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Mrs A Mead, Head Teacher

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'No Excuse for Abuse'

Posters which state clearly that abuse of staff will not be tolerated are common place in NHS hospitals, railway stations and many other workplaces. I never thought Hillcrest would need one as usually we have incredibly positive relationships with parents and carers in our community.

It therefore saddens me to have to write a reminder that:

- Inappropriate language, threats or acts of aggression towards staff or pupils will not be tolerated on site, through social media or on the telephone
- Anyone behaving in such a way will be asked to leave, they may receive a ban from the premises and their behaviour may be reported to the police

Staff who have experienced abuse and threats from a small minority of parents/carers have said it has impacted their mental health. No one should be subjected to abuse of any kind while at work.

We are solution focussed and always try to work with parents/carers to get the best for their child as education works best if we work as a partnership. My ask is that we are always kind and respectful to one another, so that we are modelling to our young people the appropriate way to communicate, even if navigating a challenge.

To end on a positive, the majority of parents/carers are so appreciative about the work we do with our fabulous young people. I would like to share some as these are reflective of the majority of communications we have:

- I'm very happy about how my child has come on since starting this school, he's come on so well. His character has come out, his confidence is building and he's made some lovely friends. So proud.
- Over the last year the changes in my child have been amazing. He now not only talks about school but gets excited and brags about it. He looks forward to school and feels safe and happy in school. These feelings as well as his confidence have even transferred out of school.
- I could not be prouder of the young man he is becoming and more grateful to the team of staff at Hillcrest.
- We're both so pleased to read this report. The move was stressful for us all - especially my child. But reading this really reinforces the reason why we made the move. He is back to his happier self. We're so proud of his achievements at school, and pleased he is trying to work on his behaviour. I think everyone at the school deserves a massive cheer for helping him settle in! Thank you all so much!

Thanks for your continued support in this matter.



Andrea Mead
Headteacher

