

## Welcome to our school

Please take a few moments to read this leaflet.

We hope that your visit is a comfortable and enjoyable experience. We recognise and promote our responsibilities for safeguarding and health and safety. We hope this leaflet will provide you with some useful advice when visiting our school for the first time.

This leaflet has been given to you to make sure you understand what is expected of you. Please ask the head of school or senior leader if you are unclear about anything in it and keep the leaflet in a safe place so you can read it again if you need to.

## Visitor Arrival Information

On arrival, please ensure that you are signed in at reception and collect a visitor's badge/lanyard. It is imperative that you wear the badge at all times during your visit to our school and it is visible. Please also ensure that you sign out when exiting the school site and hand the visitor's badge/lanyard back to reception.

In accordance with current safeguarding guidelines, visitors who are not enhanced DBS checked will be escorted at all times. We appreciate your understanding of this protocol.

However if you are a visitor who regularly visits several different schools as part of your duties, you or your manager should have supplied a member of school staff with written confirmation that a satisfactory enhanced DBS check has been carried out.

We use a green lanyard to indicate a visitor who has had an enhanced DBS check, and a red lanyard for those who have not presented evidence of this.

## Safeguarding

At our school we consider the safeguarding of our children to be of paramount importance. Therefore everyone on our site must be responsible for safeguarding and protecting children, and aware of our procedures.

If you have a safeguarding or child protection concern about a child, discuss your concerns with the DSL Mrs Catherine Winter or in their absence, with the deputy DSL Ms Susan Conaway, as soon as possible, before the child leaves for the day. It is important that the child is not sent home at the end of the day without taking the right protective action.

If you have a concern about a member of staff, discuss your concerns with the executive headteacher (Inez Morse). If you have a concern about the executive headteacher,

discuss them with the chair of governors (Andrew Ratcliffe).

The staff at reception will help locate them for you if needed or contact them via their email addresses which are located on the school website.

## Dealing with a Disclosure

If a child discloses that he or she has been abused in some way, you should follow this guidance.

- Listen to what is being said without displaying shock or disbelief.
- Only ask questions when necessary to clarify.
- Accept what is being said.
- Allow the child to talk freely – do not put words in the child's mouth.
- Reassure the child that what has happened is not his or her fault.
- Do not make promises that you may not be able to keep.
- Do not promise confidentiality – it may be necessary to refer the child to Children's Social Care.
- Stress that it was the right thing to tell.
- Do not criticise the alleged perpetrator.
- Explain what has to be done next and who has to be told.
- Inform the DSL without delay.
- Complete the welfare concern form and pass it to the DSL.

- Dealing with a disclosure from a child and safeguarding issues can be stressful. Consider seeking support for yourself and discuss this with the DSL.

## Appropriate Behaviour

As a visitor please remember we expect you to:

- behave appropriately and use suitable language
- avoid physical contact with a child
- never exchange personal contact details with a child or arrange to meet them outside of the school environment or on social media/games
- do not use a personal camera, including mobile phone cameras, to take photographs without prior permission being given

## Fire, Evacuation and Lock-down Procedures

Local instructions for raising the alarm, summoning the Fire Service and evacuating the premises are posted throughout the school and must be complied with. The fire assembly point is the far right hand corner of the playground, facing the back lane.

In the event of a lock-down, a bell will be rung. Please remain in an enclosed room, close/lock the door and draw the blinds. Do not leave this safe space until the 'all clear' (ringing of bell) is given.

## Incidents and Accidents

In the event of an incident or accident contact the main reception or contact the emergency services directly on 999 or 112 in the event of a serious incident. If injured obtain the assistance of a First Aider, via the main reception.

You must also report any incidents, accidents or near misses which occur on the school site whether or not any school employees/children were involved. These must be reported to the main reception.

## Other General Information

**Smoke Free policy** – our school operates a no-smoking policy throughout the entire site.

**Visitor toilets** – these are located opposite Elm Class, please ask the staff at reception for directions.

**Access to the internet** – all users of our school's systems and wi-fi must comply with the acceptable use policy. Please ask the staff at reception for details.

**Prevent Duty** - Please ask the main reception for this leaflet if you are a first time visitor.

# Visitor Information Leaflet