

Expected Behaviour of Visitors Policy 2025

Section1: Terms Used and The Law

1.1 The term “visitor” is used throughout this document to include a parent, carer, guardian, school governor or any other person **visiting** the school or communicating with school over **email** or **telephone**. Students and staff are not included in the term “visitor” as separate policies and procedures exist to deal with behavioural issues for those groups.

1.2 The legal frameworks that the schools follow are many and varied. For the purposes of this policy, the school draws mainly upon principles from the following:

- The annually published Department for Education document *Keeping Children Safe in Education*
- The Education Act 1996
- The Health and Safety at Work Act 1974

1.3 Under Section 547 Education Act 1996, it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. It is enough for a member of staff to feel threatened. Schools can bar someone from the school premises if they feel that their aggressive, abusive or insulting behaviour is a risk to staff or pupils. To have committed a criminal offence, an abusive individual must have been barred from the premises or exceeded their “implied licence” then also have caused a nuisance or disturbance.

1.4 The Health and Safety at Work Act 1974 makes it clear that schools must *“provide a working environment for employees that is, so far as reasonably practicable, safe, without risks to health”.* Exchanges with visitors that directly threaten good mental health or lead to disproportionate stress are considered risks like any other hazard and Tarporley High School will take action if visitors create this hazard.

Section 2: Policy Regarding Visitors

2.1 We welcome visitors to Tarporley High School & Sixth Form College but we have to ensure it remains a safe place for students, staff and all other members of our community. If anyone has concerns, we always listen to them and seek to address them.

2.2 Abusive, threatening or violent behaviour is not tolerated. If such behaviour occurs we follow the procedures outlined in and ‘Keeping Children Safe in Education’ and the above named principles of law.

2.3 In line with that guidance, no meeting at the school may be electronically recorded without the express permission of all parties, and information

obtained without such permission will not be admissible in any proceedings. Anyone requesting to record a meeting with sign a declaration that, under GDPR laws, they will share upon any request received *redacted* copies of the recording with **any and all** individuals who can then be identified from the recording including (but not limited to) members of staff, students, students' parents. Further details are set our in Appendix D.

2.4 Threatening, abusive or aggressive behaviour towards members of the school community can also occur during telephone calls or via electronic means such as email or posts on social media, etc. Any action (be it verbal, physical or written) which is threatening or abusive towards students or staff or the wider school community will be recorded by the school and the school will immediately liaise with local police.

2.5 To ensure that all visitors to the school are aware of the school's policy a poster (see Appendix A) is displayed at the main entrance to the school buildings and in Student Reception.

Section 3: School Procedures

3.1 If the behaviour of a visitor to the school gives cause for concern, the situation will be considered by the Headteacher or a designated member of senior staff. In doing this they will take account of the following factors as part of a risk assessment, before deciding on the most appropriate course of action:

- Has the individual attended school unannounced making unreasonable demands to see staff?
- Has the individual been verbally aggressive/threatening/intimidating?
- Has the individual used electronic mediums to be aggressive/threatening/intimidating?
- Has the individual been physically aggressive/threatening/intimidating?
- Has the individual made threats or implied threats to children.
- Has the individual used targeted language to question the integrity of staff, their professionalism or their competency?
- What evidence is there? What do witnesses say happened?
- Does the individual 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 individual's behaviour?
- Have students witnessed aggressive/threatening/intimidating behaviour from the individual?
- Have students been approached inappropriately by the individual?
- Has the individual been abusive to school staff, students or other visitors?
- Has the individual been persistently abusive to school staff, students or other visitors?

- Was the individual provoked in any way prior to their behaviour and/or does the individual 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?

3.2 All incidents must be reported to the Headteacher and the school's Designated Safeguarding Lead who will seek advice where appropriate from the SCiE team, police and the school's human resources provider.

3.3 After evaluating all available information and any other relevant factors, there are several courses of action the Headteacher may wish to take. These can include:

- Inviting the visitor to a meeting to discuss events
- Clarifying to the visitor what is considered acceptable behaviour by the school
- Forming strategies to manage future situations of potential conflict
- Withdrawing permission for the visitor to enter the school site and/or buildings
- Calling for police assistance

3.4 Model letters are attached as Appendix C to this document for the headteacher and chair of governors to use, adapted as necessary. These include warning letters and letters withdrawing permission for the visitor to enter the school site.

Section 4: Legal proceedings

4.1.Where a visitor persists 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
- Appropriate behaviour contracts
- Restraining orders (Protection from Harassment Act 1997)
- Prosecution for criminal damage/assault

In order to determine the most appropriate course of action, the headteacher and Chair of Governors will seek legal advice from the Sandstone Trust and the trust's legal advisors.

Section 5: Support for Staff

5.1 If a member of staff is unfortunate enough to be subject to serious physical and/or verbal abuse there are a variety of sources of support available to them:

- The staff member's line manager or any member of the School's Senior Leadership Team who should be informed immediately so they can provide appropriate support.
- The Sandstone Trust will be contacted for advice and further support.
- The education charity Education Support can be contacted on 08000 562561. https://www.educationsupport.org.uk/get-help/help-for-you/helpline/
- Staff will be advised and supported to contact their union if they are members.
- Staff will be advised to contact the police if they feel a crime has been committed and will be supported to do so.

Section 6: Support for Students

6.1 Students who are affected by any incident should be made aware that they can speak to a member of staff and complete a Viewpoints form. This could be their form tutor, their year team leader, a member of the student wellbeing team, or any member of the senior team who will ensure appropriate support is provided.

Section 7: Monitoring and Review

The school will keep an electronic log of any unacceptable behaviour along with the actions taken to address it. The headteacher will also report any incidents and how they have been dealt with to the chair of governors on a termly basis. Any serious incidents will be reported to the chair of governors at the point of action.

Section 8: Further Related Policies

- Health and Safety Policy
- Safeguarding Policy
- Child Protection Policy
- Complaints Policy

Section 9: Equality Impact

An equality impact assessment has been carried out for this policy/ procedure and as necessary changes made to mitigate any identified negative differential impact on individuals having one of the protected characteristics contained in the Equality Act 2010.

Appendix A



Expected Behaviour of Visitors

We welcome visitors to our school.

We will act to ensure it remains a safe place for students, 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 in either face-to-face or electronic exchanges.

Visitors behaving in this way are likely to be removed from the premises and asked to limit their communication with school. Visitors may also be banned from site and may be prosecuted.

Appendix B

How to use model letters and a flowchart for action

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 – which can include incidents of 'parent on parent' 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 from the school premises.

Model letter 2:
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.**

At this point consideration should also be given to any practical issues, in particular to ensure that where the visitor in question is a parent their children 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.

At this stage, the ban takes effect immediately, but as the letter indicates, the individual must be enabled to make representations. A period of 10 school days from the date of the letter is recommended to allow for this, at the end of which the Chair of Governors should consider any representations made, then make a decision to either confirm the ban or discontinue it (see model letters 3a and 3b).

Model letters 3a/b:

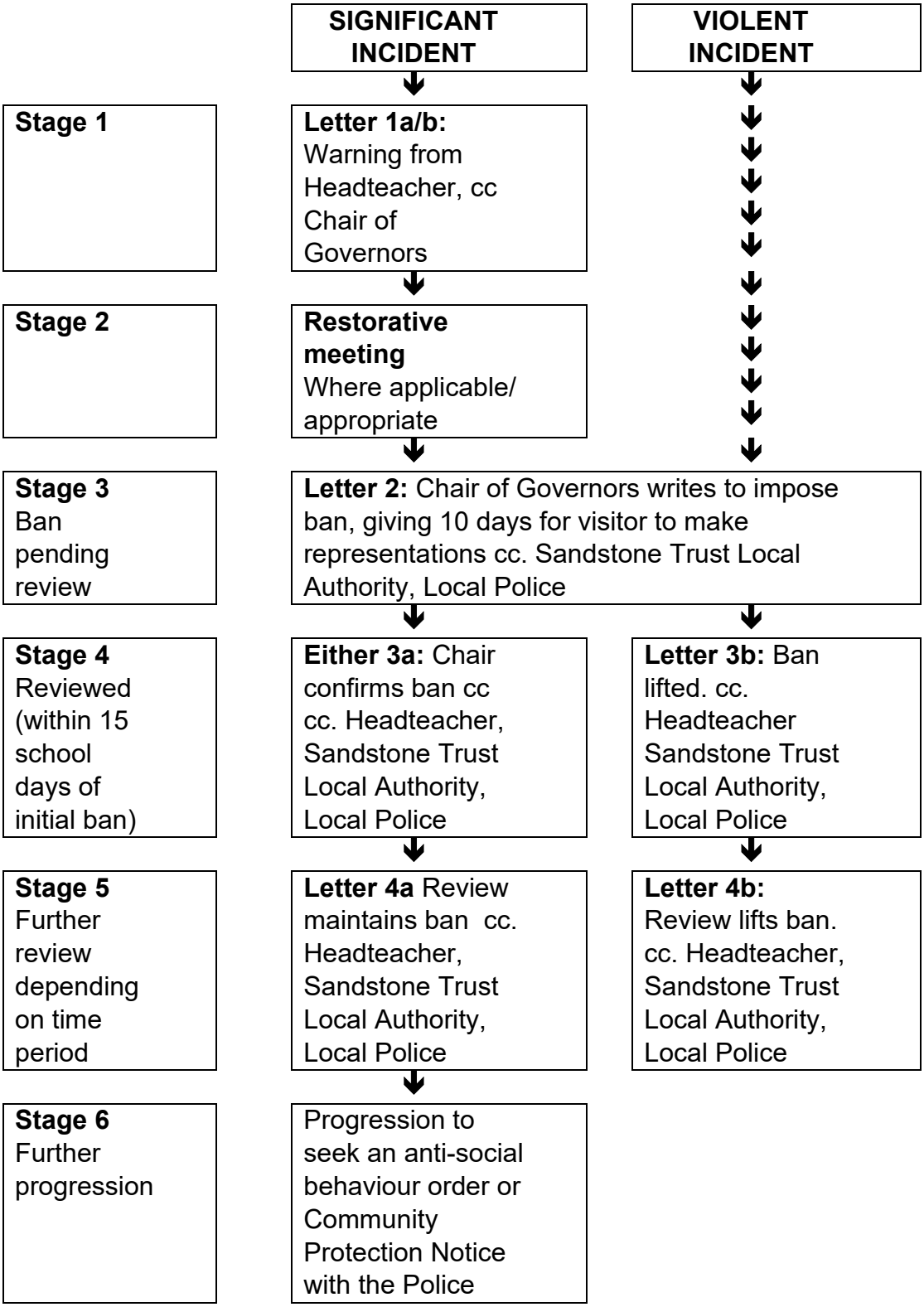
These letters confirm the outcome of the review of the ban by the Chair of Governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months. If the parent 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 in advance and invite them to make any representations.

A flowchart showing the process to be followed for a ban is shown below:

Flowchart for process to ban a parent from school premises



Appendix C

Letter Templates

These templates serve as *guidance*. They may be varied according to need.

Letter 1a

Dear [PARENT NAME],

Following [incident] that occurred in and around the school site / via electronic communication recently (inappropriate language and threatening/violent behaviour), I wish to inform you that any repetition of such behaviour towards any of the school staff, students or others connected with the school will be followed by an immediate ban from entering the school site. Names and information will also be shared with Cheshire Police.

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

We welcome visitors to our school. We will act to ensure it remains a safe place for students, 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 from our legal advisors on how to proceed.

Or

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

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

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 parents 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, students 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. Any special needs in terms of access to the school or communication difficulties should be indicated in advance so that appropriate arrangements can be made.

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 of ……School about your conduct on …… at
…… .

(add summary of incident and its effect on staff and students)
(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 students. 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.

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. Any special needs in terms of communication difficulties should be indicated in advance so that appropriate arrangements can be made.

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 still need to decide whether it is appropriate to confirm this decision. Before I do so, 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, you will be supplied with details of how to pursue a review of your case. I am copying this letter to the headteacher, The Sandstone Trust, our Local Authority and Cheshire Police.

Yours sincerely Chair of
Governors
cc: Headteacher
cc: Sandstone Trust
cc: Cheshire Police

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 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 under the School's Complaint Policy 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 Tarporley High School & Sixth Form College. Any special needs in terms of communication difficulties should be indicated in advance so that appropriate arrangements can be made.

The School and The Sandstone Trust have a duty of care towards its staff and also those who carry out work on behalf of the school and so this letter will be shared with the headteacher, The Sandstone Trust, our Local Authority and Cheshire Police.

(*Where the incident has arisen in the context of a parental 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 complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: The Sandstone Trust
cc: Cheshire West and Cheshire Local Authority [NAME]
cc: Cheshire Police.

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: The Sandstone Trust
cc: Cheshire West and Cheshire Local Authority [NAME]
cc: Cheshire Police.

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. Any special needs in terms of communication difficulties should be indicated in advance so that appropriate arrangements can be made.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: The Sandstone Trust
cc: Cheshire West and Cheshire Local Authority [NAME]
cc: Cheshire Police.

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 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 evening/concerts etc. written requests must be made for my attention at ……school, 10 school days in advance, where this will be considered.

Yours sincerely

Chair of Governors

cc: Headteacher
cc: The Sandstone Trust
cc: Cheshire West and Cheshire Local Authority [NAME]
cc: Cheshire Police.

Appendix D

PARENTAL REQUEST TO RECORD MEETINGS

The School's Position

Your have made a request to record a meeting in school. As a school, we generally hope that meetings with parents can be candid and open. Where appropriate teachers may talk about other students who may have been involved in a sequence or incidents and the views of the families. They may also mention other staff such as teachers, senior staff or the headteacher. For these reasons, the position of the school, supported by The Sandstone Trust, is that meetings should not be recorded. **Families are welcome to minute meetings and also bring one advocate or supporter if they wish.**

Recording a meeting may give staff cause for concern or anxiety as the security of the recording no longer lies with the school. For that reason, our position under our Expected Behaviour of Visitors policy is that we consider the recording of meetings exceptional and believe that are likely to immediately limit the scope of discussion. As a result, the school will seek written assurances from any parent, carer or partner agency who makes such a request. The school will consider the Equality Act in the event of a request.

However, we would still hold a view that it could be a restrictive factor in terms of the relationships between school and family and staff due to attend will be entitled to take and follow advice from unions if they are members. They may moderate their own comments or even involvement in a meeting as a result.

The School's Commitment

We will seek legal advice in ***the first instance*** where we believe that data protection laws have been broken and we have an ongoing relationship with the Information Commissioners Office over such matters.

Parent Commitment

In recording this meeting, I commit to the following:

- I / We understand that the recording cannot be shared with a third party and is for personal use only.
- I / We will ensure that all people present *and identifiable* within the recording will be provided with a copy of the recording. This includes but it is not limited to other students, other families (who may be identified by the word "parents" linked to a student name), other colleagues in school, colleagues in partner agencies. This will be provided within ten school days.
- I / We will redact mention of all other individuals and any other speech that may otherwise identify that individual.
- I / We understand our obligations in relations to Data Protection laws.
- The school has explained the measures it will take, in law, if the above conditions are not met.

RECORDING OF MEETINGS – PARENTAL DECLARATION

DATE OF MEETING:	
Parent / carer 1 (PRINT NAME)	Parents / carer 1 signed
Parent / carer 2 (PRINT NAME)	Parents / carer 2 signed
Parent / carer 3 (PRINT NAME)	Parents / carer 3 signed
Email or contact details to request recordings of the meeting:	

Please list below all individuals name or identifiable in the meeting so they can be made aware of the recording's existence and request a copy of the recording.

All staff have the right to withdraw from recorded meetings. In that case, visitors should put all their comments and questions in writing.