



Staplehurst School

School Visitors Policy

Date

Policy reviewed and ratified by the Headteacher

March 2026

Date Governing Body delegated authority to the Headteacher

May 2016

Policy to be next reviewed

March 2029

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School Visitors Policy

Introduction

The school has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also for children and staff.

As a school, we have a statutory duty regarding safeguarding of children, and we take this responsibility seriously. This Policy sets out the procedures that must be taken to ensure that the school fulfils this duty.

This policy applies to all visitors including but not limited to: parents/carers, volunteers, supply teachers, outside agencies, educational visitors, contractors and members of the public.

Planned Visits

- All planned visits should be recorded in the School Diary.
- All Supply Teachers should be arranged through the Business Manager¹.
- All Outside Health and Welfare Agency visits should be arranged through the Inclusion Manager¹, except if they are regular planned visits in which case they may be arranged through the Office or class teacher.
- All Outside Agencies used for school sponsored clubs should be arranged through the Office
- All Contractor visits should be arranged through the Site Manager². Contractors should be requested to visit the site before or after school opening hours unless in an emergency.

Visitor Procedure

- All visitors should report to main reception and show proof of identity (if required)
- All visitors should read the **Visitor Welcome Guidance** in reception (see Appendix 1), sign in and wear a visitor's badge which is issued at reception;
- All visitors should note the **Emergency Procedures** on arrival in reception;
- All visitors should wait in reception to be collected by a member of staff and sign out before leaving;
- All visitors should follow the **Visitor Principles of Good Conduct** (detailed below) and if appropriate sign the **ICT Acceptable Use Policy** (see **Online Safety policy**)
- All visitors should be accompanied at all times by a member of staff unless they have an enhanced Disclosure and Barring Service (DBS) check and permission to do so. Visitors who have an enhanced DBS and work with children unaccompanied will receive a précis of the school's **Child Protection, H&S policies and Classroom Helpers Code of Conduct** (see Appendices);
- All contractors must sign the **Asbestos Register** and will receive a précis of the school's **H&S policy** (See Appendices);

Visitor Principles of Good Conduct

All visitors must follow basic principles of good conduct when on the school site. These principles are:

- Speak to staff in a respectful manner;
- Act in an orderly way;
- Adhere to school rules. Smoking (including e-cigarettes), consuming alcohol or any illegal substance is prohibited at all times throughout the school site. No dogs are permitted anywhere on the school site.

¹ or delegated member of staff

² or the Business Manager or delegated member of staff

- All visitors are responsible for any children accompanying them on site and such children should not be permitted to use the playground equipment;
- If a visitor wishes to make a complaint, they are advised to follow the school's Complaints Procedure, which can be found on the [school website](#). The school requests that all visitors refrain from using social networking sites to discuss sensitive issues about the school.

Visitors to Staplehurst School are most welcome. If, however, the above principles are not followed appropriately, then a warning letter will be sent to the address of the visitor and, failing that, a procedure to exclude them from the school site will be actioned.

Guidance to Staff on Visitors

Staff must ensure that any individual wishing to meet with them (including family members) or a pupil in their class, observes this policy. **Any member of staff on maternity leave or on sick leave must contact the Headteacher to request permission to visit the school site. Any ex members of staff (including volunteers, trainee staff and students) must not be invited or permitted onto the site without the permission of the Headteacher.**

If you have arranged for a visitor to meet with yourself or another member of staff, please ensure that:

- You have sought the necessary permission from the Headteacher.
- Office staff are informed in advance, so they can put it in the School Diary.
- You and your visitor follow the Visitor Procedure detailed above.

Personal Mobile Devices

- Classroom Volunteers must only use their mobile phones and personal devices in accordance with the School's **Online Safety policy**.
- Parents and Carers must use their mobile phones and personal devices in accordance with the School's **Home School Agreement**
- The school will ensure appropriate signage and information is displayed to inform parents, carers and visitors of expectations of use.
- Members of staff are expected to challenge visitors if they have concerns and will always inform the Designated Safeguarding Lead of any breaches of school policy.

Use of the School's ICT system

All visitors are reminded that use of the School's ICT system should be consistent with the school ethos, other appropriate school policies, relevant national and local guidance and expectations, and the Law.

Monitoring and Reviewing

All school staff and governors will have access to a copy of this policy. This policy will be formally reviewed every three years.

Appendix 1 - Visitor Welcome Guidance

<p style="text-align: center;">Staplehurst School Visitor & Safeguarding Information</p> <p style="text-align: center;">Welcome to Staplehurst School</p> <p>Please take a few moments to read this leaflet. We are committed to safeguarding and promoting the welfare of our children and this requires all staff and visitors to share this commitment.</p> <p>Contained in this leaflet is information about our child protection procedures and guidance on what you should do if you have any concerns.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Please sign in on arrival and collect your visitor's badge. Green for DBS checked and Red for non DBS visitors.</p> <p>Please always wear the badge to avoid being challenged by staff or pupils.</p> <p>Always remain with your host unless we confirm that we have had prior DBS clearance for you,</p> <p>On departure, please sign out and return your badge.</p> </div> <p style="text-align: center;">Safeguarding Children</p> <p>As a visitor to the school, either as a contractor, volunteer, supply teacher or someone that has come to work with our children in any capacity, it is important that you are aware of our safeguarding procedures.</p> <ul style="list-style-type: none"> Please refer to the back page of this leaflet for contact details of our child protection team. Or, please contact Reception who can locate them for you. If there is any reason to suspect that a student has suffered bullying or discrimination, or is likely to suffer significant harm, you must inform the Designated Safeguarding Lead (DSL) immediately. Our staff will then follow the procedures according to the school Safeguarding Policy. 	<p style="text-align: center;">Children Acts 1989 & 2004</p> <p style="text-align: center;">Education Act 2002</p> <p style="text-align: center;">Keeping Children Safe in Education 2025</p> <p style="text-align: center;">Keeping Everyone Safe</p> <p>We hope that you have had an enjoyable visit to Staplehurst School. Our main priority is to ensure that everyone who visits is aware of their responsibilities towards making sure all young people are safe. As a visitor please remember the following:</p> <ul style="list-style-type: none"> If you are working in a 1:1 situation with a pupil, we must have confirmation that all necessary safeguarding checks have been carried out including the Enhanced DBS disclosure. You must not have any physical contact with any pupil. You must never exchange personal contact details with a pupil or arrange to contact or meet them outside of the school environment. The use of cameras and taking photographs is not permitted unless prior permission has been sought. 	<p>What is Abuse?</p> <p>Any form of neglect, physical, emotional or sexual mistreatment or lack of care that leads to harm or injury. It can happen to any child regardless of their age, gender, race or ability.</p> <p>What is Discrimination?</p> <p>When people receive less favourable treatment in and grounds which cannot be justified. This covers race, ethnic or national origin, language, religion or belief, gender, gender reassignment, sexual orientation, disability, social class, responsibility for other dependant or where the person lives.</p> <p>What is bullying?</p> <p>A sustained, wilful, conscious attack on the self-esteem or the person of an individual pupil. It includes jibes, name-calling, silence/exclusion from the social circle,</p>	<p>emphasising differences, threatening behaviour, racial/sexual harassment, extortion and physical attack. It may vary in severity, frequency and in the numbers of people involved.</p> <p>People working in schools are uniquely placed to notice signs and symptoms of abuse and to support children who are subject to abuse or living in abusive</p> <p style="text-align: center;">Disclosure by a child</p> <p>If a pupil discloses information about significant harm you should:</p> <ul style="list-style-type: none"> Listen Tell the pupil that you need to tell someone else – you cannot promise confidentiality Make accurate notes of what has been said by the student and pass this immediately to the DSL. It is not your responsibility to investigate but to report to the Designated Safeguarding Lead. 	<p>Designated Safeguarding Leads: (identifiable with purple lanyards)</p> <p>Mrs Wall Mrs Dowdall Mr Tate Mrs Farrell Mrs Johnson Mrs Golding Mrs Knight Mrs Hay</p> <p style="text-align: center;">Other General Information</p> <p>Fire and emergency evacuation: If the fire alarm sounds, please leave the building immediately by the nearest exit and assemble on the nearest playground. Our staff will direct you.</p> <p>First Aid: Please ask at Reception if you need assistance.</p> <p>Accidents and Incidents: Please report these to Reception.</p> <p>Access to the Internet: All users of the school systems and Wi-Fi must comply with the Acceptable Use of ICT Policy. Please ask our Business Manager for details.</p> <p>Visitors' Toilets: Please ask at Reception for directions.</p> <p>Parking and Disabled Access: Limited parking is available in our car park. Staplehurst School Gybbon Rise Staplehurst TN12 0BX E-mail: office@staplehurst.kent.sch.uk www.staplehurst.kent.sch.uk Headteacher: Mrs Wall</p>
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Appendix 2 - Child Protection Information for Supply Teachers & Classroom Helpers

Aim

To ensure all Supply Teachers and Classroom Helpers are aware of the School's Safeguarding Policy and the procedures with regards to Child Protection issues at the school. The School's Designated Safeguarding Lead (DSL) is responsible for:

- Co-ordinating Child Protection within the school.
- First port of call for concerns
- Ensuring information/evidence gathering, referrals and procedures are followed correctly
- Supporting staff and consulting with relevant parties involved with the pupil
- Liaising with other agencies and professionals
- Setting up and managing child protection plans
- Keeping up to speed with child protection issues and training and ensuring staff training is kept up to date

Procedures

There are 4 categories of abuse that you need to be aware of and how symptoms can be identified:

1. Physical abuse
2. Sexual abuse
3. Emotional abuse
4. Neglect

Details of how to identify symptoms of any of these issues can be found in the KCC Child Protection leaflet which is on display in the staffroom (the DSL also has a copy). For more detailed information staff should refer to 'Keeping children safe in education' 2025.

If a child makes a disclosure of abuse to you, the following course of action should be followed:

- Allow the child to make the disclosure at their own pace and in their own way
- Avoid interrupting the child, seeking clarity/questioning them or put words into their mouths
- Reassure the child that they have been heard and explain what you will do next and whom you will talk to. Do NOT promise the child you will not tell anyone/keep their secret and reassure the child that any course of action will be for their safety and well being
- Record the conversation as soon as possible on a **GREEN Safeguarding Incident/Concern Form** (kept in the staffroom)
- Pass information onto the DSL immediately and meet to discuss the course of action

Reminder - You have a duty of care to the pupil and all information is strictly confidential!

Record keeping

Effective monitoring and record keeping is **vital**. Any incident or behavioural change in the child that causes concern should be recorded on the green Safeguarding Incident/Concern Form. It is important that records are factual and reflect the words used by the child. Do not give your own personal opinion unless you have an evidence base which can be quoted. Records must be signed and dated with timings if available. Original records or relevant evidence can be attached to the green form. Information that needs to be recorded should include;

- Child's name and date of birth
- Child in normal context e.g. behaviour, attitude, background
- Incidents that have caused concern (date and time)
- A verbatim record of what the child has said
- If recording bruising/injuries indicate position, colour, size, shape and time on the **BODY MAP** on the reverse of the **GREEN** form
- Action taken

NB: pass on information to DSL immediately. Please feel free to discuss any concerns or questions with the DSL at any time. In some cases, the DSL may need to make a referral to other agencies such as the Local Authority Designated Officer (LADO) or Social Services in order to secure the safety and wellbeing of the child.

Appendix 3 - Health & Safety Policy Précis for Supply Teachers & Classroom Helpers

Employer Responsibilities

Kent County Council as the employer has a statutory duty in respect of health and safety in community and voluntary controlled schools to ensure that premises and people are healthy and safe. The responsibility is devolved to the Headteacher who has day to day responsibility for staff, pupils and others as 'officer in charge' of the premises.

The following is an extract of the School's Health & Safety policy – for full details please refer to the policy itself which is available from the School Business Manager.

Staff Responsibilities

- Must take reasonable care of their own health and safety and that of others who may be affected by what they do or fail to do.
- Will co-operate with their employer on health and safety matters.
- Will not interfere with anything provided to safeguard their health and safety or that of others.
- Have a duty to report all health and safety concerns to the Headteacher or their line manager.

Information, Instruction and Supervision

Under health and safety law it is a legal requirement to display or provide a leaflet version of the Health and Safety Law poster. A copy of the Health and Safety Law Poster can be found in the School reception area, outside the school office.

Fire and Emergency Procedures

- The fire warden is the Site Manager.
- Teachers will evacuate children and visitors to assembly points and report to the Headteacher
- Instructions to employees are posted in all classrooms and common areas
- Emergency evacuation will be practised three times a year and a record will be kept in the School Office
- Kent Fire and Rescue will be contacted by the School Office (if required)
- Regular testing of fire alarms will occur on Wednesday mornings by the Site Manager and Receptionist
- The fire log book will be kept in the School Office

Fire Fighting

Staff should only use fire extinguishers if trained in how to operate them safely. If trained, they should only use the extinguisher if confident to do so and not put themselves or others at undue risk. There should always be a clear escape available. Ensure the alarm is raised BEFORE attempting to tackle a fire.

First Aid Arrangements

First aid boxes, a list of first aiders and contact details can be found:

- Outside Year 6 toilets
- Outside Rooms 11/12
- Outside Rooms 8/9
- Outside Rooms 6/7
- Early Years Area
- Kitchen (contractors' own resources)
- Children's Kitchen
- Staffroom (list only)

Asbestos

The Health & Safety Executive, Kent County Council and Staplehurst School MUST make you aware that there is asbestos in the school premises. The areas affected are:

- Ceilings in Rooms 15, 16, 17, 18
- Toilets between Junior Hall and Year 5-6 area
- Floor tiles and floor ducts throughout the site
- Junior Boiler Room

Whilst there is asbestos in Staplehurst School, it is totally safe as it is encapsulated within a solid material. Therefore you **MUST NOT** disturb the fabric of the building, for example, by drilling, stapling, using drawing pins in these affected areas. The Asbestos Register and map are located in Reception.

Appendix 4 - Code of Conduct for Classroom Helpers

Thank you for volunteering to provide help in the classroom. Volunteers are an essential and invaluable part of school life and the teachers and staff at Staplehurst School are very grateful for the support and involvement of Helpers.

Staplehurst School has a statutory duty regarding safeguarding of pupils and staff; and we take this responsibility seriously. Classroom helpers will be asked to undergo a Disclosure and Barring Service (DBS) check prior to working with children in school. Please also read the School's Child Protection and Health & Safety Information leaflets prior to assisting in school. If you hear the fire alarm, report to the fire assembly point closest to where you are in the building so that you can be accounted for and if you are working with children lead them to safety and inform a member of school staff so that registers can be taken.

All helpers are asked to read and abide by the following Code of Conduct:

- ❖ It is essential that confidentiality is maintained, particularly due to the close contact with staff and pupils. Whatever happens in school should not be discussed with anyone outside of school.
- ❖ Helpers are in school to support the teacher and the pupils, therefore reinforcing instructions given by the teacher and working effectively with them. The teacher remains responsible for the organisation of the class and methods of work. The School expects helpers to respect the teacher's expertise and maintain a professional attitude as they work alongside the teacher.
- ❖ It is important for pupils to see all adults in school as role models. Helpers need to be aware of the rules governing pupil behaviour; the key 'dos' and 'don'ts' for children and adults.
- ❖ At Staplehurst School we do not discriminate against anyone, be they staff or pupil or parent or visitor, on the grounds of age, race, ethnicity, religion, belief, attainment, disability, gender or background.
- ❖ Helpers should not be drawn into inappropriate topics of conversation with pupils. If in doubt about anything the Helper should immediately seek the advice of a member of staff. All problems should be dealt with as quickly and discretely as possible.
- ❖ Helpers are not permitted to work with their child's class and are not expected to use their time as an opportunity to discuss personal issues regarding their child's education.
- ❖ Please sign in and out of the building and stay within the areas that are necessary for your visit
- ❖ Please do not:
 - Use mobile devices in the presence of pupils unless it is an emergency
 - Take any photos of children or staff, unless you have been requested to do so by a member of staff and only then if using school equipment
 - Use the School's ICT equipment unless you are approved to do so
- ❖ Please note smoking, consuming alcohol or any illegal substance is prohibited at all times.

During a visit to the school each volunteer is linked with a specific member of staff to whom he or she will be directly responsible. Whilst there should be no significant addition to the workload of the staff member taking responsibility for the volunteer, it is expected that time is taken to ensure the volunteer is adequately inducted into the role and that there is mutual agreement and understanding.

Please be aware that, in the interests of the children's safety, if this 'Code of Conduct' is not followed, we may have to decline any future inclusion in school. Thank you for your understanding and we look forward to welcoming you as a helper in our school.

Appendix 5 - Health & Safety Policy Précis for Contractors

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Contractors

All Contractors will be provided with copies of the full Health & Safety policy and any other relevant documents and required as part of their contract to abide by any H&S rules and procedures on site. They should also be required to produce their own policy documentation and evidence of any necessary training.

The following is an extract of the School's Health & Safety policy – for full details please refer to the policy itself which is filed in the Office.

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The school will follow the procedure for completion of incident / accident records. HS157, HS160

The school will follow the KCC procedures for reporting of injuries as stated in the KCC accident book.

All reportable incidents under RIDDOR '95 will be reported to the HSE by school.

Safe Handling and Use of Substances

- The Headteacher is responsible for identifying all substances which need an assessment under the Control of Substances Hazardous to Health (COSHH) Regulations 2002.
- The Headteacher or delegated responsible person will be responsible for undertaking COSHH assessments.
- The Headteacher will be responsible for ensuring that all relevant employees are informed about the COSHH assessments.
- The Headteacher will be responsible for checking that all new substances can be used safely before they are purchased.
- COSHH assessments will be reviewed on an annual basis or when the work activity changes, whichever is the soonest.

Inspection of Premises, Plant and Equipment

- The Headteacher will arrange for formal inspections of the premises, plant and equipment to take place three times a year and draw up an effective maintenance programme.
- All identified maintenance will be implemented.
- Routine checks are undertaken by a combination of class teachers, governors, caretaking staff and the Headteacher/deputy head using the checklists.
- Access to storerooms, boiler rooms, tank and plant rooms should also be checked, including checking for inappropriate storage of ladders and other equipment.
- Where damaged asbestos is encountered or suspected, procedures, as laid down in the KCC Asbestos policy, will be followed.

Asbestos Management

Property and Infrastructure Support will arrange for a management asbestos survey to be carried out every three years in line with KCC policy. The Headteacher will ensure that the KCC asbestos management policy is followed. An asbestos docubox will be kept in the main office and staff will ask all contractors to check the survey and sign to say that they are aware of where the asbestos is within the building. The Headteacher or the delegated responsible person will monitor areas where asbestos material is present, record significant findings and arrange for remedial works to be carried out if necessary. All works undertaken will be updated in the asbestos survey on completion.

Legionella Management

Property and Infrastructure Support will arrange for a water hygiene risk assessment to be carried out every two years in line with statutory requirements. Assessments identify if there are areas where conditions are such that legionella bacteria could grow; list any required works; and include details of future monitoring requirements that the school is responsible for. Therefore all identified remedial works will be incorporated into the school's maintenance programme.

Monitoring of the water system is also a statutory requirement and the school will ensure this is undertaken. This will include taking temperature readings, recording these in the log book and de-scaling spray outlets. The School Site Manager is the nominated person for undertaking KCC Training as this provides a good understanding of the key issues surrounding legionella and detailed monitoring requirements. Records are kept and maintained in the School Office.

Risk Assessments

The Risk Assessments retained in the office and on the shared drive.