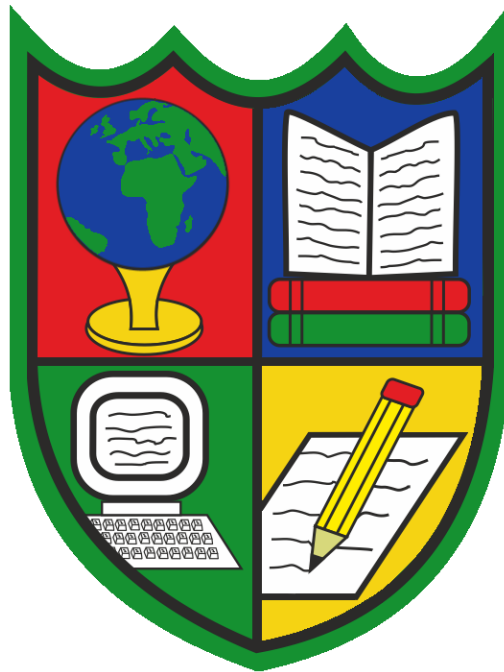


# Highfield Primary School



## Policy For Protecting Pupils & Staff From Abuse

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## **INTRODUCTION**

The governing body of Highfield Primary School recognises their responsibilities in upholding the rights of all individuals involved with Highfield Primary School.

They also acknowledge the need for specific guidelines regarding the protection of pupils and staff from abuse.

## **RIGHTS OF THE CHILD**

Children and young people have rights of their own, independent of those of their parents, guardians and carers. These rights should be recognised and respected.

## **RIGHTS OF ADULTS WITH PARENTAL RESPONSIBILITY**

All parents/carers have the right to support to enable them to ensure that their children grow up adequately cared for and safe from harm.

## **RIGHTS OF STAFF**

Promoting children's well-being and safety is demanding work, particularly where there are concerns about the welfare of children. The work can be distressing and stressful. All staff have the right to work in an environment free from abusive and confrontational situations.

Staff also have the right to be protected when raising legitimate concerns about another member of staff or worker from another agency ("Whistleblowing" Public Interest Disclosure Act 1999).

## **CHILD ABUSE**

Issues concerning Child Abuse are dealt with in detail within Highfield Primary School's Safeguarding Policy and further guidelines on identifying and responding to incidents of abuse can be found in Bolton's "Framework for Action" Handbook.

## **PROCEDURES**

The Governors have established a set of procedures to follow when dealing with unpleasant incidents or difficult situations. Guidance was obtained from "Dealing with troublemakers," (DFEE 1997) and "Schools, Parents and Parental Responsibility" (DFEE 1997). The following different situations have been identified:-

1. Abusive telephone calls
2. Abusive/aggressive visits from parents
3. Confrontation between parents
4. Confrontation between parents and children other than their own
5. Estranged parents, contact arrangements and related matters
6. Allegations of abuse against staff or information shared on social media

Procedures to deal with these different situations are identified below.

### **ABUSIVE PHONE CALLS**

If a member of staff receives a phone call which is perceived to be unpleasant or abusive, the following steps should be taken:-

- a) Offer the parent the opportunity to make an appointment with the school.
- b) Should the unpleasantness continue, make the following statement:

***'I am sorry but I am unwilling to continue this conversation in this tone, please contact school later and make an appointment. I am now going to put the phone down.'***

- c) Complete an incident form. (Should a second incident occur, a letter will be sent to the parent/carer by the Chair of Governors – see attached).

### **ABUSIVE/AGGRESSIVE VISITS FROM PARENTS/CARERS**

If a member of staff receives a visit from a parent/carer which is perceived to be unpleasant or abusive, the member of staff should direct the visitor to the Head Teacher or Deputy Head Teacher, who will then take the following steps:-

- a) Offer the parent the opportunity of making an appointment with the school to discuss the matter in a calm manner.
- b) Should the unpleasantness continue, ask the parent to leave.
- c) If the parent refuses to leave, inform the police and ask for the visitor to be removed from the premises.
- d) Complete an incident form. (a letter will be sent to the parent/carer by the Chair of Governors – see attached).

## **CONFRONTATION BETWEEN PARENTS/CARERS**

Should there be a confrontation between parents/carers on school premises, the Head Teacher or the Deputy Head should be informed. The following steps will be taken:

- a) The parents/carers will be asked to calm down and invited to discuss the matter further in a quiet environment.
- b) Should there be no calming down, the parents/carers will be asked to leave school premises.
- c) Should they refuse to do so, the police should be informed and asked to remove the parents/carers involved.

If a confrontation between parents/carers, regarding a school issue, happens before or after school hours (8.45am – 3.15pm) and there is no member of staff available to deal with it at that time:

- a) The parents/carers will be invited into school to discuss the issue calmly at the earliest possible opportunity.
- b) If it is a school issue the Headteacher or Deputy Headteacher will investigate the matter.
- c) If it is not a school issue the parents/carers will be advised to contact the appropriate authorities i.e. police.

In either situation, parents/carers will be reminded that anti-social behaviour will not be tolerated in or around the school premises. Should a second incident occur, a letter will be sent to the parent/carer by the Chair of Governors – see attached.

## **CONFRONTATION BETWEEN PARENTS/CARERS AND CHILDREN OTHER THAN THEIR OWN**

- a) If a member of staff is on hand, he or she should intervene and refer the problem to the Head or Deputy Head Teacher
- b) If the event has already taken place, a letter should be sent to the offending parent outlining the offence, and also stating that the parent of the child approached will be informed.
- c) The letter will also state that the police may be informed should the offence be repeated.

## **ESTRANGED PARENTS – CONTACT ARRANGEMENTS AND RELATED MATTERS**

At all times the school will adopt a position of complete neutrality in situations where parents are estranged and/or there is conflict regarding access to or decision making for the child.

In the event of conflict over matters relating to the child, (eg picking the child up from school, giving permission for the child to take part in a school trip etc) the school should not have to arbitrate between parents.

It is the responsibility of the parents to provide school with a court order detailing exactly what responsibilities each parent has in respect of the child.

## **ALLEGATIONS OF ABUSE AGAINST STAFF OR INFORMATION SHARED ON SOCIAL MEDIA**

If a confidential incident occurs in or outside Highfield Primary School which is then shared by any adult on any social media network, the following steps will be taken:

- a) The parent will be invited into school.
- b) They will be asked to remove the information posted.
- c) A letter will be sent to them from the Chair of Governors.
- d) If this continues to be a breach of the schools policy and procedures, then the Head Teacher and Chair of Governors may consider alternative drop off and collection arrangements and the adult may be barred from the school premises.

### **A note about security**

In order to maintain security at Highfield Primary School the governors require all visitors to use the front door and report to the office. This applies to parents/carers. Good home-school communication is encouraged, but appropriate time for consultation and discussion can only be guaranteed if appointments are made. Members of staff are particularly busy at the beginning and the end of the day. Time is regularly set aside for parents. Parents are invited to contact school if they would like to meet the Head Teacher or other teachers at a mutually convenient time. A senior member of staff will always see parents in a genuine emergency.

Copies of all completed pro formas and correspondence must be given to the Head Teacher or Deputy Head for approval prior to dispatch.

## **HIGHFIELD PRIMARY SCHOOL INCIDENT REPORT FORM (SCHOOL USE ONLY)**

(includes trespass, nuisance or disturbance on school premises, 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 and MUST remain confidential within school. All involved staff should contribute to the completion of this form. For an incident involving or witnessed by a pupil all staff with pupil contact (eg. Pupil may confide in other members of staff not present when incident took place) should contribute any relevant information. Please use continuation sheet if necessary.

Date of incident..... Day of week..... Time.....

### **Member of staff reporting incident**

Name.....

Work address.....

Position.....

### **Personal details of person assaulted/verbally abused (if appropriate)**

Name.....

Work address/home address (if pupil).....

.....

Job/Position (if member of staff).....

Class.....

Age..... Sex..... (if pupil)

### **Details of trespasser/assailant(s) (if known)**

Relationship between member of staff/pupil and trespasser/assailant, if any

.....

### **Witness(es) if any**

Name.....

Address.....

Age (approx.).....Sex.....

Other information

**Details of incident**

a) **Type of incident** (eg if trespass, was the trespasser causing a nuisance or disturbance and how? If assault, give details of 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 etc)

**Outcome:** (eg whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)

**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, what measures have now been put in place?

f) Any other relevant information (use additional sheets if required)

Signed.....

Date.....

**Please return as soon as possible to Mr Glyn-Jones or Miss Helme.**

**HIGHFIELD PRIMARY SCHOOL INCIDENT REPORT FORM**

**PARENTAL INFORMATION**

Name.....

Address.....

.....

.....

.....

Details of incident on..... at.....

Involving.....



## **HIGHFIELD PRIMARY SCHOOL**

### **PROTECTION OF STAFF AND PUPILS**

Date.....

Dear Mr/Mrs/Ms.....

The Governing Board has a statutory obligation to provide a safe and secure environment for the staff and pupils of Highfield Primary School as well as a moral duty to take all reasonable steps to protect and support its staff.

This obligation is taken very seriously by the Governing Board and we operate a zero tolerance approach to any anti-social behaviour. To fulfil our obligation we will not under any circumstances accept any form of abusive, violent, racist or sexist behaviour against staff or pupils.

It is therefore important that you are fully aware of the standards of conduct expected when approaching staff or pupils at Highfield Primary School.

Following your actions on.....we feel your behaviour was unacceptable and contrary to our expected standards. More details of which can be found in our school policy document (enclosed).

Details taken from our incident report are enclosed for your information. Should you wish to discuss this incident with the Head Teacher please contact school to make an appointment. Should you have any grievance about school procedure then please place your concerns in writing addressed to The Chair of Governors, Highfield Primary School.

May I remind you that should any similar incident occur in the future The Governing Board may have no alternative but to involve the Police and Bolton Council Legal Services to prevent your access to school.

Yours sincerely,

Mr Hudson Daniel-Sam

Chair of Governors, Highfield Primary School