



Gateway Academy



Visitors and Communications Policy (Anti Violence and Aggression)

Approved by: Claire Cleary and Lisa Breslin

Last reviewed on: September 2026

Next review due by: September 2027

STATEMENT OF INTENT

At Gateway Academy, the safety, security, and well-being of our entire school community—pupils, parents, carers, staff, governors, and visitors—are our highest priority. We firmly believe that a safe, respectful, and calm environment is essential for effective learning and working.

While the vast majority of parents, carers, and visitors model positive behaviour, the Academy will not tolerate aggression, harassment, abuse, or intimidation directed towards any member of our community, whether in person, over the phone, in written communications, or online.

Under the Health and Safety at Work etc. Act 1974, the Academy Trust has a statutory duty of care to ensure, so far as is reasonably practicable, the health, safety, and welfare of its employees. Staff members are entitled to perform their duties without fear of violence, harassment, or abuse.

EXPECTATIONS AND VISITOR CODE OF CONDUCT

All visitors, parents, and members of the Academy community are expected to:

- Act as positive role models by demonstrating mutual respect, civility, and good manners.
- Work collaboratively with staff to address concerns and resolve issues constructively.
- Follow the Academy's established Complaints Policy to address grievances peacefully.
- Appropriately supervise any children brought onto the premises.
- Refrain from using staff members as disciplinary tools for their children.
- Refrain from physical aggression, verbal abuse, swearing, raised voices, or intimidating body language.
- Avoid making defamatory, offensive, or derogatory comments about the Academy, its staff, or pupils in person, via email, or across social media platforms.

LEGAL FRAMEWORK

This policy operates within the framework of relevant UK legislation, including:

- Section 547 of the Education Act 1996: Defines nuisance or disturbance on school premises as a criminal offence.
- Health and Safety at Work etc. Act 1974 & Management Regulations 1999: Imposes statutory duties on employers to protect staff from risks to health and safety, including workplace violence and abuse.
- Equality Act 2010: Requires the Academy to make reasonable adjustments where behaviour or communication needs relate to a disability or protected characteristic.
- Protection from Harassment Act 1997: Prohibits courses of conduct that amount to harassment.

- Data Protection Act 2018 & UK GDPR: Governs the lawful collection, processing, and retention of incident reports and records.
- Public Order Act 1986 & Criminal Justice Act 1988: Applies to offences involving violent, threatening, or disorderly conduct.

UNACCEPTABLE CONDUCT

The Academy considers the following actions unacceptable (this list is non-exhaustive):

- Shouting, swearing, or using offensive, discriminatory, or derogatory language in person, over the phone, or in written communication.
- Physical threats, intimidation, aggressive gestures, or invasion of personal space.
- Persistent, harassing, or vexatious communications (excessive phone calls, emails, or unscheduled visits).
- Cyberbullying, harassment, or posting defamatory comments about the Academy, staff, pupils, or families on social media platforms.
- Smoking, vaping, or consuming alcohol or illegal substances on Academy grounds.
- Wilful damage to Academy property.

PREVENTATIVE AND SAFEGUARDING MEASURES

To ensure safety across the site:

- Visitor Management: All visitors must report to main reception, state their business, sign in, and display an official visitor badge at all times.
- Safe Meeting Environments: Meetings with parents or visitors involving complex or potentially contentious matters will be held in designated public or visible areas with a minimum of two staff members present.
- Lone Working: Staff must adhere to the Academy's Lone Working Policy and avoid isolated one-on-one interactions where safety risks are identified.
- Staff Training: Relevant staff receive de-escalation guidance and training on managing difficult interactions.

RISK ASSESSMENT AND INCIDENT RECORDING

In the event of unacceptable conduct, the CoHeadteachers (or designated senior leadership team) will conduct a risk assessment to determine a proportionate response.

Assessment Criteria

The risk assessment will evaluate:

- The nature, severity, and medium of the abuse or aggression.
- Witness statements and corroborated evidence.
- Prior history or recurring patterns of behaviour.
- The impact on staff or pupil well-being and security.
- Any evidence of provocation or mitigating circumstances.

- The likelihood of recurrence or retaliation.

Recording and Data Protection

- Staff and witnesses will complete formal incident report forms containing factual details and direct quotes where applicable.
- Incident records and risk assessments will be securely retained by the CoHeadteachers in accordance with the Academy's Data Protection Policy and GDPR Retention Schedule.
- In accordance with data protection legislation, individuals may request access to personal data held about them, subject to statutory exemptions (e.g., protecting the safety or privacy of third parties/witnesses).

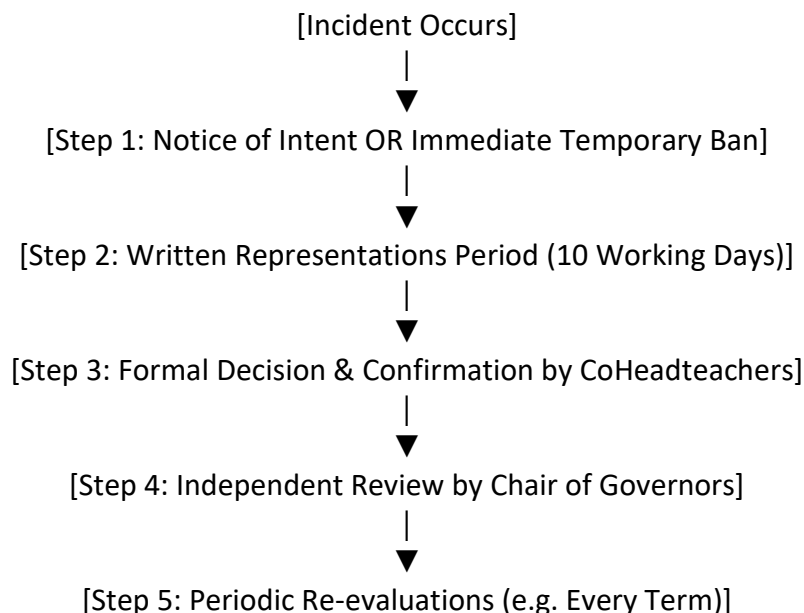
PROCEDURES FOR BARRING INDIVIDUALS FROM ACADEMY PREMISES

Implied Licence

School premises are private property. Parents and visitors enter the grounds under an implied licence. If an individual's conduct is unacceptable, the Academy reserves the right to withdraw this implied licence.

Procedural Fairness and Barring Steps

In accordance with DfE guidance on *Controlling Access to School Premises*, any decision to withdraw implied permission will follow a clear process ensuring administrative fairness:



- **Step 1: Notice of Intent or Immediate Provisional Bar**
 - Standard Procedure: The CoHeadteachers will issue a written Notice of Intent to Ban, setting out the alleged behaviour, the reasons for considering a ban, and inviting the individual to submit written representations.

- Urgent Procedure: Where severe aggression, violence, or significant security risks occur, the CoHeadteachers may issue an Immediate Temporary Ban while representations are sought.
- **Step 2: Right to Submit Representations**
 - The individual will be given a specified timeframe (typically 10 working days) to submit written representations to the CoHeadteachers explaining their conduct or presenting mitigating factors.
- **Step 3: Decision Confirmation**
 - The CoHeadteachers will consider any representations received before deciding whether to confirm, modify, or lift the ban. The outcome will be communicated in writing, specifying the start date, fixed duration of the ban, and review dates.
- **Step 4: Review by the Chair of Governors**
 - If the ban is confirmed, the individual may request a review by the Chair of Governors within 10 working days of receiving the decision letter. The Chair of Governors will review the procedural fairness and proportionality of the decision and notify the individual of the outcome in writing within 15 school days.
- **Step 5: Duration and Periodic Reviews**
 - A ban will never be indefinite. Bars will be imposed for a specified, proportionate period (e.g., one term).
 - Prior to the expiration of the bar, the CoHeadteachers will review whether the bar remains necessary or if acceptable conduct expectations can be established to restore access.

Retained Parental Rights

A ban from the Academy premises does not extinguish a parent's legal rights regarding their child's education. Banned parents retain the right to:

- Receive statutory information and written reports regarding their child's academic progress.
- Attend scheduled educational reviews or speak with staff via alternative, agreed channels (e.g., structured telephone appointments or written correspondence).
- Contact the Academy regarding emergency safeguarding or medical matters concerning their child.

TRESPASS AND LEGAL REMEDIES

If an individual enters the Academy grounds while a valid ban is in place, they are committing civil trespass.

- The individual will be requested to leave immediately.
- If they refuse, the Academy may contact the Police to remove them under Section 547 of the Education Act 1996.

- For serious, persistent, or violent behaviour, the Academy Trust may pursue criminal prosecution or civil injunctions (e.g., under the Protection from Harassment Act 1997 or Public Order Act 1986).

SUPPORT MEASURES

- Staff Support: Any staff member subjected to abuse or violence will receive immediate support, access to medical care if needed, debriefing, and access to confidential Occupational Health / Employee Assistance Counselling Services.
- Pupil and Pastoral Support: Affected pupils or families will be provided with appropriate pastoral care and counselling where necessary.

LINKED POLICIES

- Complaints Policy
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Staff Code of Conduct
- Online Safety Policy
- Data Protection & GDPR Policy