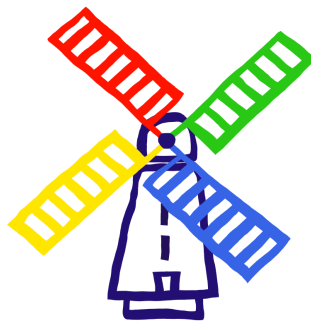


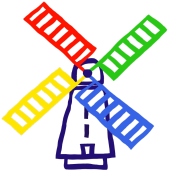
# Disruptive Visitors Policy

Unity  
Trust  
Courage  
Curiosity  
Respect  
Kindness



A community for learning. Raising expectations. Fulfilling high standards.

Revised: **April 2025**  
Policy reviewed date: **April 2026**  
Headteacher: **Mrs Gemma Hillier**



### CONTENTS

1. Types of violence
2. Restriction of access
3. Restriction of Access Procedure

Appendix 4 - Legal Remedies for violence or abuse against members of the school community (taken from the DfES Legal Toolkit for Schools 0504-2002)

Appendix 5 - Incident report form

Appendix 6 - Template letters

Appendix 7 - Guidance for Leaders



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

The Governing Board Widmer End Community Combined School acts to ensure that our school remains a safe place for pupils, staff and all other members of the school community. Abuse, threatening behaviour or violence against school staff, or other members of the school community is unacceptable and will not be tolerated.

**This policy should be read in conjunction with the Parents Code of Conduct.**

The Governing Board of Widmer End Community Combined School is committed to reducing the risks for the school community from acts of violence and aggression by:

- Demonstrating to staff that the potential for violence at work is recognised
- Issuing clear procedures/guidelines, including preventative and protective measures
- Providing training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- Providing appropriate equipment where applicable
- Clarifying violent incident reporting and monitoring procedures
- Encouraging proper reporting of incidents and near misses
- Supporting staff who have been subject to violent, threatening or abusive behaviour and offering counselling where appropriate
- Allocating adequate resources to support this policy
- Reviewing this policy statement and procedures and guidelines regularly.

### 1. Types of violence

In identifying types of violence, the Governing Board recognises that staff can be intimidated or threatened by a variety of circumstances which include:

- Threatening behaviour
- Gesturing
- Abusive telephone calls, letters, faxes, emails, website entries, social media
- Swearing, shouting insults etc
- Innuendo
- Deliberate silence
- Intimidating behaviour causing fear or emotional upset
- Physical assault

### 2. Restriction of Access



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

DfE guidance explains the following:

### Who can go onto school premises?

Schools are private property. Whilst people, in general, do not have an automatic right to enter parents of pupils at the school have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend a school event
- to drop off or pick up younger children

The school's policy for accessing the site is via the secure entry front door. These rules are in place for the safety of pupils and staff.

Anyone who does not follow the school's rules would be trespassing. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an offender must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

### Barring offenders from school premises

Schools have the right, under trespass laws, to bar offenders from the site; this action would only be taken in extreme situations including for example, if the school considers that aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened.

### Removing offenders from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the:

- governing board
- local authority
- proprietor of that school

Restrictions on access must be reviewed periodically.

## **3. Restriction of Access Procedure**



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

To restrict the rights of parents/carers who have children in school, schools must be able to show that they have behaved reasonably and given “offending” adults the opportunity to make representations and/or apologise. A parent/carer who has their rights of access to the school restricted will not be ‘banned’ but will be able to access the school site with permission.

A school can either:

- bar them temporarily, until the offender has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline.

A. The Headteacher speaks to those involved and, if necessary, contacts the school’s legal services provider to discuss the incident/s. If a warning only is appropriate, the Headteacher uses template letter 1.

Where the incident involves the Headteacher, the Chair of Governors will investigate the incident.

B. If restriction of access is thought to be appropriate pending investigation, a recorded delivery letter will be sent, either from the Headteacher/Chair of Governors or the legal services provider to the offender/s. (Template letter 2)

The letter will explain:

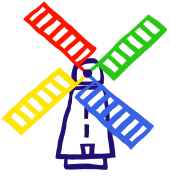
- Why the offender has been barred including details of policies which have been breached
- that the offender must not enter the school site until further notice
- that any representations or apology received in writing from the offender/s within the following ten school days will be considered before deciding whether to ratify the decision to restrict access.

C. The Chair takes a decision, taking account of the investigation and any representations or apology, at the end of the ten school days and writes to the parent/carer by recorded delivery post (template letter 3a or 3b) to say whether the restriction will continue and if so when it will be reviewed. If the ban is to be lifted, the expectations for future access should be made clear.

D. If the restriction continues, the Chair will review the ongoing restriction at the end of the period specified in the letter. If the restriction continues, use template letter 4a, if it is ended, use template letter 4b.

E. Any subsequent complaint about the restriction by the offender should be dealt with by the Chair as a complaint under the Complaints Procedure.

F. In the event that communication is not polite and respectful, the Headteacher may consider restriction of communication. Advice should be taken from the legal services provider if this becomes an issue.



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

Further advice should also be taken from the legal services provider if Chairs or Headteachers are unsure about any aspect of the process.

*The Department for Education (DfE) does not get involved in offender cases.*



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

### Flowchart for restricting access

1. The Headteacher speaks to those involved and contacts the school's legal services provider to discuss the incident/s if necessary. Where the incident involves the Headteacher, the Chair of Governors will investigate the incident. A warning letter only may be sent at this stage.



2. If restriction of access is thought to be appropriate pending investigation, the Chair, Headteacher or Legal Services provider will send a recorded delivery letter to the offending adult(s).

**The letter will explain:**

Why the offender has been barred including details of policies which have been breached  
That the offender must not enter the school site until further notice  
That the Chair or Headteacher will consider any representations or apology received in writing from the offender/s within ten school days before deciding whether to ratify the decision.



3. The Headteacher takes a view on the decision at the end of the ten school days and writes to the parent/carer by recorded delivery post to say whether the restriction will continue and if so when it will be reviewed. If the ban is to be lifted the expectations for future access should be made clear. A review will take place at a specified time if the restriction continues.



4. Any subsequent complaint about the restriction by the offender should be dealt with by the Chair as a complaint under the Complaints Procedure.



5. In the event that the communication is not polite and respectful, the Headteacher may consider restriction of communication. Advice should be taken from the legal services provider if this becomes an issue.

**Further advice should be taken from the legal services provider if Chairs or Headteachers are unsure about any aspect of the process.**



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### **Appendix 4 - Legal Remedies for violence or abuse against members of the school community (taken from the DfES Legal Toolkit for Schools 0504-2002)**

As well as invoking section 547 of the Education Act 1996, the following two vehicles may be used by an LEA on a school's behalf. There is further information on some of the remaining remedies in this Annex in School Security Dealing with Troublemakers (DfEE and Home Office 1997). This is available free from the Department's Publications Despatch Centre 0845 602 2260 or on [www.dfes.gov.uk/schoolsecurity/dwthome.shtml](http://www.dfes.gov.uk/schoolsecurity/dwthome.shtml)

#### Section 222 Local Government Act 1972

Section 222 empowers a local authority to prosecute or defend proceedings where it is considered expedient for promoting or protecting the interests of those living in its area. It would potentially allow the local authority to prosecute an abusive parent under one of the other options mentioned here or, alternatively, to bring civil proceedings against the parent

#### Anti-Social Behaviour Orders

Anti-social behaviour orders are imposed under the Crime and Disorder Act 1998.

An anti-social behaviour order can be sought by the local authority or chief officer of police and can be made in respect of anyone aged 10 or over who has acted in an anti social manner (a manner which caused or is likely to cause harassment, alarm or distress) and an ASBO is necessary to protect others in the same area from repetition of similar behaviour.

The order can prohibit the defendant from doing anything described in the order provided those prohibitions are necessary to protect others from anti social behaviour. ASBOs last for a minimum of two years (but can be discharged sooner with the consent of both parties) and carry a penalty for breach of a fine up to £5,000, a prison sentence of up to six months, or both (if imposed by the Magistrates' Court), or an unlimited fine, or up to five years imprisonment, or both (if the conviction was in the Crown Court).

In the circumstances above we would expect LEAs or governing bodies to take the lead on taking relevant action under the above legislation as appropriate.

The LEA or Governing Board has responsibilities as an employer (The Health and Safety at Work Act 1974, sections 2 and 3) to ensure a safe place of work for its staff. School staff have every right to expect that where they wish action to be taken, the LEA or Governing Board will do this. LEAs or governing bodies should thus ensure that they are familiar with the relevant legislation and their powers under it.

**Other remedies are available under civil and criminal law. These are as follows:**

#### Protection from Harassment Act 1997





More informally described as anti-stalking legislation, although not only used for that purpose. This action can be taken either through criminal prosecution or a private action for damages in the Civil Courts. It can be done on behalf of an individual, or a group (e.g. a group of children or teaching staff). The sanctions include both criminal penalties (fines, imprisonment, or community sentences) and a restraining order, which is a flexible order which prohibits the offender from continuing their offending behaviour. For example, it could prevent a parent from coming within a certain distance of a school, or from making phone calls to the school or a teacher's home. The restraining order can last for as long as the Court thinks appropriate.

Section 2 of the Act makes it an offence where someone pursues a course of conduct (on more than two occasions) that amounts to harassment of another, causing alarm or distress. The offence can only be tried in the Magistrates' Court with a maximum penalty of six months imprisonment, a fine of up to £5,000, or both.

Section 4 creates a more serious offence where people have been put in fear of violence on at least two occasions. It can be tried in the Magistrates' Court or the Crown Court. The maximum penalty for the offence is six months imprisonment, a fine up to £5,000, or both, in the Magistrates' Court. In the Crown Court, it is five years imprisonment, an unlimited fine or both. Where there is a racial element to either the section 2 or section 4 offence, a higher level of sanction applies under section 32 of the Crime and Disorder Act 1998.

Section 3 of the Act provides for a civil route in relation only to the section 2 and 4 offence. The level of proof is lower for the civil proceedings, as it will be to the civil standard of a balance of probabilities rather than the criminal standard of beyond reasonable doubt. If a restraining injunction is imposed on a defendant under the civil route and the defendant breaches the restraining injunction, proceedings for breach of the order become criminal with the offender liable to up to five years imprisonment.

### Injunctions

These can be granted by a court to ban somebody from school premises. Generally they are viewed as less flexible and more expensive than alternatives such as a restraining order granted under the Protection from Harassment Act 1997, described above.

### Criminal Damage Act 1971

Under this, if a parent or carer destroys or damages property belonging to the school, or to a teacher, he or she can be prosecuted for causing criminal damage. If the value of the damage is below £5,000, the case is tried in the Magistrates' Court, where the penalty is a fine up to £2,500 or up to three months imprisonment or both. If the damage is above £5,000, the case can be tried in the Magistrates' Court or the Crown Court. The penalty in the Magistrates' Court is a fine up to £5,000 or not more than six months imprisonment, or both. In the Crown Court,



the penalty is an unlimited fine or ten years imprisonment, or both. Where the criminal damage is committed with an intent to endanger life, the maximum period of imprisonment is life. This includes cases of arson with the same degree of intent. There is a racially aggravated form, which carries higher maximum penalties (Crime and Disorder Act 1998, section 30).

### Common Assault

Where a member of staff is assaulted by a parent or carer and minor injury is caused, the parent or carer may be charged with common assault in accordance with section 39 of the Criminal Justice Act 1988. This can only be tried in the Magistrates' Court. Where there is a racial element to the offence, the parent or carer may be charged with the offence of racially aggravated assault contrary to section 29 of the Crime and Disorder Act 1998. This can be tried either in the Magistrates' Court or the Crown Court. The maximum penalty for common assault is a fine of up to £5,000, or six months imprisonment, or both. The maximum penalty for racially aggravated assault is six months imprisonment or a fine up to £5,000, or both, in the Magistrates' Court. In the Crown Court it is an unlimited fine, or two years imprisonment, or both.

### Assault Occasioning Actual Bodily Harm

Under section 47 of the Offences Against the Persons Act 1861, a parent or carer can be charged with assault occasioning actual bodily harm where more serious injury is caused to a member of staff (such as broken teeth, extensive bruising or cuts requiring medical treatment). Again, there is a racially aggravated form of the offence. The first form is triable either way. In the Magistrates' Court, the maximum penalty is six months imprisonment, or a fine up to £5,000, or both. In the Crown Court, the maximum penalty is five years imprisonment. For the racially aggravated offence, the maximum sentence is the same in the Magistrates' Court. In the Crown Court, the maximum sentence is seven years, an unlimited fine or both.

### Offences under the Public Order Act 1986

There are four separate relevant offences under this Act. The behaviour that they criminalise has some overlap with the Protection from Harassment Act, but unlike that Act, one incident alone is sufficient to constitute a public order offence. Three of them (sections 5, 4A and 4) are heard within the Magistrates' Court.

Section 5 is the lower level of public disorder where a parent or carer causes a disturbance in or outside the school and causes alarm, harassment or distress.

Section 4A creates an intentional form of this offence.

Section 4 is more serious, where there is a fear or provocation of violence. The maximum sentence for section 5 is a fine up to £1,000. The maximum sentence for section 4 or 4A is a term of imprisonment not exceeding six months or a fine up to £5,000 or both. There is also a racially aggravated version of all three of the above offences, under section 31 of the Crime and Disorder Act 1998, with higher maximum penalties.



Section 3 of the Act, affray, may be tried either in the Magistrates' Court or the Crown Court. This offence is committed when a person uses or threatens unlawful violence such as would cause a reasonable person to fear for his safety; the threat cannot be made by the use of words alone. In the Magistrates' Court, the maximum penalty is six months, a fine up to £5,000, or both. In the Crown Court, the maximum sentence is three years, an unlimited fine or both.

In the circumstances outlined above, although the LEA may not have the relevant power to take action itself, it should – as the employer – work with the school to provide staff with full support in ensuring that action will be pursued against an alleged offender, under the above legislation as appropriate.

### Criminal Justice Act 1988

Section 139A of the Act (as amended by the Offensive Weapons Act 1996) makes it an offence to carry an offensive weapon or knife on school premises. Under section 139B a police officer may enter a school and search for a weapon; where one is found they may seize and retain it. A person who has a weapon on school premises will be guilty of an offence, unless he can prove a statutory defence. The maximum penalty on conviction on indictment for carrying a knife is two years imprisonment or an unlimited fine or both. The maximum penalty on conviction on indictment for carrying an offensive weapon is four years imprisonment or an unlimited fine or both.

The weapons which are caught under section 139A and 139B include any article made or adapted for use for causing injury and any article which has a blade or is sharply pointed. A folding pocket knife with a blade under 3 inches long is, however, excepted although this does not prevent schools from imposing their own bans on pupils carrying them.

In general, where a school suspects a weapon to be on school premises the police should be called. Where the police have reasonable grounds for suspecting a weapon to be on a school's premises they can enter without permission from the school.

### Non statutory remedies

Aside from the legal remedies, there are other strategies that can help in preventing conflicts with parents or stopping them escalating. These include mediation and conflict resolution. Schools might also be able to develop non-statutory Acceptable Behaviour Contracts for some parents similar to those that have been developed by the Metropolitan Police mainly in respect of pupils. These require the agreement of the person to an acceptable level of behaviour.



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### Incident report form

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

Date of Incident \_\_\_\_\_

Day of the week \_\_\_\_\_

Time \_\_\_\_\_

#### 1. Member of staff reporting incident

Name \_\_\_\_\_

Work address if different from the school address \_\_\_\_\_

Position \_\_\_\_\_

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

Name \_\_\_\_\_

Work address if different from the school address / home address (if pupil) \_\_\_\_\_

\_\_\_\_\_

Job / Position (if member of staff) \_\_\_\_\_



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

Class / Department / Section \_\_\_\_\_

Age \_\_\_\_\_ Sex \_\_\_\_\_ Gender \_\_\_\_\_

**3. Details of trespasser/assailant(s) (if known)** \_\_\_\_\_

\_\_\_\_\_

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

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Age (approx.) \_\_\_\_\_ Sex \_\_\_\_\_ Gender \_\_\_\_\_

### **Other information**

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

\_\_\_\_\_

### **5. Details of incident**

**a) Type of incident** (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc)

\_\_\_\_\_

\_\_\_\_\_



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

b) **Location of incident** (attach sketch if appropriate)

---

---

c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present

---

---

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

---

---

7. **Other information (to be completed as appropriate)**

a) Possible contributory factors \_\_\_\_\_

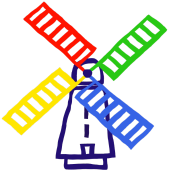
---

b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO \_\_\_\_\_

c) Give date and brief details of (b) if known \_\_\_\_\_

---

---



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what? Could they be improved?

---

---

e) If no measures had been taken beforehand, could action now be taken? If so, what?

---

---

f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate

---

g) Any other relevant information

---

---

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Please return as soon as possible to: \_\_\_\_\_



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### Appendix 6 - Template letters

#### Letter 1 Warning to be sent by the Headteacher

Dear .....

In line with expectations of adult visitors to the school, as outlined in our policy, I am writing to advise you formally that your behaviour towards ..... on ..... was unacceptable and I have taken advice on how to proceed.

*Optional If (parents) you are unhappy about any aspect of (their) your child's education (they) you 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.

I am copying this letter to the Chair of Governors and Buckinghamshire Council. Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely,

**Mrs G Hillier**  
**Headteacher**

cc: Chair of Governors

cc: Bucks Council





# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

Letter 2 – Withdraw permission to enter the school premises pending investigation (sent by Chair of Governors or legal services provider)

Dear .....

I have received a report from the Headteacher of Widmer End Community Combined School & Pre-School about your conduct on ..... at .....

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 investigated 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.

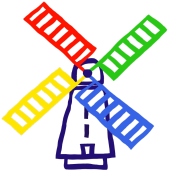
If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996.

For the duration, 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 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)*.



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

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 further.

I am copying this letter to the Headteacher and Buckinghamshire Council.

Yours sincerely,

*Insert Signature here!*

**Mrs Laura Air**

**Chair of Governors**

cc: Headteacher

cc: Bucks Council



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### Letter 3a

Withdrawal of permission confirmed (sent by Chair of Governors or legal services provider)

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 Widmer End Community Combined School & Pre-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 you will 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.

Even though we have taken this decision, the Headteacher and staff at Widmer End Community Combined School & Pre-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 cooperation 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 Widmer End Community Combined School.



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

*(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..... 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,

*Insert Signature here!*

**Mrs Laura Air**

**Chair of Governors**

cc: Headteacher

cc: Bucks Council

Letter 3b - Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear .....

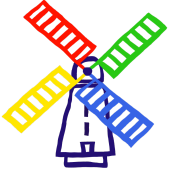
On ..... I wrote to inform you that, on the advice of the Headteacher, I had temporarily withdrawn permission for you to come onto the premises of Widmer End Community Combined School & Pre-School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity 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. 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,

*Insert Signature here!*



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

**Mrs Laura Air**

**Chair of Governors**

cc: Headteacher

cc: Bucks Council



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### 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 Widmer End Community Combined School & Pre-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 Widmer End Community Combined School, without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction you will be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996.

I shall undertake a further review of this decision by ..... *(insert review date which should be within a reasonable period and no longer than six months).* In the meantime, you can write to me with a statement of your views, which I will consider.

Yours sincerely,

*Insert Signature here!*

**Mrs Laura Air**  
**Chair of Governors**

cc: Headteacher  
cc: Bucks Council



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

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 Widmer End Community Combined School & Pre-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.*

Yours sincerely,

*Insert Signature here!*

**Mrs Laura Air**  
**Chair of Governors**

cc: Headteacher  
cc: Bucks Council



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### Appendix 7 – Guidance for Leaders

People with responsibility for staff management need to be committed to the objective of reducing violence and risks of violence to employees and ensuring that all staff receive appropriate training.

It is important to ensure that new members of staff are aware of this policy and procedures as part of their induction to the school and that they have access to appropriate training.

Staff should be aware that they can expect support from their manager/Headteacher in managing parent interviews well.

A formal notice should be displayed at the entrance(s) to the school informing visitors of the school's expectations about behaviour and/or that they may face prosecution for violent, threatening and abusive behaviour.

#### Role of Local Authority

Advice and support may be available from the Local Authority; in LA maintained schools, the Local Authority will take a proactive role in taking all possible action to deal with incidents, in response to the wishes of the school.

#### Role of the Local Police Force

##### Preventative Action

If Headteachers or managers have any concerns or fears regarding a potentially violent, threatening or abusive visitor, they should not hesitate to contact the Police in advance for help and advice. The Police are keen to support schools in the prevention of such incidents and will not consider any issue too small, if a school has concerns. They can provide advice and support, including being present on the premises when a visit is made, if it is agreed this would be helpful.

##### Action following an Incident

Where there has been any kind of affray, where an assault\* has resulted in actual injury, or where an employee has been seriously threatened, the Police should be called.

\*An assault occurs when a person suffers, or is put in immediate fear of, personal injury by the deliberate or reckless act of another.

Any incidents of a less serious or ambiguous nature should still be discussed with the Police.

In all cases of assault causing actual injury the employee sustaining the injury is advised to make a formal complaint to the Police against the assailant, unless this is considered inappropriate. This decision, although personal, should be discussed with the Headteacher/manager. Assault is a criminal offence which may result in prosecution at court.





# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

### Contacting the Police

For non-urgent, preventative advice and support contact your local Police Force. Whenever there is an emergency and urgent support is required, the emergency 999 number should be used.

### Action to be taken following an incident

- Provide access to a private area for as long as necessary where the member of staff can sit with a friend or colleague.
- Provide assistance, if necessary, for the member of staff to go home/visit their GP/attend hospital etc. A medical assessment of any injury should be made as soon as practicable and, in case of visible injuries, it is helpful to obtain photographs.
- Make time for the employee to talk to you.
- Explain the employee's right to involve the Police if they so wish.
- Contact the Police as above.
- Provide the opportunity for the member of staff to consult his/her trade union representative before submitting their completed Incident Report Form/Statement.
- Report the incident by calling to the Local Authority having made use of the checklist of information required. It is recommended that Foundation and Voluntary Aided schools also do this.
- Carry out a thorough investigation into the incident. Available photographic evidence of any injuries or damage or relevant CCTV footage can be very helpful. Headteachers/managers should make sure that any CCTV footage is retained and not accidentally overwritten.
- Obtain written statements from witnesses as soon as possible after the incident (the sooner the better).
- All evidence obtained should be retained to support any action taken.
- Maintain regular contact with the person if they are off work because of the incident.
- Make the member of staff aware of the availability of occupational health advice and telephone-based professional counselling through the Employee Assistance Programme (0800 243 458).
- Review risk assessments and procedures following an incident and amend if necessary without delay.
- Ensure other relevant staff are informed of the incident and of any changes to working practices.

### Reporting Procedures

A great deal of crime and other incidents often go unreported, sometimes because they are considered too trivial to report or, there is a view that no action will be taken when incidents do occur. Consequently, failure to report incidents and near misses gives a false picture of the real situation. As the employer, the Council has a duty to ensure a safe and secure workplace, but cannot help if it is unaware of problems.



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

Managers and staff must ensure that all incidents are properly reported and acted upon so that recurrence can be prevented. It is important to record the circumstances that led to violence as this may help identify what events may have triggered the incident and what systems or procedures may need revision.

As soon as practicable after the incident, a written statement/Incident Report Form should be prepared by the member of staff concerned which includes the circumstances leading up to the incident. It needs to contain sufficient detail to help identify appropriate preventive measures, and to help assess whether those measures were successful. Suggested details include information on:

- Where the incident occurred, including physical environment; the time of day;
- Activity at the time of the incident
- Details of the perpetrator
- The relationship between the victim and the perpetrator
- An account of what happened
- The outcome
- If preventive measures have been introduced, did they help?

The Headteacher should inform the Chair of Governors in confidence of each incident. The Local Authority will be informed via the emergency contact.

The school will need to retain proper evidence so that it can be used to support any action taken. Recording details of incidents will also help in reviewing the school's policy and should inform future risk assessments.

### Follow up

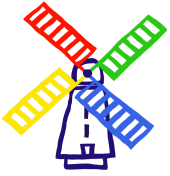
The Headteacher will need to make a judgement as to whether the visitor is likely to become involved in such an incident again, or whether there were unique circumstances in this specific case. If it is likely that the behaviour will be repeated, a warning letter should be sent, explaining that the behaviour is unacceptable and will not be tolerated on the school premises. This should be copied to the Legal Services provider.

Depending on the circumstances, it may be helpful to discuss the warning letter with School Improvement or the Legal Services provider.

For future visits to the school, advance notice of an intention to visit could be required and an independent witness could be present.

In all cases of assault causing actual injury the employee sustaining the injury should be advised to make a formal complaint to the Police against the assailant, unless this is considered inappropriate.

The Local Authority has the power to ban anyone from coming onto school premises for a specified period of time and will liaise with the Headteacher, taking into account their views in making such a decision. This decision will be communicated to the person concerned. When the period elapses, the Local Authority will review whether the



# Widmer End Community Combined School & Pre-School

## Disruptive Visitors Policy

---

visitor's ban from the school premises should continue or whether it should be lifted, in liaison with the Headteacher. The Local Authority will take a lead in this role and should be contacted if a disruptive person enters the school and the Headteacher considers action is necessary.

If abusive behaviour is repeated, the visitor should be declared unwelcome and they can be ordered off the premises as they then become a trespasser under Section 547 of the Education Act 1996. This power is usually delegated by the Local Authority (community, voluntary controlled and community special schools) or Governing Board (foundation or voluntary aided schools), to the Headteacher and caretaker.