



# Ladygrove Park Primary School

## School Visitors Policy and Procedures

Policy reviewed: 30<sup>th</sup> November 2016

Policy review date:

## **1. Aim**

To have in place a clear protocol and procedure, which is understood and implemented by all staff, Governors, visitors and parents. The ultimate aim is to ensure that students at our school can learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

## **2. Policy statement**

Visitors are very welcome to Ladygrove Park Primary School, however it is our schools responsibility to ensure that the security and well-being of our pupils is uncompromised at all times.

The school has a legal duty of care for the health, safety and wellbeing of all pupils and staff. This duty of care incorporates the duty to 'safeguard' all pupils from being subjected to any form of harm or abuse. It is the responsibility of the Governing Body and the Headteacher to ensure that this duty is implemented 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 requires that **ALL VISITORS** (without exception) comply with the following policy and procedure.

## **3. Policy responsibility**

Andrew Markham is the member of staff responsible for the implementation, coordination, dissemination and review of this policy. All breaches of this policy must be reported to the Office.

## **4. 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, and on school organised (and supervised) off-site activities.

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 supply teachers/peripatetic tutors/sports coaches and topic related visitors e.g. authors, journalists)
- All Governors of the school
- All parents (including parent helpers)
- All pupils
- Other education related personnel (County Council staff, Inspectors, health care professionals)
- Buildings and Maintenance Contractors

## **5. Protocol and procedures**

### **5.1 Planned visitors to the school**

All visitors to the school may be asked to provide formal identification at the time of their visit

- Where possible the school office/ reception staff should be informed of all pre-arranged visitors to the school
- All visitors must report to the school office/ reception first and should 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
- All visitors will be asked to sign the Visitors' Record Book (which is kept by the school office/ reception at all times), making note of their name, organisation, who they are visiting, car registration number and visitor badge number (where applicable)
- All visitors will be required to wear an identification sticker, the sticker must remain visible throughout their visit
- All visitors should be made aware of whom the designated lead is for child protection and that any safeguarding concerns should be reported to them. Written guidance may be provided to visitors containing this information
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to the school office/ reception to receive the visitor. The contact will then be responsible for them while they are on site
- On departing the school, visitors should leave via the school office and:
  - Enter their departure time in the Visitors' Record Book alongside their arrival entry
  - Return the identification sticker to the school office/ reception

**Please note: If a planned visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child.**

## **LPPS Volunteer Guidance and Procedures**

Thank you for offering to help at the school.

**Signing In** Please would you make sure you sign in and out at the school office and wear a visitor sticker at all times.

### **Volunteer supervision**

All volunteers work under the supervision of the teacher of the class to which they are assigned. Teachers retain responsibility for children at all times, including the children's behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the Teacher as to how an activity is carried out/what the expected outcome of an activity is. Volunteers are encouraged to seek further advice/guidance from the Teacher in the event of any query/problem regarding children's understanding of a task or behaviour.

### **Types of Volunteer and checks**

- If you are a 'one off' visitor you will be supervised by a member of staff at all times.
- If you are an infrequent/irregular volunteer we ask you to complete the Volunteer Form before starting with us. You will be supervised by a member of staff at all times.
- If you are a regular volunteer (4 or more times a month) we will ask to see an up to date DBS certificate from a similar setting or we will guide you through the process of obtaining a DBS before you start with us.

**Supporting Children** The teacher will explain the focus for the activity or session. You may be asked to support in any of these ways:-

- To sit alongside a child or group of children and observe what they are doing;
- To reassure and encourage a child or group of children, e.g. smiling, giving eye contact;
- To help a child or group of children with their task or activity;
- To help the child or group of children move on with their learning by prompting "What else could you try?" "What could you do next?"
- To use open questions to extend the children's learning further e.g. "How do you think.....?"
- To help the child or children make themselves clear by e.g. rephrasing children's responses "Do you mean....?"
- Listening to readers (please see our Reading Guidelines)
- Problem Solving- guiding children to independently achieve their goals
- Tidying up- guiding children to tidy or learn to tidy for themselves
- Routines/expectations- helping children to understand the rules of the school/classroom and the what is right and wrong behaviour

When supporting children please make sure you use the methods demonstrated by the teachers. If unsure ask! During whole class teaching, please sit behind or alongside the children so as not to distract them unless otherwise requested by the classteacher.

Please try to encourage the children to carry out their task or activity independently otherwise they may feel that it is not their work.

**Children's Behaviour** Children have a responsibility for their own behaviour. They must respect the rights and feelings of children and adults in school. The emphasis in school is on expecting, noticing, and praising **positive behaviour**. Any difficulties or concerns should be reported to the classteacher. Class rules are displayed in each classroom for everybody to follow.

**Safeguarding** Ladygrove Park Primary School staff, volunteers and governors have a responsibility for, and are committed to, safeguarding and promoting the welfare of children and young people. Safeguarding training and notes will be provided prior to regular voluntary work. If helpers in school have concerns about the safety or welfare of a child, they must speak to the child's teacher or Andrew Markham, the Headteacher, who is the Designated Safeguarding Lead at school.

### **Complaints Procedure**

Any complaints made about a volunteer will be referred to the Head Teacher or Office Business Manager for investigation. Any complaints made by a volunteer will be referred to the Head Teacher or Office Business Manager.

The Head Teacher reserves the right to take the following action:

To speak with a volunteer about a breach of the Volunteer Code and seek reassurance that this will not happen again.

Offer an alternative placement for a volunteer, e.g. helping with another activity or in another class.

Inform the volunteer that the school no longer wishes to use them.

### **Confidentiality**

Volunteers in school are bound by a code of confidentiality. Any concerns that volunteers have about the children they work with/come into contact with should be voiced firstly with the Class Teacher and NOT with the parents of the child/persons outside school.

Comments regarding children's learning or behaviour 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. Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the Head Teacher or the Office Business Manager.

### **Health and Safety**

The school has a Health and Safety Policy and this is made available on request to Volunteers working in the school. Induction will ensure that volunteers 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/companying children on visits). Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class Teacher/Head Teacher.

### **Social Networking Sites**

Use of social networking sites should be undertaken with due care and attention. In particular, use of such sites should not involve communication regarding your employment at this school or any activities which may bring the school into disrepute and / or may question your suitability to work with children.

Please refer to the school's Code of Conduct for full details of expectation for adults working in the school.

Should it be necessary to evacuate the school building for fire, bomb threat or any other reason, the alarm should be sounded by breaking the Emergency glass and following the instructions on the FIRE ACTION notices.

**Assembly Points:** Large Playground (*children and adults*); Car Park (*alternative for people in hall*)

- On hearing the alarm, the adults in charge of children should take their individual child, group or class out of the building **by the nearest and safest fire door** and go immediately to the Assembly Point.
- Children must walk quietly and line up on the playground silently.
- Other staff and visiting adults should also make their way to the Assembly Point using the nearest and safest fire door and report to a member of the Office Staff.

**Toilets** Only school staff can take children to the toilet or change children who are wet. Please make a member of staff aware of any toileting needs.

**Mobile Phones and Devices**

- Ensure your mobile phone is turned off or on silent whilst you are on the school premises.
- Your mobile phone or device **must not** be used for taking photographs of the children at any time.
- Phones or devices must not be used in the classroom, corridors or anywhere with children present, for the purposes of making or receiving calls and texting/social networking.
- If you need to be contacted in an emergency please ask that the school number be used.

**Physical Contact** Any physical contact should be avoided, except in an emergency. We adopt the principle that parents want their child/ren to be given a certain level of physical reassurance if distressed, hurt or otherwise in need. This is the case for all children but may be appropriate more frequently for younger children.

**Refreshments** Tea and coffee are provided with compliments of the school governors. When the adults in the year group you are helping have a break, you are welcome to have a drink at the same time. The school adults will make this for you, to have together in the year group area. Please do not use the staffroom by yourself as it is used for private discussion and confidential updates or information.

Please sign below to indicate your understanding and agreement of the above and return to the school office.

We hope you enjoy your time with us!

✂.....

Name.....

Signature..... Date .....

I have read and understood the *Guidance for Helpers in School* policy

### **Procedures for unknown/ unplanned 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 the school office/ reception to sign the Visitors' Record Book and be issued with an identity sticker. The procedures in 5.1 then apply.
- In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher and Deputy Headteacher (or the Teacher-in-Charge) should be informed promptly
- The Headteacher / Deputy Headteacher (or the Teacher-in-Charge) will 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

### **Governors and regular volunteers/parent helpers**

- All Governors and regular parent helpers must comply with the Disclosure and Barring Service, by completing a DBS disclosure (if not already held) if they are in regulated activity via the School Office
- All Governors and parent helpers should follow the procedures as stated in 5.1 onwards.
- New Governors will be made aware of this policy and be familiarised with the procedures as part of their induction.
- New 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
- Parents may be permitted to assist on an ad hoc / occasional basis (e.g. giving a talk to a class about their hobby/ job/ faith) as long as they are not left unsupervised. The Headteacher or Office Administrator must give permission before any such visit takes place. All regular parent helpers must be DBS checked. Again all parents should follow the procedures as stated above 5.1 onwards.

### **Contractors/ Workmen**

- Contractors/ workmen should follow the procedures set out in 5.1 onwards

### **Staff development**

As part of their induction, new staff will be made familiar with this policy for external visitors and asked to ensure compliance with its procedures at all times.

### **Linked policies**

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

- Child protection/safeguarding policy
- Health and safety policy
- Confidentiality policy
- Safer recruitment policy
- Code of Conduct

### **Policy review**

This policy has been implemented and reviewed:

Date:

Signature:

Printed name: