

# Stratford-sub-Castle Church of England VC Primary School

*Life in all its fullness (John 10:10)*

## **VISITORS POLICY #9**

**(Protocols and procedures for welcoming people to our school)**

Due to Covid-19, visitors are permitted strictly by appointment only, and only when visits are essential. When visiting please make sure that you follow the instructions on the 'Welcome Board': A member of staff will help you to sign in on your arrival.

- A member of staff will help you sign in on arrival
- Please sanitise your hands when you arrive and as necessary during your visit
- You carry a mask or face covering and wear it as required
- You maintain a safe distance (at least 1 metre, and ideally two metres) from other people at all times

Track & Trace: To support NHS Test and Trace, our school will ask for your co-operation in providing basic information should you visit the school. This will be held on our for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing.

**The Visitors Policy was reviewed in Autumn 2019. This document is the result of that review. Minor updates were made in September 2020.**

DATE AGREED BY FULL GOVERNING BODY:	<b>25/11/19</b>
REVIEW DATE:	<b>November 2022</b>
AUTHOR:	<b>Mrs Kay Bridson &amp; Miss Angela Britten</b>
HEADTEACHER:	<b>Mrs Kay Bridson</b>
CHAIR OF GOVERNORS:	<b>Miss Angela Britten</b>
SIGNED:	
TO BE READ IN CONJUNCTION WITH:	<b><i>Behaviour Policy for Staff and Volunteers. Child Protection Policy Health and Safety Policy. Safeguarding Policy. Security Policy. Use of Photography/ Images Policy.</i></b>

## VISITORS POLICY #9

### INDEX

1. Purpose of this policy
2. Aims of this policy
3. Objectives
4. Where and to whom the policy applies
5. Visitors to the school
6. Visitors Departure from School
7. Unknown/Uninvited Visitors to the School
8. What we should 'look out for' when dealing with visitors in the school
9. What staff can do
10. Staff development

### **1. Purpose of this policy**

At Stratford-Sub-Castle Primary school we assure all visitors a warm, friendly and professional welcome, whatever the purpose of their visit.

The school has a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This duty of care incorporates the duty to 'safeguard' all pupils, staff and visitors.

It is the responsibility of all staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Governing Body recognises that there can be no complacency where child protection and safeguarding procedures are concerned.

The school therefore implements the following policy and procedures to ensure a safe yet welcoming environment for visitors and all members of the school community.

This policy sets out clear protocols for ensuring that any visitor / visiting speaker is suitable and appropriately supervised and supported in their time with us.

This policy and procedures should be read in conjunction with other safeguarding policies (See our Safeguarding Policy)

### **2. Aims of this policy**

This policy aims to safeguard pupils during school hours and out- of -school -hour activities, arranged by the school while at the same time ensuring that visitors contribute to the safety and well-being of pupils and staff members.

### **3. Objectives**

To have in place a clear protocol and procedure for the admittance of external visitors to the school, which is understood by all staff, governors, visitors, volunteers and parents and conforms to child protection, safeguarding guidelines and health and safety procedures.

#### **4. Where and to whom the policy applies**

The school is deemed to have responsibility for its pupils anywhere on the school site during normal school hours, during after school activities and on school organised (and supervised) off-site activities. The policy is relevant to:

- staff employed by the school
- regular contracted staff e.g. cleaners and kitchen staff
- external visitors entering the school site during the school day or for after school activities (including peripatetic tutors, coaches, and topic related visitors e.g. players, journalists)
- governors of the school
- parents and volunteers
- other Education related personnel (County Advisors, Inspectors)
- independent contractors visiting the school premises for repairs and maintenance
- independent contractors who may transport students on minibuses or in taxis

#### **5. Visitors to the school.**

All **'regular visitors'** to school are required to complete a DBS check and to read and sign that they have read The Behaviour Policy for staff and volunteers. Regular visitors to school are governors, volunteer helpers, cleaning staff and catering personnel.

All **'irregular visitors'** to school:

- are responsible for their own actions and behaviour
- should avoid any conduct which would lead a reasonable person to question their motivation or intentions
- must act and be seen to act in an open and transparent way
- must follow the school's health and safety procedures
- must not reveal to anybody outside school, unless in a professional capacity, personal information they learn in the course of their work or visit
- are accompanied around the school, as appropriate and always in view of staff when children are present
- delivering presentations or talks to children will be overseen by class teachers or other staff members.

Visitors to the school may not park on the school grounds or remove the bollards at the front of the school gate without the express permission of the headteacher. All visitors to the school may be asked for formal identification at the time of their visit.

Visitors must follow the procedure below to enter the school:

- once on site, all visitors must report to reception first. No visitor is permitted to enter the school via any other entrance
- at reception, all visitors may be asked to state the purpose of their visit and who has invited them. Formal identification may be requested
- all visitors are asked to sign the Visitor's Book

- all visitors are required to wear an identification badge; the badge must remain visible throughout their visit. (Visitors with a DBS check: green lanyard and badge. Visitors without a DBS check: red lanyard and badge).
- visitors will be escorted to their point of contact **OR** their point of contact will be asked to come to reception to receive the visitor. The contact is responsible for them while they are on site
- visitors may be asked to leave the school premises and escorted off the site if their behaviour is deemed by the Headteacher to put the welfare or safety of others at risk
- if a visitor refuses to show identity when asked or refuses to sign the visitor's book, staff will not allow them access to the school. The deputy Headteacher or Headteacher will be informed and will consider the situation and decide if it is necessary to inform the police.
- if a visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for. The deputy Headteacher or Headteacher will be informed in this instance
- the school Child Protection Policy and Safeguarding Policies will be followed as necessary

Irregular visitors are provided with 'Comfort and Safety Information' to make their visit more pleasant. See Appendix 1. All visitors are given a leaflet providing Child Protection and Safeguarding Advice whilst signing in.

Irregular contracted staff are required to sign the 'Contractors Signing In Book' (Green File) and may wear a Visitor's sticker rather than a lanyard should wearing the lanyard prove to be a health and safety risk in their work in school. (E.g. roofers, tree surgeons etc.)

Regular 'contracted in' staff include kitchen staff and cleaners. The companies they work for are expected to provide the school with proof of pre-employment checks including DBS checks before commencement of work in the school. The Designated Safeguarding Lead ensures that kitchen staff and cleaners have appropriate supervision and support including:

- briefings on induction
- handouts
- access to policies on line
- advice at any time from the Deputy Headteacher and Headteacher or any member of staff
- an environment where they feel able to raise concerns and feel supported in their safeguarding roles

There may be restrictions regarding what a volunteer / regular contracted in person can do, where they can go or the contact they have with children within our school. Practical guidance on visiting our school is explained in Appendix 1 of this policy.

Regular contracted in staff members have access to our Complaints Policy, if they have a concern or are not satisfied with any aspect of the service we provide.

## 6. Departure from School

On departing the school, visitors MUST leave via reception and:

- record their departure time in the Visitors Record Book alongside their arrival entry
- leave the school at the time logged.

## 7. Unknown/Uninvited Visitors to the School

Any visitor to the school site who is not wearing a lanyard and badge should be challenged politely to enquire who they are and their business on the school site. They should then be escorted to reception to sign the Visitors Book and be issued with a lanyard and badge. The procedures under "Visitors to the School" above will then apply.

People making deliveries or taking the refuse are not expected to sign in the Visitors Book. However, they are expected to make their presence known to the staff members in the school office, as per the signage at the front of school. They are accompanied by a member of staff whilst they are on the school premises.

## 8. What staff 'look out' for when welcoming visitors to the school

Knowing what to look for is vital to the early identification of abuse, neglect or unsafe practices. Staff must expect and 'look out' for our visitors to:

- be polite, friendly and professional
- have age appropriate 'resources'
- communicate with children using an open and non-judgemental approach, avoiding any hidden agenda to exert influence.
- seek to use engaging teaching and learning methods which involve the children actively and communicate at appropriate levels for the age group concerned.
- be willing to share their experiences, beliefs and insights, but avoid criticising the experiences and insights of others and imposing their views upon children in any way.
- behave in a way that ensures the children in our school are safeguarded
- support the school's inclusive ethos.

Staff must also look out for:

- **Inappropriate content.** This may include inappropriate referral to sex, sexual behaviour, sexual orientation, ethnicity, extremist religious views, anti-British values
- **Ignoring age restrictions on DVD, C.D., internet, social media and presentations.** Staff must always ensure that content is age appropriate
- **Grooming and sexual abuse.** Visitors may not have an over friendly or 'grooming' relationship with a child or children
- **Sharing personal information.** Visitors must not routinely share personal contact details with children
-

## **9. What staff can do**

If a staff member thinks that a visitor is acting inappropriately he/ she may:

- 'challenge' the visitor / visitors
- tell the visitor that their actions or content are not considered appropriate
- inform the Deputy Headteacher or Headteacher immediately
- ask the visitor to leave (noted in Visitor Record Book)
- if necessary inform the police
- raise a child protection concern.

Staff, volunteers and governors should feel able to raise concerns about poor or unsafe practice and potential failures in the school safeguarding regime.

Unsafe practices may include inappropriate visitors, guests and speakers that continue to be allowed in to the school even though a member of staff considers them to be inappropriate. Appropriate whistle blowing procedures are in place for such concerns to be raised.

## **10. Staff Development**

As part of induction, new staff, volunteers, governors and regular visitors are made aware of all safeguarding policies and are required to ensure compliance with all safeguarding procedures at all times.

## **Appendix 1**

### **Comfort and Safety Information**

Thank you for visiting us today. You are most welcome. Some information and a few requests to make your visit as pleasant as possible...

We respectfully ask you to:

1. Switch off your phone and put it out of view (even in the staffroom).
2. Use the toilets designated for adults. Please do not enter the toilets designated for our children (these will be pointed out to you).
3. Take care of your language and conduct. Make sure it does not give rise to comment or speculation (attitudes, demeanor and language all require care and thought when dealing with children).
4. Ask for help or advice if you need it.
5. Maintain your own privacy and refrain from asking children to undertake personal errands. Do not give children your private contact details, including mobile phone number and e-mail address. Do not contact children via text, e-mail or web-based communication channels (i.e. Facebook and Twitter). Do not have secret social contact with young people or their parents.
6. Not give out prizes, gifts, cards or treats without consultation (please see the Headteacher or Deputy Headteacher).
7. Report any incidents which may place a child at risk or which may compromise the school or your own professional standing (see your badge for details).
8. Ensure the safe use and disposal of information and data (think about where you leave paperwork and shred/delete as appropriate).
9. Not chew gum or eat whilst working with our children.
10. Contribute to our happy and inclusive ethos.

**In the event of the fire bell sounding we assemble at the top of the school field!**  
**THANK YOU!**