

Walter Infant School and Nursery

VISITORS POLICY

DOCUMENT HISTORY

Version	Action	By	Date
1.0	Drafted	J Wheeler	December 2016
1.0	Approved	Full Governing Body	September 2018
1.0	Appendix for COVID	J Wheeler	September 2020
2.0	Approved	Full Governing Body	November 2022
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Review Date: Autumn 2027

VISITORS POLICY

I CONTEXT OF THE POLICY

Walter Infant School and Nursery has a duty to ensure the welfare, health and safety of the pupils and staff of the school. The school will endeavour to do all it can to ensure that visitors do not come to harm whilst on its premises.

II REFERENCE DOCUMENTS

School Rainbow Plan
Accessibility Plan
Managing Contractors Policy
Banning Individuals from School Procedure
Lockdown to a Safe Place Procedure
Broadmoor Escape Procedure
Physical Security Policy

III ABBREVIATIONS

WBC Wokingham Borough Council
CHAT: Challenge, Ask, Take

1 ROLES AND RESPONSIBILITIES

- 1.1 The School Office staff will ensure that all procedures in place for visitors in school are adhered to.
- 1.2 WBC staff must clearly display their identity pass.

2 ARRIVAL

- 2.1 No visitors will be able to enter the site without first identifying themselves to the office staff using the video intercom system by pressing the buzzer by the pedestrian gate.
- 2.2 All visitors must state the purpose of their visit; and unexpected visitors must clarify who it is they intend to see by name.
- 2.2 On arrival at Reception, visitors will be greeted by a member of the School Office (which is manned throughout the school day). All visitors will be required to record their details, including arrival time and, where relevant, vehicle registration by signing in electronically.

2.3 All visitors will be required to wear a lanyard; the lanyard system is:

Red Visitor	Workman/Contractor: NO contact with children must be accompanied by staff if children are in school
Yellow Visitor	Expected or Parent Visitor: No 1:1 contact with children usually accompanied by staff
Green Visitor	DBS/LA professional: 1:1 contact with children
Blue Volunteer	DBS checked: 1:1 contact with children
Purple Governor	Access all areas where expected
Orange PTA	Access all areas where expected

2.4 The receiving staff member must inform the visitor that the emergency procedure is on the back of the visitor badge and invite the visitor to read it and also draw the visitor's attention to any hazards pertinent to the visit advising the precautions that should be taken.

2.5 No visitors will be allowed entry to the school via any entrance other than the main school door. Any visitors wishing to enter via another entrance will be directed to the front gate on Murray Road.

3 ATTENDANCE ON-SITE

3.1 The receiving staff member is responsible for monitoring the visitor while on site. In the event of an evacuation, the receiving member of staff, or another member of staff delegated with the responsibility, should escort the visitor to the relevant Assembly Point.

3.2 In the event of an evacuation, a member of the School Office should take the Visitors' Book and the Contractors' book to the Assembly Point and hand it over to the Head Teacher or the Deputy Head Teacher.

4 PERSONS NOT DISPLAYING A VISITOR'S BADGE OR WBC IDENTITY PASS

4.1 Persons (i.e strangers) on site without a visitor's lanyard should be politely challenged using the CHAT approach (Challenge, Ask, Take) as to their reasons for being there and, if a satisfactory explanation is not given, (s)he should be escorted to the Reception area or the Headteacher's office.

4.2 If the visitor refuses to accompany the member of staff to the Reception area or the Headteacher's office, the nearest other member of staff should be alerted as to the presence of the visitor (if possible, without losing sight of the visitor) and then one of the members of staff should notify the School Office immediately so that appropriate action can be taken, leaving the other member of staff to endeavour to monitor the visitor and remove pupils from the vicinity of the visitor if possible.

4.3 It may be necessary to invoke the School Lockdown to a Safe Place Procedure or Procedure for Banning an Individual(s) from the School, both of which are appended to the School's Rainbow Plan.

4.4 If necessary, the Police should be called.

4.5 WBC shall be notified of the incident and a written record shall be made and held in the School Office using the Incident Reporting Form appended to this policy.

5 **VISITOR BEHAVIOUR**

5.1 If a member of staff is concerned about any visitor's behaviour, the member of staff should follow the procedures detailed above.

5.2 Any visitors to the school will be asked not to use their mobile phones during the time they are in school

6 **DEPARTURE**

6.1 At the end of the visit, the receiving staff member should ensure the visitor signs out and returns his/her visitor lanyard.

6.2 Any visitor wishing to exit the school via the carpark must be escorted offsite by a member of staff.

7 **ACCESSING AND EGRESSING ST PAUL'S SCHOOL**

No-one should access St. Paul's School via the door in the link corridor; everyone should respect the visitor controls of our neighbouring school, unless that person is employed by both schools. Likewise, no-one can egress from St Paul's into Walter Infant School via the door in the link corridor. All visitors must report to the school reception

8 **TRAINING**

All staff, both teaching and non-teaching, should receive training on how to manage difficult situations, so that they can acquire the skills and techniques to reduce or prevent abusive behaviour and/or potential aggression or violence. It is important that the training addresses the impact on the children in these situations.

9 **MONITORING OF THE MANAGEMENT OF THE VISITOR PROCESS**

9.1 A member of the School Office should review the entries in the Visitors' Book on a regular basis to ensure that the sign-out process is being adhered to.

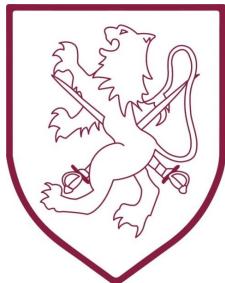
9.2 Any concerns regarding failures to comply with the sign-out process should be reported to the Head Teacher for him/her to take action upon.

Appendix 1: Incident Reporting Form

Appendix 2: Procedures for Visitors

Appendix 3: Mobile phone use

Walter Infant School and Nursery



INCIDENT REPORTING FORM

School DFE number:

Report number:

Note:

1. This form should be completed as fully as possible (please use a continuation sheet if necessary).
2. For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf.
3. Any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident:

Day of the week:

Time:

1. Member of staff reporting incident

Name

Work address (if different from school address)

Position

2. Personal details of person assaulted/verbally abused (if appropriate)

Name

Work address (if different from school address)/home address (if pupil)

Job/Position (if member of staff)

Dept/Section/Class

Age

Sex

3. **Descriptive details of trespasser/assailant(s) - name etc if known and identified – e.g. height, gender, distinctive characteristics, (vehicle make/model/colour).**

4. Witness(es) if any

Name

Address

Age (approx)

Sex

5. Other information

6. Relationship between member of staff/pupil and trespasser/assailant, if any

7. Details of incident

a) **Type of incident** (eg. if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc)

b) **Location of incident** (attach sketch if appropriate)

c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present

8. Outcome: (eg. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)

9. Other information (to be completed as appropriate)

a) Possible contributory factors

b) Is trespasser/assailant known to have been involved in any previous incidents
YES/NO/UNKNOWN

c) Give date and brief details of (b) if known

d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what?

Could they be improved?

e) If no measures had been taken beforehand, could action now be taken? If so, what?

f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate

g) Any other relevant information

Signed

Date

Please return as soon as possible to Head Teacher

Walter Infant School and Nursery



Procedures for visitors

Please ensure these procedures are followed rigorously to ensure the safeguarding of all children and adults.

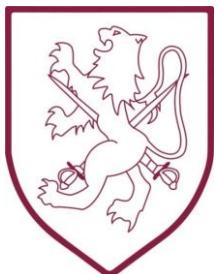
- Ask all adults to identify themselves and state the purpose of their visit – if the visitor is unexpected and you need clarity contact the Headteacher or in her absence the SLT member with responsibility for the school – usually the Deputy Head.
- All visitors must sign in on entry to reception.
- All visitors **must** wear a lanyard appropriate to the nature of their visit:

Red Visitor	Workman/Contractor: NO contact with children must be accompanied by an adult if children are on site
Yellow Visitor	Expected or Parent Visitor: No 1:1 contact with children usually accompanied by staff
Green Visitor	DBS/LA professional: 1:1 contact with children
Blue Volunteer	DBS checked: 1:1 contact with children
Purple Governor	Access all areas where expected
Orange PTA	Access all areas where expected

- Please refer all visitors to the safety information on the back of the visitor's badge.
- Any visitors unaccompanied by a member of staff who is not wearing a lanyard must be challenged using the CHAT approach:

CHALLENGE, ASK, TAKE

Escort the visitor to reception or the Headteacher's office



Walter Infant School and Nursery

Do not use mobile phones in our school!

It is not permitted for mobile phones to be used in school when there are children present, for safeguarding reasons.

E-safety Policy:

5.1.5 Staff, helper and visitor mobile devices may normally be switched off or on silent during the times that the children are present

If you need to be contacted during the school day for any reason, please ensure that you have shared the school landline telephone number if you need to be contacted during lessons.

Please refrain from using the phone when children are present and do not take photographs with your personal mobile phone.

We request that mobile phones will not be taken into meetings of any size (unless a request has been granted by the Headteacher or Deputy Headteacher).

E-safety Policy:

5.5.9 The use of staff devices is not acceptable unless agreed with a member of SLT in advance.

This guidance is to ensure that all members of the school staff are professionally safe.



