) and a restraining order. These orders are generally quicker and easier to obtain, but are part of a criminal conviction.

Prosecution for criminal damage/assault

Prosecutions for causing deliberate damage or injury (including Actual Bodily Harm/Grievous Bodily Harm and wounding pursuant to the Offences Against the Person Act 1861, may occasionally be the most appropriate course of action. If the police are called, the option to make criminal allegations is readily available, and they may arrest suspected offenders there and then. Official allegations should only be made if there is no intention of later withdrawing the complaint. Criminal proceedings can be initiated at a later date. All possible steps should be taken to prevent the loss of evidence. In particular witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

Individual cases should be discussed with the Head of Performance, Resources and Services or the Statutory Obligations Manager, who will work with headteachers and where necessary, Legal Services to decide the most appropriate response.

Whilst the emphasis will usually be on ensuring safety and security of persons and property, and therefore the injunction route is likely to be the most effective deterrent legal action, it does not necessarily guarantee against the behaviour of the more persistent offender.

Record keeping

There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained. Notes should be signed and dated.

Any physical evidence should be bagged and labelled, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

It is also advisable to ensure that in every case, even where a formal letter is not required, parents/carers/visitors receive a written confirmation of the events and the headteacher's response.

If the police are asked to deal with an incident as a criminal investigation, there are a number of actions that may thwart this process. Witness details should not be made known to suspected offenders or their families. Groups of witnesses or suspects should not be left together, or allowed to discuss what happened, before the police interview them. If in doubt always seek the advice of the police officer first.

A violent incident report form is attached as **Appendix D** to this document, and is provided for headteachers and governors to adapt as necessary.

Support for Employees

If a member of staff is unfortunate enough to be one of the very small, minority subject to serious physical and/or verbal abuse there are a variety of sources of potential support available to them.

In such circumstances the immediate and ongoing support of colleagues will be invaluable.

All employees will be made aware of the Employee Counselling Service (Telephone number 029 2078 8301) and notices about the Service should be displayed in all Education & Lifelong Learning workplaces. As part of the Council's ongoing commitment to employee Health & Wellbeing, an Employee Assistance Programme has been launched (Carefirst) which is open to everyone, including school based staff and offers confidential telephone access for any personal or work related issue. Contact Carefirst 24/7 via phone 0800 174319.

Teaching staff should be alerted to the Teacher Support Line Cymru 08000 855 088, which can provide professional and personal support to teachers in Wales.

The staff associations/trade unions are also likely to be a source of assistance.