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## **Code of Conduct – Parent & Carers Agreement**

### **Statement of intent**

At St Chads Community Project, we strive to build a strong relationship with parents and carers to help create a stimulating environment that continues from the charity to home, providing all children with the opportunity to achieve to the best of their ability.

To create a welcoming and safe environment, the charity implements a specifically designed set of rules regarding behaviour and conduct which parents 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, trustees, visitors, children or other parents may result in individuals being removed from the premises.

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

### **1. Expectations**

Our charity expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the charity's ethos and values through their behaviour.
- Set a good example to children through their behaviour and the way they interact with staff, children and other adults.
- Work together with staff for the benefit of their child.
- Treat all trustees, staff members, children, other parents and any other individuals connected to the charity with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the charity to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the charity premises and grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the charity's property and environment by keeping it clean and tidy.
- Dress in an appropriate manner when on the charity premises and attending charity events. Parents may not drop-off or collect children wearing nightwear.
- Ensure their dress and appearance reflects that they are role models for children.

### **Charity policies and procedures**

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



- Photography Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

Parents can request copies of all relevant policies and procedures from the Admin office.

## **2. Inappropriate Behaviour**

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

Parental behaviour that the charity does not tolerate includes the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the charity community, including children, staff, trustees and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive or threatening messages, emails or other communications to any member of the charity community
- Trespassing on charity property without prior permission or implied licence
- Causing intentional damage to charity property
- Breaching the charity's security procedures
- Using physical violence on the charity premises or on a member of the charity 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 charity, including on social media
- Posting content on social media that is damaging to the charity's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the charity 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 charity's operations or activities
- Approaching another parent or child to discuss or reprimand them because of an issue between children
- Threatening any member of the charity community in any way
- Arriving on the charity premises partially clothed
- Smoking on the charity premises
- Taking illegal or harmful drugs while on the charity premises
- Drinking alcohol on the charity premises, unless it has been authorised and supplied by the charity
- Taking photographs or videos on the charity premises without permission from the charity
- Driving unsafely within the vicinity of the charity



### **3. Managing Inappropriate Behaviour**

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

Parents will raise concerns regarding another parent's behaviour or conduct directly with a staff member, Head of Children Services or the CEO and will not approach the parent themselves.

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

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

- Barring the parent from the charity premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the charity, e.g. no longer allowing the parent to send emails to a staff member directly
- Referring the case to children's services, where the behaviour indicates that the parent poses a risk to children

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

The charity 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 is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent 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 appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the charity premises, in line with section 5 of this policy.

### **4. Barring From the Charity Premises**

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



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

The charity will either:

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

The CEO will send a letter to the parent, 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 trustees within **5** working days

The CEO's decision to bar the parent will be reviewed by the chair of trustees.

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

If the decision is confirmed, the parent 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 conduct, it may be extended.

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

## **5. Monitoring and review**

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

The next scheduled review date for this document is October 2023.

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



## Code of Conduct – Parent & Carer Agreement

Please return this slip to the Head of Children Services at St Chads Community Project as soon as possible.

Child's Full Name:
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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 charity community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the charity community.
- Trespassing on the charity property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the charity premises.
- Sending inappropriate, abusive or aggressive messages to charity staff.
- Requesting to 'follow' or 'friend' charity staff on social media.

<b>I have received, read and understood the terms and conditions of the Code of Conduct – Parents Agreement</b>	
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Full Name Parent/ Carer 1:	
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Signed Parent/ Carer 1:	Date:
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Full Name Parent/ Carer 2:	
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Signed Parent/ Carer 2:	Date:
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Signed Head of Children Services:	Date:
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