



Streetsbrook Infant & Early Years Academy



Code of Conduct for Parents *2026-27*

Streetsbrook Infant & Early Years Academy

'Learning for Life'

At Streetsbrook, we strive to provide an equal chance for all to become responsible and caring citizens who lead happy and fulfilled lives, and are equipped with the skills and abilities to shape the world they live in.

Our Values are:

- **S**elf-Belief
- **B**elonging
- **R**espect

These are embedded into our Nurturing Principles



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The model Code of Conduct for Parents Policy produced by The National College has been used to support the writing of this policy.

Statement of Intent

At Streetsbrook Infant & Early Years Academy, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all children with the opportunity to achieve to the best of their ability.

As a result of an increasing number of communications from parents - both verbal and written, that have caused distress to the staff team, it has been necessary to implement a specifically designed set of expectations regarding behaviour and conduct which parents are expected to act in accordance with.

Governors and staff at our school appreciate that incidents of intimidation and abuse are extremely rare and that the vast majority of parents and carers communicate with staff in our school in an appropriate manner. However, it is important to reinforce that all staff members have the right to work without fear of intimidation, violence or abuse; therefore, physical attacks, threatening behaviour and abusive or insulting language – both verbally and in writing towards staff members, governors, visitors, children or other parents may result in individuals being removed from the premises.

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

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 (2024) 'Keeping children safe in education 2024'
- DfE (2018) 'Controlling access to school premises'

This policy operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Persistent or Vexatious Complaints & or Harassment
- Social Media Policy
- Child Protection and Safeguarding Policies
- Drug and Alcohol Policy

Expectations

Our school expects parents 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 children through their behaviour and the way they interact with staff, children 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, children, other parents and any members of the school community with dignity and respect, including through class WhatsApp groups (NB. WhatsApp messages can be discoverable and admissible as evidence in legal cases.)
- Where appropriate, clarify their child's version of events with the school to bring about an amicable 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 e.g. cycling/scooting across the playground.
- 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 children from school, including following parking advice and requests outlined in the school prospectus and in school newsletters.

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

- Drug and Alcohol Policy
- Social Media Policy

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

Use of Mobile Phones

The use of mobile phones is strictly prohibited within the school building and in the presence of children unless permission has been granted. Parents helping within school are requested to leave mobile phones in the care of the school office.

We respectfully ask that parents avoid using their mobile phones at the beginning and end of the school day, so that they are free and able to talk to their child(ren) about their day.

Mobile Phones, Productions and Educational Visits

We are very happy for parents to take photos and/or videos of their children in all school productions; however, this is for personal use only and photos and/or videos should not be placed on any social media platform without permission from the parents of any other child included in the photo.

We appreciate that parents volunteering on Educational Visits may need to bring their phone with them for contact reasons; however, they must refrain from using it during the visit unless cleared with a member of the school staff. This includes using the phone to take photographs.

Driving Children to School

Parents who transport their children to and from school by car are asked to give priority to the safety of our children, and to show consideration for residents when parking. Please do not park on the yellow zig-zag lines outside the school, on the pavement or in front of driveways as we wish to maintain good relations with our neighbours. Ralph Road has a 20mph speed restriction which must be adhered to.

We would also request that three-point turns are not completed on Ralph Road directly outside school. This type of manoeuvre has resulted in number of potentially serious incidents. Please use more suitable turning spots which can be found just beyond the school in both directions.

For parents parking at the rear of the school, we would respectfully ask that you park close to the entrance of Prospect Grange and then use the path that runs adjacent to the estate and straight into school. Please avoid parking in Kenley Way or Cornbury Grove.

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.

All children must wear a seatbelt at all times while they are dropped off and picked up. Parents must ensure that children disembark from vehicles safely and cross roads with care before escorting their children on to the school grounds to stand outside their classrooms. Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Children should not be collected late - all children are expected to be collected at 3.15pm, except for those attending our after-school club. If a parent is delayed in picking up their child for any reason it is the parents responsibility to call an authorised adult to collect the child from school on their behalf.

If a parent that is going to be late picking their child up from school and cannot arrange for an authorised adult to collect the child on their behalf they should inform the school as soon as possible. It is important to note that persistent late collections may incur a charge.

Inappropriate Behaviour

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make children, staff members and other members of the school community feel intimidated or threatened. Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language/hand gestures
- Discriminating against any member of the school community, including children, staff, governors and other parents
- 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
- Causing intentional damage to school property
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- 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
- Approaching another parent or child to discuss or reprimand them because of an issue between children
- Demands for meetings at unreasonable times and/or of unreasonable length without prior notice
- Inciting other parents to join in or make a complaint
- Frequent or repetitive meetings about an issue that has already been dealt with
- Approaching staff through any social media platforms e.g. Facebook, Instagram

Such actions are regarded as bullying and intimidating; in the event of any of these, the school will respond proactively to support their staff.

Managing Inappropriate Behaviour

If a parent 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 will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher 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 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 from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, 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 school's Child Protection and Safeguarding Policies.

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 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 school premises, in line with the 'Barring from the school premises' section of this policy.

Barring from the School Premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school 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 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 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 Headteacher 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 chair of governors within 10 working days

The Headteacher's decision to bar the parent will be reviewed by the Chair of Governors.

The Chair of Governors 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 will be advised to seek independent legal advice.

Formal Complaints

It is hoped that most concerns can be respectfully expressed and resolved on an informal basis. However, there may be occasions where an issue remains unresolved in which case the next step is to make a formal complaint. Please see our Complaints Policy for further information.

Monitoring and Review

This policy was written in consultation with staff, parents, governors and trustees. It will be reviewed on an annual basis; any changes made will be communicated to all parents and staff at the school through Parent Partnership Meetings and Staff Meetings.

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



Louise Minter
Headteacher

Home-School Agreement

This agreement was drawn up in consultation with Governors, Staff, School Council and Parent Partnership Team. This agreement is to be kept in school.

If you have any queries or concerns regarding this agreement, please contact:

Louise Minter
Headteacher

Tel: 0121 744 5245
Email: office@streetsbrook.solihull.sch.uk

Streetsbrook Infant & Early Years Academy

Learning for Life

At Streetsbrook, we strive to provide an equal chance for all to become caring, responsible citizens who lead happy and fulfilled lives, and are equipped with the knowledge, skills and abilities to shape the world they live in.

Our values are:

Desire to Learn

To enjoy the lifelong process and challenge of learning; alone and with others.

Love and Respect

To have respect for ourselves, others and the environment, recognising and celebrating individual lifestyles, cultures and faiths

Happiness

Developing successful relationships where individuals can build and follow their dreams

Confidence

Having the self-belief to embrace and follow your own choices

Being a Good Citizen

Making a positive contribution to communities on a local and global scale



Streetsbrook Infant & Early Years Academy



Home-School Agreement



Agreement for children
To help myself at school, I will do my best to:

- have fun when I am learning
- work hard and do my best
- listen carefully
- look after the equipment in our school
- do as I am told straight away
- be a good friend
- be polite and use 'please' and 'thank you'
- tell a teacher if I am feeling upset about something
- learn about how to keep myself and others safe

Agreed School Rules

1. Always try your best and be determined, even when things are tricky
2. Do as you are told straight away
3. Always tell the truth
4. Look after our school and everything in it
5. Be kind and respectful to everyone
6. Work and play safely and tell a trusted adult if you feel unsafe

Signed:

Child's name:



Agreement for parents
To help my child at school, I will try my best to:

- ensure my child attends school every day, arrives on time, and looks smart and well presented
- ensure my child is prepared and ready for learning
- encourage a love of learning
- support my child's well-being to enable them to be an effective learner
- encourage my child to do their best in all they do and celebrate their achievements
- work in partnership with school, by supporting my child with their homework and attending curriculum evenings and individual parent appointments
- build successful relationships with staff based on mutual respect
- work with the school to encourage good behaviour
- share information about my child
- help my child to understand how to keep themselves and others safe
- adhere to the Code of Conduct for parents

Signed:

(Parent)



Agreement for school
To help your child at school, we will try our best to:

- provide a stimulating and caring learning environment in which all children are safe and happy
- provide a broad, balanced and exciting curriculum which meets the needs of each child
- provide the necessary knowledge, skills and understanding to begin to prepare children for their future lives
- provide highly trained and dedicated staff who engage, motivate and inspire all children in their learning
- support your child in achieving high standards of work and behaviour
- provide opportunities for children to develop their understanding of how to keep themselves and others safe

Signed *K. Minter*

(Headteacher)