NORTHAMPTON PRIMARY ACADEMY TRUST

NPAT PARENT & VISITOR CODE OF CONDUCT

Rectory Farm Primary School

"Working together as a community to achieve educational excellence for all".

This code of conduct is an unsigned agreement between the Parent, Carer, Visitor and Rectory Farm Primary School.

By choosing Rectory Farm as your child's school, you are agreeing to abide by our code of conduct.

Associated Policies:	Complaints policy Visitors policy Parent code of conduct support pack – internal use only.
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Northampton Primary Academy Trust is proud to produce written materials that consider the British Dyslexia Association style guide Headteachers.

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1. TRUST STATEMENT

Northampton Primary Academy Trust (the Trust) is dedicated to ensuring that all pupils achieve their potential and will work in partnership with parents and other stakeholders to achieve this aim.

The Trust also has a duty of care to both staff and pupils to ensure their safety and wellbeing.

The Trust/school will not tolerate parent, carer or visitor behaviour that is unacceptable and has a detrimental effect on the good order and safety of any of its schools.

The purpose of this Code of Conduct is to set out the expectations for the conduct of all parents, carers and visitors connected to our schools and to outline the types of behaviour that are unacceptable and will not be tolerated.

This Code of Conduct also sets out the actions that the schools and Trust can take should this code be ignored or where breaches occur.

This Code of Conduct should be read in conjunction the Trusts' Complaints Procedure and the Trust Visitors policy which is available to parents, carers and visitors on our Trust/school website.

Implementation of this Code of Conduct should be supported by the Parent Code of Conduct Support pack and operational guide for staff – for internal use only.

2. WHO DOES THIS CODE OF CONDUCT APPLY TO?

This Code of Conduct applies to all parents, carers and visitors.

In this document, 'parent' means a parent, carer, or anyone with legal responsibility for a child. The Code also applies to any other family members of pupils or other visitors to a School.

If a parent is acting in a voluntary capacity, for example as a local governor or as part of a School's PTA, they are still subject to the scope of this policy as a parent.

3. REVIEW ARRANGEMENTS

This Code of Conduct will be reviewed every 3 years.

4. SCHOOL STATEMENT

At Rectory Farm Primary School we are very proud and fortunate to have a dedicated and supportive school community and we recognise that the education of our children is a partnership between the school staff, governors, parents and carers.

We expect our school community to respect our school;

- Ethos
- Values
- Rules
- Environment

We expect our school community to set a good example of their own behaviour on school premises, on school visits and anytime they are representing the school.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school during morning and afternoon collections.

5. KEY PRINCIPLES

The key principles of this Code of Conduct are;

- The parent/school partnership is fundamental to securing the success and wellbeing of all our pupils.
- We are committed to resolving difficulties in a constructive manner, through open and positive dialogue.
- The education and wellbeing of the child of the parent involved will not be compromised in any way by the application of this Code of Conduct.
- Any decisions regarding actions being taken for unacceptable behaviour will be fully communicated to the parent with clear reasons for the decision taken.
- Parents have the right to make representations about the action of the Trust or its schools.
- Any restrictions imposed due to unacceptable behaviour will be time limited, agreed by the Trust CEO and subject to a review.

6. SCOPE AND APPLICATION

This Code of Conduct covers unacceptable behaviour by a parent, carer or visitor:

- in any Trust or School buildings or on a Trust or School site
- by telephone to the Trust or a School
- by email to the Trust or a School
- on social media and any other public electronic media platforms (e.g. websites) referring to the Trust or a School or a member of staff of the Trust or School
- in any other setting which, in the reasonable opinion of the CEO or Chair of Trustees (or any person authorised by them), should be regulated by this policy.

7. UNACCEPTABLE BEHAVIOUR THAT WILL NOT BE TOLERATED

Behaviour that will not be tolerated includes:

- Disruptive behaviour which interferes or threatens to interfere with any of the Trust /school's normal operation or activities.
- Any unacceptable behaviour on or around Trust or school premises such as;

    - verbal or written threats of violence or harm
    - swearing or using loud or offensive language or displaying temper
    - Damaging or destroying Trust/school property
    - Sending abusive, unkind or threatening emails / texts / voicemails to anyone within the school community
    - intimidation, coercion or humiliation

- aggressive or disruptive behaviour
- harassment, bullying or causing distress
- physical violence
- discriminatory conduct or use of discriminatory language (sexist, racist, other)
- defamatory, offensive or derogatory comments regarding the Trust/school or any of the pupils, parents, staff or governors on social media platforms or media channels. [see below]
- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the Trust/school
- making deliberately false, malicious or vexatious accusations
- smoking, consumption of alcohol (unless alcohol has been allowed at a specific event) or use of illegal drugs on the Trust or a school's premises, or accessing the Trust or a school's premises whilst intoxicated
- taking photographs, audio or video recording of any staff member or child without their prior explicit consent including recording telephone conversations or online video meetings [see below]
- dogs being brought onto Trust/school premises without prior authority and in line with the guidance in the Trust Health & Safety policy
- any behaviour that violates the law or school policies
- incitement of others to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such conduct.

It will ultimately be for the Trust/school to determine whether conduct is deemed to be unacceptable.

Any form of communication that threatens the safety or well-being of staff or pupils will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of our Trust and School communities.

Covert recordings

Unless explicitly agreed in writing, the Trust does not consent to parents making audio or video recordings of any member of staff, trustee/local governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations where there is a high expectation of privacy. Making covert recordings without the consent of members of staff is regarded

as a breach of the relationship of mutual trust and confidence between the parent and the school.

If a parent threatens to record, or is found to be recording a conversation, all members of staff have the right to terminate the meeting or telephone call on discovery.

A parent that records a member of staff, trustee/local governor or school volunteer, without consent may be issued with a restricted communication plan (see below).

If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from a school's premises (see below) and the involvement of external agencies.

Inappropriate use of social media

The Trust/school encourages parents to approach staff with concerns in the first instance and to make use of the Trust's Complaints Procedure to escalate matters where necessary.

We urge parents to refrain from expressing concerns about the Trusts, its schools or its staff on social media sites.

Expressing concerns on social media may damage the reputation of the Trust and/or its schools and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying. Such comments will be screenshot and reported to the police.

It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers or any members of staff, online as this can lead to prosecution and a fine.

Should the Trust become aware that a parent is using social media to target the Trust, any school or its staff, it may (or it may authorise a school to):

- contact the parent or social media page owner to require the post to be edited or removed
- report the post(s) to the relevant social networking site
- issue the parent with a restricted communication plan (see below)
- where appropriate, inform the police or other relevant agencies

8. USE OF MOBILE PHONES ON SCHOOL PREMESIS

We encourage all of our school site(s) to be mobile phone free during school hours.

In line with our Visitor policy, parents, carers and visitors are asked to keep mobile devices on silent / vibrate whilst on school grounds.

All visitors are asked to comply with the following rules;

- Visitors should not use mobile phones around pupils, and where possible visitors should only use mobile phones in areas where children are not present.

- Visitors should not take pictures or recordings of pupils on school grounds, from within or outside the school boundary, on school trips or when working with pupils in any other circumstances without express permission from the Headteacher or delegated authority.

- Visitors may be authorised to take pictures or recordings of children at special events or occasions at the discretion of the Headteacher or delegated authority.

9. ACTION THAT CAN BE TAKEN IF SOMEONE IGNORES OR BREAKS THE CODE

In the event of any parent, carer or visitor not adhering to this Code of Conduct, proportionate action in the form of sanctions may be taken.

The Trust has a range of strategies to employ with any parent, carer or visitor who engages in unacceptable behaviour.

Whilst these sanctions are set out in the Code of Conduct by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the CEO or Chair of Trustees (or any person authorised by them), the severity of the behaviour warrants such a level of intervention.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police and/or the Trust's legal team for action.

Some of the sanction that may be considered include;

1.Verbal warning

A parent who displays any of the behaviour as described above will be asked to stop the behaviour and offered the opportunity to discuss the matter in person.

2.Mediation meeting

Where appropriate, the parent may be asked to meet with the Headteacher of a school (or a person authorised by them) or a member of the Trust central service team to discuss the matter in person.

3. Formal written warning(s)

A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the CEO for matters related to the Trust executive offices or authorised by the Trust CEO and signed by the Headteacher of the School or the Chair of Trustees (or any person authorised by one or more of them) for matters related to a school. This will be circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter will be retained for a period of twelve months and then in line with the Trust's Data Retention Policy. Where appropriate, more than one formal written warning letter may be issued.

4. Legal sanctions

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this Code of Conduct, then the Trust may consider implementing one or more of the sanctions listed below (or may authorise a school to do so):

A A restricted communication plan

The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the Trust and/or a school. This may include:

- Requiring contact in a particular form (e.g. in writing only)
- Limiting contact to one member of staff or a specific email address
- Restricting telephone calls to specified days and times
- Restricting communication to in writing only

B A ban from a school's premises

A parent's common licence to access a school's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff.

C An injunction under the Protection from Harassment Act 1997

The Trust may seek an injunction requiring the parent to desist from behaving in the manner in question.

10. RECORDS OF SANCTIONS

A record will be kept of any correspondence, action or decisions for a period of at least twelve months and then in line with the Trust's Data Retention Policy. Correspondence, statements and records relating to individual matters will be kept confidential except where:

- access is requested by the Secretary of State
- disclosure is required in the course of a school inspection
- an individual has a legal right to access their own personal data contained within such documentation
- under other legal authority

Thank you for abiding by this code of conduct. Together we can create a positive and safe environment for our children, staff, parents, carers and visitors