

## **VISITORS' POLICY**

**Link governors:** Claire Lakeman and Alison Atkinson

**Policy written by:** Lisa Wood

**Date ratified by governors:** March 2018

**Reviewed (date):** January 2014, March 2016, March 2017

Welcome to our school. We hope you will find your time with us enjoyable and fulfilling.

The Governing Body of Hylton Castle Primary School actively encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one. Therefore, we provide regular opportunities for parents/carers to come into school and work alongside their children and celebrate their learning and achievements.

### **Aims**

- To ensure the safety of all pupils, staff and parents.
- To ensure the safety of school equipment

### **Assemblies/Performances**

Parents/carers should enter school via the main entrance and directed straight into the hall.

Parents/carers wishing to use the crèche will have the opportunity to speak to staff and hand over their child/children, signing relevant paperwork, on entering the school. Parents/carers and young children will be reunited at the same place following the performance.

If leaving immediately after, parents should leave by the main reception. If staying for refreshments, parents/carers should be escorted by a member of staff to the appropriate area. Once parents are ready to leave they will be escorted to the main reception by a member of staff whilst another member of staff stays with any remaining parents/carers.

A member of staff should remain in the hall/refreshments area with parents/carers at all times.

### **Workshares**

Parents/carers should enter the school via the main reception and should sign a register once in the classroom.

A member of staff should escort the parents/carers to the appropriate classroom/area where they will be met by the class teacher.

At the end of the workshare, a member of staff should escort the parents/carers back to the main entrance, ensuring they sign out as they leave.

During workshares, unused electrical equipment, including cameras/ipads, should be locked away. Staff wishing to take photographs should keep the camera on themselves (in their hand, pocket, on a lanyard etc).

### **Fayres**

Parents/carers should enter school via the main entrance and be guided by a member of staff into the hall/designated area.

Parents/carers should remain in the hall/designated area at all times and leave by the main reception exit.

### **Parent's evening**

Parents/carers should enter and leave school via the main reception, signing in on arrival.

Any children in after-school clubs should be closely supervised by the nominated member(s) of staff throughout.

### **Confidentiality**

Visitors in school are expected to follow a code of confidentiality. Any concerns that Visitors have about the children they work with / come into contact with should be voiced with the Class Teacher and NOT with the parents of the child / persons outside school. If it is a comment which a child makes which gives rise to concerns then the lead safeguarding person [Deputy Headteacher] or deputy lead safeguarding person [Headteacher] should be informed directly.

Comments regarding children's behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents of a child if they hear about such issues through a third party rather than directly from the school. Visitors who are concerned about anything another adult in the school does or says should raise the matter with the Headteacher or Deputy Headteacher.

### **Health & Safety**

The school has a Health & Safety Policy and this is made available on request to Visitors working in the school.

A thorough induction which includes safeguarding and health and safety information is completed as the visitor signs in at the main entrance.

Class Teachers (or whichever member of staff is meeting with the visitor) ensure that Visitors are clear about emergency procedures (e.g. fire alarm evacuation) and about any safety aspects associated with a particular task (e.g. using DT equipment / accompanying children on visits). Visitors need to exercise due care and attention and report any obvious hazards or concerns to the Class Teacher / Headteacher.

### **Safer working practices**

We have clear safeguarding systems in place. You may ask to see a copy of the Child Protection Policy at any time.

- If a child tells you something that you think may be a child protection issue please inform the class teacher immediately

- You may not take photographs of children under any circumstances, unless at the direct request of a member of staff – this will be for professional purposes only
- You may not take photographs on your mobile phone, under any circumstances
- You may not share any information / observations about children with anyone outside of this school
- Whilst you are on the premises you must wear your visitors badge at all times and ensure it is clearly visible to staff and pupils.

#### **Mobile phones**

- The use of mobile phones in the learning environment is forbidden.
- You are requested to turn off your mobile phone when entering the building and keep it out of sight of children.
- Phone calls may be taken/made in the main office area.

#### **Complaints Procedure**

Any complaints made about a Visitor will be referred to the Headteacher / Deputy Headteacher for investigation. Any complaints made by a Visitor will be referred to the Headteacher / Deputy Headteacher.

The Headteacher reserves the right to take the following action:

- To speak with a Visitor about a breach of the Visitor Agreement and seek reassurance that this will not happen again;
- Offer an alternative placement for a Visitor, e.g. helping with another activity or in another class;
- Inform the Visitor that the school no longer wishes to use them.
- The full Complaints Procedure (available from the School Office).

#### **Visitors who display inappropriate behaviour**

The office should be alerted and the visitor should be escorted immediately to reception where help should be sought from a member of the SLT. If necessary the police should be called. The incident should be recorded and given to SLT.

### **Inclusion Statement**

At Hylton Castle Primary School, we are committed to offering an inclusive curriculum to ensure the best possible progress for all of our pupils whatever their needs or abilities.

Pupils have Special Educational Needs if they have a learning difficulty which calls for special educational provision to be made for them. Pupils with a disability have special educational needs if they have any difficulty in accessing education and if they need any special educational provision to be made for them, which is anything that is additional to or different from what is normally available in schools in the area.

At Hylton Castle Primary School we undertake the duties, including in relation to **this policy**:

- Not to treat disabled pupils less favourably for a reason which relates to their disability
- To take reasonable steps to avoid putting disabled pupils at a substantial disadvantage
- To do our best by all disabled members of our school community in relation to the requirements of this particular policy

### **Equality & Diversity Statement**

Hylton Castle Primary School fully recognises its duty to comply with equality and diversity legislation, and its Gender Equality Scheme sets out the school's aims in relation to equality and what it will do to ensure that equality is fully embedded in practice. The school fully acknowledges its responsibilities in terms of equality issues in relation to gender, age, race, disability, religion or belief, sexual orientation and gender reassignment, including in relation to **this policy**.

Hylton Castle Primary School is firmly committed to equality and diversity, and when carrying out our functions, we shall have due regard to the need: to eliminate unlawful discrimination and harassment; to promote equality of opportunity between men and women.

**This Policy should be read in conjunction with the School's:**

- Child Protection Policy
- Behaviour Policy
- Inclusion Policy