High Rocks Federation

ASPIRATION INCLUSION COLLABORATION

BROADWATER DOWN PRIMARY SCHOOL

LANGTON GREEN PRIMARY SCHOOL

Respect at Work

Delete below as appropriate

This is a shared policy, applied to all schools within the Federation and superseding any previous separate policies.

Approved	Autumn 2025
Next review	Autumn 2026

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1 Mission Statement

Our schools engender and promote an ethos of mutual respect. There is an expectation that this core value will be upheld by all. Our objective is to promote harmony and dignity throughout the schools and we expect any communication or interaction between staff, children, parents/carers, visitors or the local community to be conducted with mutual respect in an open and honest manner.

Despite efforts to provide positive, supportive, clear and consistent communication, at times difficulties may arise. Happily, incidents occur rarely. Aggressive or intimidating behaviour from parents/carers or members of the community is unacceptable and can have a stressful effect on staff and other members of our community.

This may include physical or verbal acts of violence, discrimination, harassment and recording conversations or capturing images without consent. Such unacceptable behaviour will not be tolerated at our school and in some cases such behaviour may be considered as a safeguarding concern.

Our schools also expect its staff to behave professionally and attempt to diffuse, if possible, difficult situations, seeking support from colleagues where necessary. The school sites are not a public place. Although there is no legal right of access, the governors, together with all staff of the schools, wish to welcome all visitors. However, in order to ensure the best possible learning environment the governors and headteacher of the schools reserve the right to ban individuals from the school sites who display unacceptable behaviour.

2. Responsibility

Our schools provide support to a child with regards to their learning and welfare. Parents/carers are expected to work with staff to ensure that learners reach their full potential.

The schools will notify parents of this policy as part of the induction programme and it will also be placed on the school website.

3. Working in Partnership

The vast majority of communications with parents, carers and members of the community are positive especially when all parties take their duty seriously and are willing to work together to resolve conflict and promote the wellbeing of all concerned.

Our schools are fully committed to ensuring that all members of the schools' staff are treated with dignity, courtesy and respect and are entitled to work and study in an environment that is free from unfair treatment, harassment, discrimination or intimidation.

(see Appendix 'A' for code of conduct and Appendix 'B' for definitions).

However, there are occasionally times when difficulties may arise. The types of behaviour below will not be tolerated and may result in Headteacher, Governor, Local Authority or Police intervention.

- Physical contact: pushing, hitting, kicking etc.
- Abusive language/swearing or threatening behaviour.
- Bullying or Intimidation of any kind including via social media or messaging
- Aggressive or impolite hand gestures.
- Making/writing abusive comments including those online and on communication platforms.
- Raising persistent and vexatious concerns
- Discrimination - racist, homophobic, ageist or sexist remarks.
- Making recordings (voice or film) or taking photographs without consent of
- those involved.
- Slanderous or libellous comments.
- Entering the school site whilst under the influence of drugs or alcohol.
- Entering the school site with animals which are not service animals.
- Entering the school site whilst smoking.

In all of these types of behaviour, further communication will need to take place outlining the need for mutual respect and safety (see Appendix 'C'). Where necessary, and particularly in cases of threats, physical violence or discriminatory comments, the support of the police should be sought.

Guidance for staff is included in Appendix 'C'.

4. Supporting Health and Safety at Work

Preventing Violence at Work The Health and Safety Executive leaflet, "Violence at Work: a guide for employees" defines violence against staff as:

"Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work"

It is the duty of the Governors of the schools to ensure that full support is given to members of staff who are or feel threatened or assaulted during the course of their duties. Staff should identify situations of possible risk and take the appropriate preventative action. This may include holding a meeting in a public area, inviting additional personnel to the meeting, or making a telephone call rather than a face to face meeting.

The procedures for 'Lone Working' are set out in a separate risk assessment.

Associated procedures and documents:

- Equal Opportunities Policy
- Staff Code of Conduct
- Written Statement of Behaviour Principles
- Lone Working Risk Assessment
- Complaints Policy

5. Review

This policy will be reviewed every year unless there is a need for revisions to be made sooner.

Appendix A
CODE OF CONDUCT
WORKING IN PARTNERSHIP

Objectives:

- To promote harmony, dignity and a safe culture throughout the schools.
- To take positive action to promote staff wellbeing.
- To ensure staff are treated in a way that enables them to perform their duties to the best of their ability.
- To enjoy polite and courteous communication within the schools' and wider community, showing respect towards one another.
- To prevent and take action against all forms of bullying, discrimination, harassment, threatening behaviour or assault.
- To understand that repeated unacceptable behaviour by parents/carers which has the potential to affect wellbeing, may be referred to the headteacher and/or result in a ban from the school sites or police involvement.
- To safeguard the community against the production of images and other recordings where consent is not given.

This will be achieved by:

- Taking all allegations of bullying, discrimination, harassment, threatening behaviour or assault seriously and the headteacher or governing body undertaking a full investigation.
- Taking individual responsibility for challenging, preventing and stopping inappropriate behaviour, seeking appropriate advice and support where necessary and intervening directly only when it is safe to do so.
- Taking action and reporting incidents of inappropriate behaviour.
- Raising awareness of the types of behaviour which will not be tolerated.
- Working with parents/carers to ensure they play their part in upholding and supporting the schools' values
- Taking action to terminate meetings/discussions where any of the above commences and arranging a future appointment once all parties are ready to reconvene calmly.
- Not letting visitors onto the schools' site who are under the influence of drink or drugs.
- Not letting visitors onto the school site who are smoking (this includes ecigarettes or any device which mimics smoking)
- Not letting visitors enter the grounds with a dog (except for service dogs) or other animals.
- Under GDPR we do not allow the taking of photographs, film footage or recordings of staff, children or children's work anywhere within the schools' grounds or buildings, unless prior permission has been granted.
- If meetings or discussions need to be recorded for any purpose this is agreed with all parties prior to the event as will be the means by which the recording takes place.
- If any visiting adult has an issue with a child or parent in the school, they must not approach them directly. Instead, they should report the problem to the class teacher or to the staff in the main office.
- Any personal matters between families that are not to do with the education of the children must be dealt with offsite and away from schools and are not to be brought into the school environment.

- If a parent or carer has any issue with the school, the best way to resolve this is by following the school complaints procedure rather than harm the schools' reputation by using social networking sites to express their opinion.

Appendix B
DEFINITIONS OF UNACCEPTABLE BEHAVIOUR

Regular Bullying may include intimidation, threats or humiliation, deliberately isolating or excluding people, unwarranted criticism, the abuse of power, displaying offensive material, aggressive behaviour (including offensive touching or standing too close), threats, verbal abuse and undermining staffs' professionalism including via social media.

Discrimination may include remarks or acts that reinforce stereotypes or prejudice, different or unfavourable treatment because of gender, ethnic background, religion, sexual preferences, age or disability.

Harassment may include unwanted conduct that is offensive or objectionable to the recipient, inappropriate humour or use of language (such as offensive or obscene remarks, ridicule or humiliation).

We also consider the filming / taking photographs of members of the schools' community without consent as unacceptable behaviour and a potential safeguarding concern.

Appendix C
GUIDANCE TO STAFF

The following strategies should be adopted by staff to encourage positive interactions with parents/carers or members of the community:

Diffusing a situation
- Give the situation/conversation your full attention and speak in a quiet, slow and friendly manner, summarising what is being said.
- Be clear about the reason for communication and provide specific examples to illustrate the points you make.
- Focus on a child's strengths before areas of concern. This is helpful in engaging support and promoting positive partnerships.
- Provide reassurance if appropriate and emphasise that your goal is to help every child to succeed.
- Keep calm and avoid interrupting – reassure that you are taking the concern seriously.
- Clearly outline what action will be taken.
- Direct the parent/ carer to the office if they persist in prolonging the discussion beyond the original point of the discussion.

Aggressive and abusive communications
If a communication becomes abusive or a member of staff finds themselves in a situation where they are or feel bullied, intimidated or threatened they should:

- Telephone call: Politely inform the perpetrator that the conversation will not be continued and will have to be terminated if they continue to behave in this manner;

- If this does not resolve the situation, then provide a polite warning that the conversation will be terminated and then end the call.
- Face to face: Give a polite warning that the perpetrator will be asked to leave and if the behaviour continues; call for assistance to escort the person from the site.
- E-mail: politely conclude the e-mail exchange, seeking advice from the headteacher as appropriate.

Dependent on circumstances, it may be necessary for a member of staff to:
- Call again or arrange/reschedule a meeting when the perpetrator feels able to meet or talk in a reasonable manner, ensure that another member of staff is present.
- Speak with the headteacher for support who may send a letter outlining circumstances and concerns.
- Arrange a meeting to be held with the teacher, headteacher and perpetrator (or in the case of the headteacher a governor may be present)

In serious instances the incident should be reported to the governing body.

It may also be necessary to report an incident to the police, ban a person from the school site or insist that any communication into school comes through a channel determined by the headteacher. If the incident involves injury, police will be called immediately and legal advice sought following the incident. The matter must be reported via the accident/incident report form, with referral to the Health and Safety Executive if appropriate. A record must be held of all incidents.

If a parent/carer feels that they have not been treated with dignity and respect or if they feel that they are a victim of discrimination, harassment or threatening behaviour, they should refer to the schools' complaints policy.

Official use only			
Acknowledgement sent by:		*Date:*	
Complaint referred to:		*Date:*	

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