

Path Hill Outdoors

Parent, Carers and Visitors Code of Conduct and Behaviour on PHO Premises Policy

Status:	Updated Policy Date:	Scheduled Review:
Non-Statutory	September 2025	September 2027

Purpose and Scope

The vast majority of parent, carers and other visitors to Path Hill Outdoors (PHO) are supportive of the provision, its staff, students, their parent/ carers and other visitors, and act in a reasonable way, ensuring that Path Hill Outdoors is a safe, orderly environment in which students can learn. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the Path Hill community which is unacceptable and will not be tolerated.

We require our staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all staff members have the right to work without fear of harassment, violence, intimidation or abuse.

Path Hill Outdoors expects parent/ carers and other visitors to always behave in a reasonable way towards all members of the PHO community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard our setting expects and will not be tolerated.

The types of behaviour which are unacceptable and will not be tolerated are:

- shouting, either in person or over the telephone;
- using intimidating language or behaviour;
- using threatening language or behaviour;
- using abusive language or behaviour;
- using insulting language or behaviour;
- using aggressive or offensive hand gestures;
- shaking or holding a fist towards another;
- swearing;
- pushing, shoving or jostling;
- hitting, slapping, punching or kicking;
- spitting;
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

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

Permission to enter and be on Path Hill premises

Most students arrive via taxi, and a lot of parent/ carers do not come to Path Hill on a weekly basis. Parent/ carers have “implied permission” to be on the Path Hill premises for reasons relating to their child’s education. This means that parent/ carers are welcome to come to drop off and collect their child, to speak to the 1 to 1 Managers about their children, or for other meetings. Parent/carers do not have a legal right to enter or be on Path Hill’s premises without a good reason.

Other visitors also have “implied permission” to enter and be on Path Hill’s premises if they have a reason, for example a site contractor or delivery person, or a member of the public attending the office to make enquiries. Members of the public without a good reason for entering or being on the premises are trespassing.

Withdrawal of permission to enter and be on the PHO’s premises

Path Hill Outdoors has the right to withdraw the “implied permission” for a parent/ carer or visitor to enter or be on Path Hill Outdoors’s premises if their behaviour while on our premises is or has been unacceptable. The withdrawal of the “implied permission” will be effective as soon as the parent/ carer or visitor has been told that they must leave and are prohibited from returning, and this will be confirmed in writing.

If it was a parent/carers that was aggressive or abusive, it does not mean the student (their child)’s placement has finished, unless they were involved in the abusive behaviour, too (See our Prosocial Behaviour Policy). It does mean that alternative transport for the student will need to be arranged as the parent/carers will be prohibited from accessing the premises to drop off/collect their child. The full procedure that Path Hill Outdoors will follow is outlined in further detail below.

Once the “implied permission” has been withdrawn, Path Hill Outdoors will ask the Police to remove the parent/ carer or visitor if they appear on Path Hill Outdoors’s premises. If the parent/ carer or visitor causes a nuisance or disturbance while they are on PHO premises, they may also be prosecuted in the criminal courts and have a criminal conviction recorded against them.

Types of unacceptable behaviour

In order to support a peaceful and safe educational environment Path Hill Outdoors cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a learning space (including the courtyard), office or any other PHO area.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of staff, visitor, fellow parent/carers or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying PHO property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of PHO or staff character on Facebook or other social networking sites.

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on PHO premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on PHO premises.
- Dogs being brought on to premises without prior arrangement, with the exception of assistance dogs.

Procedures

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave, or invite them to a space away from a crowded area or area with students present.
- Ask the Director or a 1 to 1 Manager for support.
- In the event of violence or aggression, contact the Police using 999.

After the incident

The Director will

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident. This must be signed and dated.
- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned or given a warning letter.
- Discuss this with SMT.
- If a letter is thought appropriate, a letter will be sent to the perpetrator.
- If a ban is appropriate, the Director will give the parent/carer/visitor an opportunity to make representations about this before finalising the ban.
- If the Director considers it unwise to allow the parent/carer/ visitor back on the premises at this time, they will impose a temporary ban for a week, to give the parent/carer/visitor an opportunity to make representations in writing. As soon as this happens, the Director will write to the parent/carer/visitor informing them of the decision to extend the ban or not to renew it after the initial week has elapsed.
- If a ban is renewed after the initial week, the Director will impose any further ban for a fixed period of time and explain that they will review the ban at the end of that period.

Police assistance

In the event of a parent/carer/visitor becoming aggressive or violent, we will not hesitate to contact the Police using 999. When the situation does not require immediate Police response, but there is prior knowledge of likely difficult or dangerous behaviour, the Director may contact the local Police Station or call 101 for advice.

STEPS TO BE TAKEN IF A PARENT/CARER/VISITOR IS AGGRESSIVE AND/OR VERBALLY or PHYSICALLY ABUSIVE

NB: Any incidents of violent conduct would immediately proceed to Step 4 and referred to the Police immediately.

STEP 1: VERBAL WARNING

The Director (or member of SMT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the incident is deemed serious enough, it may be appropriate to proceed to Step 3.

STEP 2: FINAL WRITTEN WARNING

If a second incident occurs involving the same person or persons, the Director will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the Director with no option but to take further action. If the incident is deemed serious enough, it may be appropriate to proceed to Step 3.

STEP 3: EXCLUSION PATH HILL OUTDOORS PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Director will enforce an exclusion from PHO premises.

STEP 4: REMOVAL BY POLICE

If, following a decision to exclude a person from the premises, that person persists in entering PHO premises, they may be removed by the Police as a trespasser and charged with an offence under the Public Order Act 1986.

All parents/carers/visitors, even if excluded from PHO premises, are not excluded from the rights to be involved in their child's education and is still able to seek an appointment to speak to staff about their child's educational progress in a way that is safe for everyone.

Reviewed by

A handwritten signature in black ink, appearing to read "Julia Warwick".

Julia Warwick- Director September 2025