



Visitor Policy

Written By	Senior Staff, Site manager, School Office team
Frequency of Review	4 years
Date reviewed and approved by Governing Body	Summer 2025
Date of next review	Summer 2029
Display on Website	✓
Purpose	The School ensures that there are clear protocols and procedures to keep staff, children, visitors and all other stakeholders safe.
Consultation	Governors ✓
	Parents ✓
	Pupils x
	Staff ✓
Links with other policies	See section 1.2 for list of linked policies

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Statement of intent

This policy is designed to outline Burlington Junior School's procedures regarding visitors to our school grounds.

This policy will enable our school to:

- Safeguard and protect the welfare of pupils and staff members.
- Prevent unnecessary disruption to lessons and other educational activities.
- Protect our grounds and facilities from vandalism and misuse.
- Engage with the community and outside educational influences in a structured and productive manner.

1. Legal framework

- 1.1. This policy has due regard to all relevant legislation, including, but not limited to, the following:
 - The Health and Safety at Work etc. Act 1974
 - DfE (latest version) 'Keeping children safe in education'
 - The Childcare Act 2006
 - Education Act 1996
- 1.2. This policy operates in conjunction with the following school policies:
 - Child Protection and Safeguarding Policy
 - Health and Safety Policy
 - DBS Policy
 - Contractors Code of Conduct
 - Volunteer Policy
 - First Aid Policy

2. Authorisation

- 2.1. Individuals who would like to visit the school will arrange their visit through the school office, who can be contacted on 0208 9422687.
- 2.2. The school office will be contacted about a proposed visit at least two days in advance wherever possible. Confirmation will be given once the relevant staff member has confirmed they are available at that date and time.
- 2.3. Teachers, or other staff members, arranging visitors to the school for educational purposes will collate all the above required information and pass this on to the school office so they can prepare for the visit and put the visit in the diary.
- 2.4. Visitors who arrive at the school without a prior appointment may be permitted to meet with the headteacher/other staff members where these members of the school staff are happy to do so. The visitor will not be allowed into the school without the supervision of a member of staff.

3. Safeguarding

- 3.1. The school is committed to promoting the safety of all pupils and may require visitors to undertake a DBS check depending on the purpose of their visit.
- 3.2. A visitor will require a DBS check if they work in 'regulated activity'. Regulated activity is defined as:
 - Regular teaching, training, instructing, caring for or supervising pupils if the individual is unsupervised.
 - Regularly providing advice or guidance on physical, emotional or educational wellbeing.
 - Regularly driving a vehicle only for children.

- All relevant personal care, including helping a child with eating and drinking for reasons of illness or disability or in connection with toileting, washing, bathing and dressing for reasons of age, illness or disability.
 - All health care for children provided by, or under the direction or supervision of, a regulated health care professional.
- 3.3. DBS checks will be undertaken in accordance with the [DBS Policy](#).
- 3.4. The DSL and headteacher will be responsible for determining whether DBS checks need to be carried out and ensuring that they are undertaken, where required.
- 3.5. Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with pupils.
- 3.6. The school will manage the risk of potential harm to pupils by taking steps to segregate pupils from visitors.

4. Visiting procedures

- 4.1. All visitors to the school, including parents, will comply with the following procedure:
- Immediately report to the school reception area on arrival
 - Provide their details to the school office staff on the Inventory system, including:
 - Name
 - Purpose of visit
 - Name of pupil the visit pertains to/staff member who arranged the visit
 - Display ID sticker / wear a lanyard provided at all times while on school property
 - Sign-out using Inventory
- 4.2. Visitors will be given the visitor leaflet which highlights reporting a concern, health and safety, reporting a concern and emergency procedures.
- 4.3. Visitors will be advised that our school is a non-smoking area (including vaping) and smoking or vaping is not permitted anywhere within school grounds.
- 4.4. Prior to the visit, all visitors will be made aware of any specific parking arrangements which the school has in place. Please note, the car park is for staff only.

5. Exceptions

- 5.1. Visitors attending scheduled open days, sports events or other 'by-invitation' school activities will be exempt from the visiting procedures outlined in section 4.1 and 4.2.
- 5.2. Anyone attending school events will keep to the areas of the school grounds where the events are taking place (e.g. the sports field, sports hall).

6. Unidentified individuals

- 6.1. It is the responsibility of all staff members to politely question any individual who enters the school premises unaccompanied and/or without a clearly displayed name badge/lanyard.
- 6.2. Any such visitors will be directed to the school office where they can sign in.
- 6.3. If a visitor cannot be identified, the Senior Leadership Team will be informed immediately.
- 6.4. If a visitor refuses to report to the school office, or becomes aggressive or abusive, they will be asked to leave the premises and the police may be called to assist.

7. Visitor conduct

- 7.1. Visitors to the school will be required to act in accordance with the school's expectations regarding professionalism (see appendix 2) and other relevant school policies at all times.
- 7.2. The school reserves the right to escort individuals from the premises who act in an aggressive or threatening manner towards staff members, pupils, governors, parents or other visitors.
- 7.3. Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises; therefore, the police may be contacted to assist in the removal of individuals from the premises, where necessary.
- 7.4. In the event of persistent occurrence of unacceptable behaviour on the school site, the school has the right to ban the individual in question.

8. Monitoring and review

- 8.1. This policy will be monitored and reviewed every 4 years by the headteacher.
- 8.2. The next scheduled review date for this policy is Summer term 2029.
- 8.3. Amendments to the policy will be communicated to all relevant stakeholders.

Appendix 1 Visitor Professionalism - a guide for helpers working in the school

Mobile Telephones

Mobile telephones can be kept with you but with the sound off and out of sight.

Mobile phones should not be used (unless it is a break time) for shopping, checking personal e-mails or reading or checking social media or taking photographs.

Please do not take or make calls in the staffroom but step outside out of earshot of others.

Children are not allowed to have mobile telephones in school – those who bring a simple phone to school need to place them into their class group tray which the teacher keeps safe. They should not wander round the playground phoning, texting, taking photos or looking at their phone's content. The phone must be clearly named.

ON ARRIVAL AT SCHOOL

Please sign in and out at the school office. You will be given a printed sticker or lanyard to wear. Helpers are requested not to use the staff car park.

IN THE CLASSROOM

Please report to the class teacher and liaise closely with your link member of staff at all times. To avoid any possible embarrassment please remember the following:-

1. Respect confidentiality and never share information regarding pupils' progress to anyone other than the class teacher.
2. Children respond well to praise.
3. Try to arrive at the beginning of a teaching session so there is minimum disturbance to children's learning.
4. Be careful with the language you use – what is acceptable in some homes may not be in others.
5. Be aware that no physical contact with children is allowed.
6. Please do not tell a child off, you must inform a member of staff if a child is not being ready, respectful or safe.
7. To maintain a professional approach at all times and do not allow children to be over-familiar (e.g. not allowing children to use your first name, hug you).
8. Be vigilant regarding health and safety at all times and inform a member of staff if you have any concerns.
9. If you require any special resources for your activity, please ask the class teacher / teaching assistant who will arrange this.
10. Any cause for concern must be shared with the class teacher and if necessary, any of the Designated Safeguarding Officers (Head/Deputy/Asst Head teacher/ Family Support Officer).

Any social media issues raised by parents or visitors involving a staff member (or potentially involving) will be investigated.

Visitors should not buy any gifts or rewards for children.

Don't put yourself into a difficult situation (where allegations may be made) by taking a child into a room, out of sight from others, with a door shut.

Visitors need to ensure that their rewards and sanctions match those in the school to maintain consistency.

DURING BREAKTIMES

Parents will be offered tea/coffee in the meeting room. Please do not take hot drinks into areas where pupils are. Please do not go into the playground or use children's toilets.

SUPERVISION

A basic requirement of anyone working in the school is the willingness to support the staff in their work with the children, therefore volunteers will be asked to help across the school where their assistance will be most valuable.

If difficulties should arise with an adult volunteer working in a particular class, the Senior Leadership team reserve the right to decide that her/his help would be more valuable in another class or area.

Thank you very much for giving your time – your help really does make a difference to our children

Appendix 2 Safeguarding and safety information for all visitors.

(This appendix is a leaflet that all visitors receive when they come into school to work with pupils)

Keeping yourself safe:

- Whilst on site, you should always remain professional, especially if you are a volunteer, trainee or on work experience. Use of mobile phones is prohibited.
- Always be aware of how you speak to a pupil – they may interpret things like jokes or compliments differently. Avoid any physical contact and do not make racist, homophobic or sexualised comments around pupils.
- If your duties require you to be alone with a pupil, always ensure that a desk is between you, the door is open, or you can be seen through windows so that you are visible to others.
- If a pupil touches or speaks to you inappropriately, you must tell the Head teacher and ensure you record the date and time of the incident.
- Where a pupil has told you that they are being harmed, you must not question the pupil and must report the incident to the DSL immediately. Only trained staff should question a pupil.
- You must never share contact details with a pupil or arrange to meet them outside of school hours.
- Pupils should not be contacted through social media, and you should not discuss the school, its teachers or its pupils across such platforms.
- Taking photographs or recording videos is not permitted unless consent has been sought for the relevant school activity. Please keep your phones on silent and out of sight.

Useful contacts

The DSL is Mrs Utting. If you have any questions or comments about the safeguarding of pupils, please contact her through the school office or any of the other safeguarding leads (Mr Blow, Mrs Case, Miss Duncombe, Miss Capon and Mrs Yendole).

Burlington Junior School is committed to safeguarding and ensuring the welfare of all pupils and requires all staff, volunteers and visitors to share this commitment.

+This leaflet contains information regarding our expectations of you whilst visiting us. If you have any further questions, please speak to any of the named contacts included on the reverse side of this leaflet.

Visitor procedures:

All visitors, including trainee teachers, volunteers, parents, and those on work experience, must:

- Immediately report to the school reception area on arrival.
- Provide their details to the reception staff, including their name, purpose of the visit, name of the pupil the visit affects/staff member who arranged the visit.
- Sign in at the office.
- Display the ID badges/lanyard provided at all times whilst on school property.
- Return ID badges/lanyards to the school office before departure.
- Sign out upon departure.

All visitors can view the relevant school policies, including those in relation to health and safety, reporting a concern and emergency procedures on our school website.

Types of harm

The following is a list of possible forms of harm that young people can face:

Physical abuse – a child suffers physical harm or injury, e.g. bruises and cuts.

Emotional abuse – a child receives emotional maltreatment which causes adverse effects on their development, e.g. being told they are worthless.

Sexual abuse – a child is forced or enticed into taking part in sexual activities in which they do not give consent for, whether or not they are aware of what is happening. Indicators may include the use of sexual language or not wishing to be alone with someone.

Neglect – a child's basic physical and/or psychological needs are consistently not met, resulting in serious impairment of their health or development, e.g. by providing inadequate amounts of food. A child may appear tired or malnourished.

Child sexual exploitation (CSE) – a child is subject to a form of sexual abuse where an individual or group takes advantage of, or manipulates, a child into sexual activity, in exchange for something the victim wants/needs. An indicator may be that the child has unexplained new items/presents.

Peer-on-peer abuse – peer-on-peer abuse can involve domestic abuse, CSE, serious youth violence and harmful sexual behaviour.

What should I do if I am concerned about a pupil?

If you are worried about any of the following:

- Something a pupil says
- Marks or bruising on a pupil
- Changes in a pupil's behaviour

You must inform the school's designated safeguarding lead (DSL) which is Mrs Utting, Deputy or Assistant Head teachers, Mr Blow, Mrs Case, Mrs Yendole, Miss Duncombe or Miss Capon

If a pupil discloses that they are being harmed you must:

- React calmly.
- Listen carefully.
- Not promise confidentiality; explain that you will need to tell somebody if the pupil's safety is at risk.
- Reassure the pupil that they have done the right thing.
- Make a record of what the pupil has said, including the date, time and how and when the information was received. This information must be passed to the DSL immediately.

Where you have concerns about the conduct of a member of staff following an observation or disclosure, then you must immediately inform the Head teacher or, in their absence or if the concern regards them, the Deputy Head teacher.