



# Parent / Carer Code of Conduct

Date policy last reviewed: March 2024.

Signed by:

\_\_\_\_\_ Headteacher Date: \_\_\_\_\_

\_\_\_\_\_ Chair of governors Date: \_\_\_\_\_

## **Contents:**

### Statement of intent

1. [Legal framework](#)
2. [Expectations](#)
3. [Driving pupils to school](#)
4. [Inappropriate behaviour](#)
5. [Managing inappropriate behaviour](#)
6. [Barring from the school premises](#)
7. [Monitoring and review](#)

### **Appendices**

- a) [Parent Code of Conduct Agreement](#)
- b) [Social media guidance for parents](#)
- c) [One way system](#)

## **Statement of intent**

At New Brighton Primary school, we strive to build a strong relationship with parents / carers to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents / carers are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents / carers may result in individuals being removed from the premises.

This document outlines the manner in which parents / carers are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

## 1. Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy

## 2. Expectations

Our school expects parents / carers to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents / carers and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents / carers may not wear nightwear when dropping-off or collecting pupils.
- Work closely with school to ensure that your child attends daily and on time.
- School gates open at 8:30am each morning, school doors open at 8:40am (pupils must be supervised by parents between 8:30am and 8:40am), the school day starts at 8:50am

As parents / carers you can expect school staff and teachers to:

- Provide a broad and balanced curriculum which challenges your child to reach their potential and fulfils the requirements of the National Curriculum, meeting children's individual needs.
- Provide a safe and happy environment where all children are valued, respected and listened to.
- To achieve high standards of behaviour by providing opportunities for children to develop positive social relationships, self-esteem and a sense of responsibility.
- To teach your child about our school values: confidence, independence, responsibility, mutual respect, community involvement and resilience
- Teach your child to develop a positive attitude to others, regardless of age, disability, gender reassignment, race, religion or belief, sex, marriage or civil partnership.
- Promote high standards and high expectations of effort and attainment to ensure your child achieves their potential.
- Keep you informed about your child's progress and behaviour, as well as their termly curriculum.
- Deal with parental / carer concerns promptly and inform them of how they have been resolved.
- Provide regular homework opportunities which are realistic, achievable and related to work in school.
- Allow children safe and secure use of the Internet through a combination of site filtering, supervision and by fostering a responsible attitude in all pupils, in partnership with parents / carers.
- Promote good attendance and punctuality.
- Keep parents well informed about school life and special events through regular communication and via the school website.

Parents / carers are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Social Media Policy

Parents / carers can request copies of all relevant policies and procedures from the school office.

### **3. Driving pupils to school**

Parents / carers will drop off and collect children only where road markings allow. Parents / carers are not permitted to stop, wait, drop off, or pick up pupils while parked in a prohibited area, i.e School transport parking bays or yellow zig-zag lines.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

Due regard should be given to the voluntary one way system put in place around the school site to ease traffic flow particularly at busy times. This system runs at the following times each day: 8:45am to 9:15am and 3:15pm to 3:45pm See appendix C for further information.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents / carers will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents / carers are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late - all pupils are expected to be collected at 3:30pm. If a parent / carer is delayed in picking up their child for any reason it is the parents / carers responsibility to call an authorised adult to collect the pupil from school on their behalf, informing the school of the change.

Parents / carers that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

#### **4. Inappropriate behaviour**

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental / Carer behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist, sexual or homophobic comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents / carers
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures

- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent / carer or pupil to discuss or reprimand them because of an issue between pupils or parents / carers
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

## **5. Managing inappropriate behaviour**

If a parent / carer is behaving inappropriately, a report will be made to the headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents / carers will raise concerns regarding another parent's / carer's behaviour or conduct directly with their child's class teacher, phase leader or the headteacher and will not approach the parent / carer themselves.

Instances of parents / carers displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent /carer has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent / carer from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's / carer's channels of communication to the school, e.g. no longer allowing the parent / carer to send emails to a staff member directly
- Reporting content the parent / carer has posted online to the website's admin

- Referring the case to children's social care, where the behaviour indicates that the parent / carer poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent / carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent / carer has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's / carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent / carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the [Barring from the school premises](#) section of this policy.

## **6. Barring from the school premises**

The school has the right to bar a parent / carer from the premises to keep the school community safe. If a parent / carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent / carer being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent / carer persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent / carer temporarily, until the parent / carer has had the opportunity to formally present their side.
- Inform the parent / carer that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent / carer, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days



The headteacher's decision to bar the parent / carer will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent / carer and decide whether to confirm or lift the bar. The parent / carer will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent / carer will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's / carer's conduct, it may be extended.

Once the appeal process has been completed, parents / carers that remain barred may be able to apply to the Civil Courts. If a parent / carer wishes to exercise this option, they will be advised to seek independent legal advice.

## **7. Monitoring and review**

This document will be reviewed on an annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is September 2025.

All parents / carers will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined.

## **Parent / Carer Code of Conduct Agreement**

**As parents/carers of child/ren attending New Brighton Primary, I understand my obligations under this code of conduct and agree to comply fully with them.**

I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Bringing dogs onto the school property or tying dogs to school railings.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff, parents or governors.
- Requesting to 'follow' or 'friend' school staff on social media.

**Compliance is assumed given that parents have specifically chosen New Brighton Primary as the school of choice for their children. If individuals do not agree to follow the terms of this agreement, an appointment should be made immediately with the Headteacher.**

## Social media guidance for parents:
















At New Brighton Primary school we strongly believe that primary aged pupils should not use age inappropriate social media. When used correctly social media has many benefits. When used incorrectly social media can cause upset and anxiety for adults and for children. Research says that children can be affected in many ways – they feel unhappy, vulnerable, left out, bullied, can't sleep and lose confidence.

This is clearly something that all children should be protected from. Incorrect or inappropriate use often consists of sending unkind or inappropriate messages through group chats. All pupils in New Brighton Primary are taught about internet safety and what to do if they receive unkind or inappropriate messages but it remains the responsibility of ALL parents / carers to manage and monitor their child's usage of mobile phones and wider internet usage.

Many sites have age restrictions; eg Facebook, Youtube, Instagram, Snapchat, Musical.ly, Whatsapp - this is to prohibit and ultimately safeguard primary school children from having their own authorised use.

Often peer pressure persuades children that they must have a mobile phone "because everyone else has" OR to join a social network group. This pressure can equally persuade parents to buy children a mobile phone for their child or children. OR to overlook age restrictions on sites. As parents / carers it is entirely appropriate to say "no". If your child does have a phone (or ipad or tablet or laptop) some simple but important safeguarding messages are:

- **Set guidelines for when your child has use of their phone or device and what they can use it for**
- **Check usage and messages for appropriateness**
- **Restrict access to certain sites**
- **Age restrictions on sites are there to protect and safeguard children, check and if in doubt say no!**
- **Keep phones downstairs and not in bedrooms**
- **Remove the privilege of a phone or device if it is used inappropriately**
- **Remind children that digital media leaves a digital footprint; this means that messages and images are stored and are traceable. Think what you say and post**
- **Use sensibly, safely and only in presence of an adult – look after each other and yourself**

APP AND THEIR AGE RATINGS.			
AGE 13+		AGE 16+	
 Facebook	 Snapchat	 WhatsApp	
 Instagram	 X (Twitter)	AGE 17+	AGE 18+
 Tiktok	 Kik	 Sarahah	 Meetme
 YouNow	 Yubo	 Yolo	 Liveme
 House Party	 Monkey		

Some useful links for parents / carers:

<https://parentingsmart.place2be.org.uk/article/safe-social-media-for-primary-aged-children>

<https://www.openvieweducation.co.uk/social-media-age-ratings/>

<https://www.internetmatters.org/resources/ukcis-social-media-guide-for-parents-and-carers/>

## One way system information.

This system runs at the following times each day: 8:45am to 9:15am and 3:15pm to 3:45pm

