

Code of Conduct for Parents, Carers, and Visitors

Cambian Spring Hill School

Policy Author / Reviewer	Samantha Campbell / Romuald Stysial / John Curtis
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1. Monitoring & Review

The Policy Author will undertake a formal review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later one year from the date of approval shown above, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

Signed:



Samantha Campbell

Principal

September 2021

2. Purpose – Aims & Objectives

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Cambian Spring Hill School

At Cambian Spring Hill School, we are very proud and fortunate to have a very dedicated and supportive staff community across both care, education and clinical teams. We expect that all staff, governors, parents/carers and social workers recognise that the successful education and care of our children and young people depends on a positive partnership between us. The purpose of this policy is to provide a reminder to all who visit Cambian Spring Hill School about the expectations around the conduct of all parents/carers and visitors connected to us.

As a service provider for the education and care of children and young people, we are aware of the importance of good working relationships and recognise the importance of these connections to equip our youngsters with the necessary skills to fully engage in their education and to develop positive and appropriate social skills so that they conduct themselves appropriately in public and develop skills and appropriate levels of independence to support them in their adult lives. For these reasons we welcome and encourage parents and carers to participate fully in the life of our school and residential homes. It is useful for us to receive constructive feedback as this helps us to improve.

The purpose of this code of conduct is to provide the expectations around the demeanour of all parents, carers and visitors connected to Cambian Spring Hill School and the Children's Home. Creating the best outcomes for our children and young people requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that

all within the Spring Hill community are safe and not open to undue distress, anxiety, vexatious claims and unrealistic expectations.

We understand that everyday frustrations can cause misunderstandings and potentially have a negative impact on our working relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is however essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding; ultimately, the young people benefit from experiencing constructive relationships between home and school. We all have a duty to model positive behaviours in order to support the best outcomes for all of our youngsters.

Cambian Spring Hill School already has a code of conduct for all employees; this policy is aimed at the wider community so that all can see and understand the expectations on the behaviour of all visitors or those connected with the school and children's home. The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental and collegiate sign-up to these expectations. The policy also sets out the actions the Principal, Samantha Campbell, can take should this code be ignored or where breaches occur.

3. Behaviour that will not be tolerated

- Disruptive behaviour which interferes or threatens to interfere with any of the schools' or children's homes operation or activities anywhere on the premises or during offsite visits to include multi-agency meetings held off campus
- Any intimidating behaviour on the premises or during offsite visits to include multi-agency meetings held off campus
- Using loud or offensive language or displaying anger under any circumstances
- Threatening or confrontational behaviour towards a member of staff, visitor, fellow parent/carer or child either face-to-face, via email or over the telephone
- Damaging or destroying Spring Hill property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school or children's home community
- Defamatory, offensive or derogatory comments regarding the school or children's home or any of the pupils, parents/carers, staff, governors at the school on Facebook or other social media sites
- The use of physical, verbal or written aggression towards another adult or child/young person. This includes physical, emotional or verbal punishment of your own child on Spring Hill premises or during off-site multi-agency meetings

- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on Spring Hill premises. Spring Hill does not serve alcohol at celebratory events during school hours.
- Dogs being brought on to the school premises, other than endorsed Guide Dogs, Hearing Dogs or Therapy Dogs
- Attending site to collect a young person in residential care without due parental responsibility, approval of the Social Worker (if appropriate) or without forewarning the home or school manager beforehand
- Attending site without invitation or when it is deemed unsuitable or unsafe to do so e.g. visiting site from a Tier 3 area during the CV19 pandemic and failing to follow reasonable safety measures to reduce spread of infection
- Openly maligning or slurring the school or Children's Home so as to cause reputational damage
- Undermining or over-ruling the homes boundaries, rules, and routines, which are in place to ensure consistent and safe care of young people.

Should any of the above occur, we may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending individual(s) from entering the premises either on a temporary or permanent basis.

Note:

1. A ban from site can be introduced without having to maintain all the steps offered above in more serious cases
2. Site bans will normally be time limited in the first instance
3. A review of the suitability of the residential placement for the young person involved.

4. Complaints

This code of conduct does not prevent parent/carers or visitors from raising a legitimate complaint in an appropriate fashion. In most cases we anticipate that all complaints and concerns can be resolved through open dialogue and discussion with relevant staff members.

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our Complaints policy. This is available on our website but if you would prefer please contact the school office and we can arrange for a hard copy to be made available. For your information, we provide all

parents/carers with a Concerns and Complaints handout to guide you through the process.

5. What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor breaking this code, then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be serious and potentially a criminal matter, the concerns will, in the first instance, be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child/young person, staff or governor in the school or care setting. Additionally, this will include anything that could be seen as a sign of harassment towards any member of the Spring Hill community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the matter to Cambian's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous, or a criminal matter, then the Principal, Samantha Campbell, will send out a formal letter to the individual with an invitation to attend a meeting.

If the parent/carer or visitor refuses to attend the meeting then the Principal will write to ask them to stop the behaviour causing the concern and warn that they risk being banned from Cambian Spring Hill School's premises. If inappropriate behaviour continues, the individual(s) will again be written to and informed that a ban is now in place. The length of the ban will be dependent on the offending behaviour and will be reviewed on a half-termly basis.

Thank you for abiding by this code in our school and care setting. As a partnership we are all aware of the importance of good working relationships and all recognise the importance of solid working relationships to equip all of our children and young people with the necessary skills for adulthood.

Note

1. A ban from the school can be introduced without having to go through all the steps offered above in more serious cases.
2. Site bans will normally be limited in the first instance.
3. A review of the suitability of the residential placement for the young person involved.

6. Issue of conduct with the use of social media

Most people take part in online activities and social media; it's fun, interesting and keeps us connected. Within these online spaces, we ask that you use common sense when

engaging in online discussion associated with Cambian Spring Hill School or the Cambian Group.

7. Think Before You Post!

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, the children's home, school staff, parents or pupils.

We take very seriously inappropriate use of social media by a parent or family member to publicly humiliate or criticise another parent, pupil or member of staff.

If parents/carers have any concerns about their child in relation to the school as we have said above they should follow the Complaints procedure guidance. Social media should not be used as a medium to air any concerns or grievances.

8. Online Activity which we Consider Inappropriate

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing any aspect of Spring Hill into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils or other parents/carers
- Using social media to publicly challenge school policies or discuss issues about individual children or young people
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

In serious cases the school will also consider its' legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or young person or a parent/carer to publicly humiliate another by inappropriate social network entry. The school will also consider its' legal options to deal with any such misuse on social networking and other sites and may refer matter to the police if deemed serious.

9. Libellous or Defamatory Posts

In the event that any pupil or parent/carer of a child at Spring Hill school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil remove such comments immediately.

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Thank you for respecting and abiding by this policy in our school and children's home. Strong working relationships ensure that, together, we create a positive and safe environment for not only the children and young people but also all who work and visit our school and Children's Home.