

# Visitor Behaviour Policy

Implementation: April 2011  
Reviewed: September 2016



**The Oasis Academy Visitor Behaviour policy is a statement of good practice for staff and Academy visitors**

## **Aim:**

- To ensure, as far as we reasonably can, the safety of staff, who have contact with the public.
- To ensure that the public, including parents, students and family members are treated fairly and without discrimination.
- To ensure that all staff are treated similarly by the public.

## **Definition of acceptable behaviour:**

- The individual can access services and premises in a safe and non-abusive manner
- Staff must feel safe in providing those services
- The opportunity for the individual to demonstrate acceptable behaviour must be made available to them and thereby the removal of whichever step in the process their behaviour has achieved.

## **Examples of unacceptable behaviour:**

- Property Damage
- Verbal Abuse
- Racial Abuse
- Intimidation
- Threatening Behaviour
- Attempted Assault
- Unlawful Detention
- Physical Threat.

## **Reporting incidents:**

All incidents of violence and abuse must be reported to the Education Health and Safety Team on form VA1. The Enfield's Education Health and Safety Officer may also ask for further information so that, in some cases, information regarding violent or abusive individuals can be shared with other Council Service Groups.

## Step One:

On the first instance of an individual's behaviour being unacceptable then staff should withdraw from the area allowing the visitor time to regain their composure.

On the occasion that:

- The visitor **regains acceptable behaviour** then the meeting can continue to take place.
- Staff must complete the attached VA1 Violent and Abuse Report form.
  
- The visitor **does not regain acceptable behaviour** then the meeting cannot continue to take place
- The visitor is asked to leave the premises
- Staff must complete the attached VA1 Violent and Abuse Report form.
  
- The visitor **refuses to leave** the premises then the police should be contacted and Step Two followed.

## Step Two:

1. The individual should be **contacted formally by letter** to confirm that their behaviour was unacceptable and be provided with a copy of the 'Statement of Expectations of Behaviour' and offered a meeting to discuss the incident.
2. If the incident was of such severity that a meeting is considered an **unacceptable risk** then the individual should be asked to submit their case in writing.
3. The individual must be advised that **failure to attend the meeting**, or submit their case in writing will mean a decision is made in their absence.
4. If there is a case where **literacy support** is needed then a translation service, information by telephone or the inclusion of an advocate can be brought into the arrangements.

## Step Three:

1. If, at the meeting, the individual presents **acceptable behaviour** then no further action should be taken.
2. If, at the meeting, the individual presents **unacceptable behaviour** then the individual should be asked to leave the premises as in Step One.

## Step Four:

1. The individual should be advised, in writing, that as a **second incident of unacceptable behaviour** has occurred, an application has been made to the Council's Legal department that will result in them being prohibited from the premises.
2. In **extreme circumstances** an immediate prohibition can be issued with details of why such action was considered appropriate.

### **Step Five:**

Legal Services should be contacted with regard to prohibiting the individual from the premises. The prohibition should state the date the prohibition takes effect and the date on which it should be reviewed.

### **Step Six:**

1. If the individual **adheres to the prohibition and does not present unacceptable behaviour** at the agreed time, they should be invited to discuss lifting the prohibition. However, they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the prohibition
2. If the individual **does not adhere to the terms of the prohibition** Legal Services should be informed immediately with all details. Statements confirming time and all details must be provided.

### **Step Seven:**

Legal Services should turn the prohibition into an injunction with power of arrest. This will be served to the individual at their home address.

### **Step Eight:**

1. The **adherence to the injunction** by the individual should result in a review: as in Step Six
2. The **presence of the individual once an injunction has been served** should result in a call to the police to undertake arrest

Next review due: September 2018