



United Learning (West London Primary Schools) Staff Protection Policy

**Applies to: Langford, Wilberforce, Fulham, Queen's Manor and Sullivan Primary
Schools**

Introduction

All our staff have the right to work in an environment that is free from abuse, harassment and victimisation. This policy outlines United Learning's approach to protecting its staff from unacceptable behaviour (physical and/or psychological) from parents/carers of students and visitors, including strengthened provisions for staff safety and wellbeing.

Definition of Unacceptable Behaviour

United Learning expects all those who engage with our staff to be respectful, reasonable and courteous in all their communications, including the tone, content, volume and/or nature of such communications. Unacceptable behaviour may include, but is not limited to:

- Verbal abuse
- Physical abuse (actual or threatened)
- Bullying, harassment or victimisation
- Aggressive behaviour, including shouting or raised voices
- Making threats or what staff perceive as threats
- Behaviour (verbal or physical) which the member of staff perceives to be threatening
- Making unreasonable demands on staff
- Spreading rude or inappropriate comments about staff to other members of staff
- Derogatory or insulting behaviour
- Filming, photographing, or recording staff without explicit consent
- Inappropriate language, including swearing
- Undermining professional integrity and/or abilities
- Pressure to alter grades or give awards/responsibilities to students
- Any other unreasonable conduct causing distress or harm (physical and/or psychological)

Unacceptable behaviour may occur in person, on the telephone, in writing (emails, texts, IM), or online (including posting malicious comments, internet trolling, and misuse of images or video recordings).

Schools can display notices at entrances and on websites stating encouraging visitors align with our Staff Protection Policy.

Online Abuse

Any misuse of images or video recordings of staff, whether taken on-site or shared online, constitutes online abuse and will be treated as a serious offence. Staff should report inappropriate online contact immediately and maintain evidence (screenshots, timestamps). Any online abuse of staff will not be tolerated.

Procedure for Dealing with Unacceptable Behaviour

All incidents must be reported immediately to the Senior Management Team and followed up in writing. Visitors displaying aggression or filming staff should be asked to leave the premises immediately. The police will be involved as necessary, including cases of harassment, intimidation, or filming staff without consent.

Staff are empowered to prioritise their own safety and wellbeing. If at any point during an interaction they feel unsafe, threatened, or upset, they may walk away from the situation immediately. Likewise, if unacceptable behaviour occurs during a telephone conversation, staff are permitted to end the call politely and report the incident to the Senior Management Team.

Sanctions

Sanctions may include warning letters, withdrawal of permission to attend school functions, restricting communication through a named senior leader, and banning from premises.

Supporting Members of Staff

Staff subjected to aggression or harassment will be offered immediate support, including access to counselling services and the option to have a colleague present during future interactions. Employees can also access our wellbeing offer, including counselling, and trade union support.

Appendix 1 – Template Letter Banning a Parent from the School Site

Please amend as appropriate to reflect your specific circumstances.

[date]

Dear

Re: [For example: Aggressive Behaviour Towards Staff]

Following a number of incidents this term in which your behaviour towards staff at the [Academy/School] has been [aggressive/ abusive and/ inappropriate], I am writing, reluctantly, to inform you that we can no longer allow you onto the school site [for three/six months]. This is not a decision that we have come to lightly but is, in my opinion, the only appropriate course of action for the time being.

[Detail of inappropriate behaviour, for example: Over the past few weeks, we have needed to intervene on a number of occasions when you have sworn at staff/ been physically intimidating towards my colleagues and/ behaved in ways that we are not prepared to accept as part of the safe operation of the school. These incidents have included your behaviour at pick-up time/ in the school office and/ in conversations with me and my colleagues.]

As a school we uphold the highest standards of behaviour for our pupils and expect the same of every adult who wishes to be part of the school community. As a school leader, I likewise have a responsibility for the welfare and safety of my colleagues and I will not tolerate behaviours that they find threatening or aggressive.

[Details of actions already taken, for example: I have previously warned you that such behaviour will not be tolerated in the school and have given you every opportunity to amend your behaviour so that you can continue to access the school like other parents.]

[Details of the ban, for example: Unfortunately, you have not heeded these requests and I therefore need to introduce alternative arrangements for the beginning and end of the school day and for any communication you wish to have with staff at the school. Thus, going forward, your [child/ren] will be taken to [gate location] at [3:30 pm] where they can be picked up by you. We will do this as promptly as possible at the end of the school day.

Secondly, if you wish to communicate with the school with regards to your [child/ren's] education or welfare, we ask that this is done in writing [to [emailaddress@school.com]

rather than by telephone or in person. You are likewise banned from attending any events or meetings in school without express invitation until further notice.]

You are invited to make written representations on my decision to prohibit you from entering the school site and any representations received (which may include undertakings as to future conduct) will be taken into consideration by the [local governing body] when they review this decision on [date]. [Please delete before issuing: the decision to bar an individual from the school site must be reviewed/affirmed by Governors. In practice, this is often conducted by the Chair] Please send any written representations addressed to [job title – it is usually appropriate that these are sent to the clerk/chair of the governing body] and ensure they are received by [date]. [Please delete before issuing: following the review the Chair will decide either to withdraw the restriction or uphold the restriction. If your decision is confirmed, the letter from the Chair needs to confirm the original period for the restriction (3 or 6 months from its start)]

It is important that you are aware that if you enter the school premises without prior written permission from me you will be committing an offence and you will be asked to leave. If you do not comply with this instruction, either I or a Senior Member of Staff will arrange for you to be removed from the premises and it may lead to a prosecution under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500 and a criminal conviction. Separate injunctions and protection from harassment orders may also be obtained if necessary.

[If appropriate: I am disappointed and saddened that we have had to take this action and, to be clear, it does not apply to your [wife/husband/partner] who remains welcome in the school.]

This decision will be re-reviewed on [date] once you have had sufficient time to reflect on your behaviour. [Please delete before issuing: it is appropriate that you set a date for the Chair to re-review the decision. As in relation to the initial review, there is also a requirement to give the individual a reasonable opportunity to make written representation to the Governors in relation to their re-review] If I have confidence that you would not behave inappropriately again, I will recommend that the ban be lifted by the Local Governing Board at that time, but again, you would be welcome to send written representations to [clerk/chair of LGB] by [date].

I am copying this letter to [the chair of the LGB] and the [Regional Director] at United Learning.

Yours sincerely,

[Headteacher]