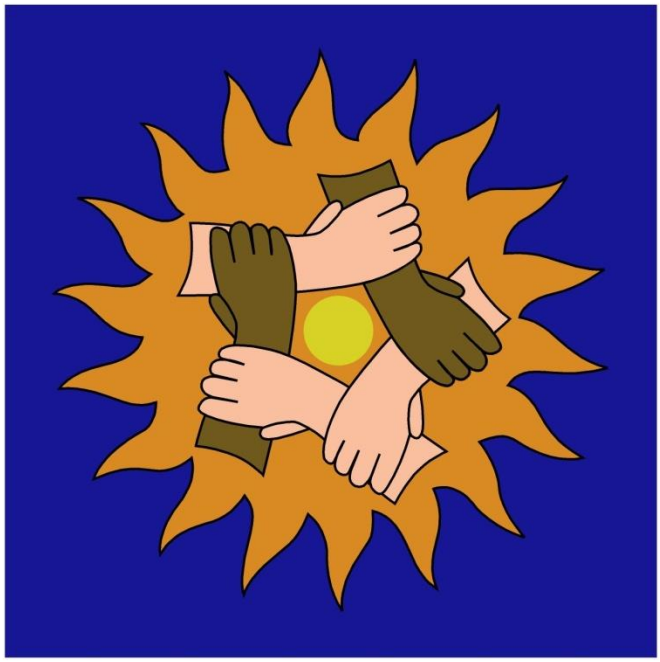
"Together we can achieve more"

Highfield Primary School



Visitor Policy
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Introduction

1. Policy Statement

Highfield Primary School welcomes all visitors in a warm, friendly and professional manner. We acknowledge that they often make an important contribution to the life and work of the school in many different ways. The learning opportunities and experience they bring are encouraged and appreciated.

It is the school's responsibility, however, to ensure that the health, safety, security and well-being of its pupils and staff is uncompromised at all times. We therefore require that **all visitors** comply with the following policy and procedures. Failure to do so may result in the visitor being escorted from the school site.

2. Policy Responsibility

The Head Teacher and Office/Admin Staff are responsible for the implementation, co-ordination and review of this policy. They will also be responsible for liaising with the school's Site Team and Child Protection Officer as appropriate. All breaches of this policy must be reported to the Head Teacher or a member of the Senior Leadership Team.

3. Aim

To safeguard all children and staff under this school's responsibility both during school hours and out of hours when we provide other activities which are arranged by the school. The ultimate aim is to ensure that students at Highfield Primary School can learn and enjoy extra-curricular experiences in a safe and secure environment.

4. 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 and parents and conforms to Child Protection guidelines as set out by the DFE.

5. Where and to whom the policy applies

The school is deemed to have control and responsibility for its pupils anywhere on the school site, during normal school hours, during after school activities arranged by the school. Highfield also have responsibility on school organised (and supervised) off-site activities. Externally run clubs have responsibility for the children in their care.

The policy applies to:

- All teaching and non-teaching staff employed by the school;
- All external visitors entering the school site during the school day or for after school activities (including tutors, sports coaches and topic related visitors e.g. authors, journalists);
- All Governors of the school;
- All regular parent helpers and volunteers
- All pupils;
- Education related personnel (Advisors, Inspectors);
- Buildings and Maintenance Contractors.

Visitor Security

6. Protocol and Procedures

The Head teacher, a member of SLT or phase leaders must be made aware of any visitor who will be working with children or within the classroom.

Office/Reception staff also need to be informed that a visitor is expected.

CCTV is in operation externally throughout the school premises. This is an aid in preventing uninvited people into the school both within and outside of the normal school day.

6.1 Visitors invited to the school:

When inviting visitors to the school they should be asked to provide formal identification and a valid DBS check at the time of their visit. They must then be informed of the procedure for visitors as set out below:

- At times when the security gates are closed, all visitors must stop at the gate and press the call button to gain access to the site, explaining who they are and the purpose of their visit.
- Once on site, all visitors must report to Reception first – do not enter the school via any other entrance.
- At Reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification and a valid DBS check upon request.
- All visitors will be asked to sign the Visitors' Record Book which is kept in Reception at all times.
- All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.
- Visitors will then 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 will then be responsible for them while they are on site. The member of staff, teacher or

learning support assistant, would be present at any pupil related activity carried out by the visitor to ensure that relevant policies and procedures were followed.

- All visitors working with children must be made aware of the school's confidentiality policy.
- Visitor must not be allowed to move about the site unaccompanied unless they are registered on the Highfield Approved Visitor List.
- Approved Visitor List – the school will hold an approved visitor list for visitors who frequently visit the school site to undertake work within the school (including contractors and supply staff). To qualify for this list the visitor must have demonstrated, prior to the visit that they have a current clear DBS check and details are registered on the school's central register. Visitors on the approved list MUST follow the same procedures on entry to the premises (i.e. come to reception and sign in the visitor'

On departing the school, visitors must leave via Reception and:

- Enter their departure time in the Visitors' Record Book alongside their arrival entry.
- Return the identification badge to Reception.

6.2 Unknown / Uninvited visitors to the school

Any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business at the school. They should then be escorted to Reception to sign the Visitors' Record Book and be issued with an identity badge. The procedures in 6.1 then apply.

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher or a member of the Senior Leadership Team (SLT) should be informed promptly. They will then consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited 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.

7. Governors, Volunteers and Parent Helpers

All Governors, volunteers and regular parent helpers must comply with the DBS procedures, completing a DBS disclosure (if not already held) via the School Office. The school must check all Governors, volunteers and parent helpers DBS certification is current.

All Governors, volunteers and parent helpers should follow the procedures as stated in 6.1 for visitors invited to the school.

New Governors will be made aware of this policy and be familiarised with the procedures as part of their induction. This is the responsibility of the Headteacher or Office/Admin Staff. New volunteers and parent helpers will be asked to comply with this policy at their Induction meeting before coming into the school for an activity or class supporting role. Please refer to Highfield Adult Volunteer Helper Policy in conjunction to this Policy.

Parents may be permitted to assist on an ad hoc/occasional basis as long as they are not left unsupervised. The Headteacher must give permission before any such visit takes place. All regular parent helpers must be DBS checked.

8. Contractors/Engineers

Contractors/engineers follow the procedures as set out in 6.1. All insurance details of any contractor working within the school must be checked by the site manager before work commences on site. Contractors from the Local Authority's recommended list have the necessary insurance to cover work in schools.
Contractors must ensure they liaise with the site manager with regard to health and safety issues, e.g. where pupils will be walking, working etc and when.
When pupils are on the premises, the contractors/engineers must be supervised at all times by the Site Manager or, if he/she is unavailable, by another member of staff. No contractor/engineer is permitted to work in, or move around the school, unsupervised when pupils are on site.

9. Use of Mobile Phones

The school recognises that visitors may need to have access to mobile phones on site during the working day. However, there have been a number of queries raised within the Local Authority and nationally regarding the inappropriate use of mobile phones and other devices in educational settings. Therefore, they must be kept in a locker at all times and are not allowed to be used in the classrooms, toilets, canteen or in the play areas at any time.

If visitors need to make an emergency call, they must do so in one of these designated areas:

- School Office
- KS1 and KS2 Staffrooms
- Car Park

Visitor Behaviour

10. Unacceptable Behaviour

Highfield Primary School aims to ensure, as far as we reasonably can, the safety of staff who have contact with the public. Whilst it is important for the public, including parents, students, and family members, that they are treated with respect and without discrimination, it is equally important that staff are treated similarly by the public.

There has been an increase in the reported incidents of violence and abuse to staff by visitors to our premises over the last few years. Physical improvements to security measures at the school now mean that intruder violence is negligible, and therefore these incidences of violence and abuse are perpetrated by authorised persons whom we would normally wish to be on our premises.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable, it is hoped that the public will gain an understanding of the boundaries and staff will feel reassured that should they find themselves in this situation, there is a process to resolve it.

11. Consequences of unacceptable behaviour

Step one

1.1 In the first instance of an individual's behaviour being unacceptable, they should be immediately informed of this and asked to regain their composure. If necessary staff should withdraw from the area and wait for the individual to become calmer. If they do regain their composure and are able to proceed in an acceptable manner the interview/discussion/time on the premises can proceed. No further action against the individual should be necessary.

1.2 If staff are concerned that the individual has not been able to regain their composure they should ask them to leave the premises. The member of staff should complete the Violence and Abuse Report Form on the Local Authority ANT system (the same one that Welfare report accidents on). Step two should be applied.

1.3 If they do not do so, or they react to this request in a violent manner, the police should be contacted and Step 3.1 should be applied.

Step two

2.1 The individual should be contacted formally by letter (or an alternative method of communication if more appropriate) to confirm that their behaviour was unacceptable and be provided with a copy of the Statement of Expectation of Behaviour.

2.2 The next steps could involve any one of the following: a meeting, a verbal warning, a formal written warning, a letter detailing any next steps, a prohibition from the school premises.

Step three

3.1 In extreme circumstances where the risk to the safety of staff is high, an immediate prohibition can be issued, with details of the reasons why such action was considered appropriate.

Step four

4.1 Legal Services should be contacted with regard to prohibiting the individual from the premises. The prohibition should state the date the prohibition takes effect and the date on which it will be reviewed.

4.2 If the individual adheres to the prohibition and does not present unacceptable behaviour at the agreed review time, they should be invited to discuss the lifting of the prohibition. However they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the prohibition.

4.3 If the individual does not adhere to the terms of the prohibition Legal Services should be informed immediately with the details of the contravention, including witness statements to support the information. It is not acceptable to report third party information that the individual did not adhere to the prohibition. The persons siting the individual must provide a statement confirming the time and details that the event took place.

Step five

5.1 Legal Service should turn the prohibition into an injunction with power of arrest. This will be served on the individual at their home address.

Acceptable Behaviour

The aim must always be that an individual can access services and premises in a safe and non abusive manner and that staff feel safe and secure in providing those services. The opportunity for the individual to demonstrate acceptable behaviour must be made available to them and thereby the removal of whichever step in the process their behaviour has achieved.

12. Reporting Incidents

All incidents of violence and abuse must be reported to the Education Health and Safety Team using the Violence and Abuse Report Form on the Local Authority ANT system (the same one that Welfare report accidents on). The Education Health and Safety Officer may also ask for further information so that the violent or abusive individual can be shared with other Council Service Groups. This will only be undertaken where the same individual has contact with other Service Groups within the Council and there is reason to believe that their behaviour possesses a similar risk to those staff.

STATEMENT OF EXPECTATIONS OF BEHAVIOUR

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents/carers of pupils, will meet certain standards.

- Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way please end your discussion and report the matter in writing to the Headteacher. She will then contact you to investigate and attempt to resolve your complaint.

- In return it is our expectation that you will be polite and courteous to staff. If staff are subjected to unacceptable behaviour they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or is repeated you may be barred from the premises.

- The following behaviours are not acceptable:

    - Swearing, spitting, shouting, threatening words or gestures
    - Physical intimidation and the use of force such as pushing, pulling, poking, prodding, etc.
    - Racist, ageist and sexiest comments
    - Being under the influence of drugs or alcohol whilst on our premises
    - Smoking whilst on our premises.

Staff Development

As part of their Induction, new staff will be made conversant with this policy. External Visitors will be asked to ensure compliance with its procedures at all times.

Training courses for staff who have contact with the public are available from the Education Health and Safety Team. There are a number of different courses depending on the exact nature of the hazard to staff.

This policy should be read in conjunction with other related school policies, including:

- Safeguarding
- Child Protection
- Health and Safety
- Fire Safety
- Volunteer
- Adult Volunteer Helper
- Photography and Video