The Loyne Specialist School

Visitor Policy

1. Purpose

The purpose of this policy is to ensure the safety, security and safeguarding of pupils, staff, and visitors at The Loyne Specialist School. It sets out the expectations for all visitors, including parents/carers, contractors, professionals, and volunteers.

2. Scope

This policy applies to all visitors to The Loyne Specialist School premises during school hours and during out-of-hours school activities. This policy should be read in conjunction with our Child Protection and Safeguarding Policy https://loyneschool.org.uk/policy/

Other policy connections include; Acceptable Use Policy, Keeping Children Safe in Education, Site and Cyber Security Policy.

3. Aims

- To ensure the safety and security of pupils, staff, and visitors
- To ensure visitors understand and follow safeguarding procedures
- To create a welcoming, respectful environment for all

4. Visitor Procedures

4.1. Arrival and Signing In

The control of visitors is a fundamental part of our site security for the safeguarding of both people and property. Our policy states that:

- Visitors must report to reception on arrival and are made aware of the school's non-use of mobile phones on site.
- Fire procedures and safeguarding information are detailed on the badges issues to all visitors. In the event of the fire alarm sounding visitors will be supported to evacuate and will be accounted for against the printed copy of the signing in evacuation register.
- All visitors will be issued with a coloured lanyard that details the type of visitor, e.g. contractor, student on placement, volunteer, parent or visitor. These must be worn at all times and be clearly visible.
- The school will verify the identity of visitors and may ask for **photographic ID,** especially for contractors or professionals visiting pupils.
- Any visitor who may have unsupervised access to pupils must provide evidence of a current and **valid DBS check**. **Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with pupils.**

- Volunteers and students on placement must provide their DBS prior to their start date or on arrival on their first day.
- Once signed in visitors will be asked to wait in reception for collection.
- Visitors will be accompanied by a member of staff to their destination and will be returned to reception by a member of staff to sign-out

As part of our safeguarding duties, all staff have the right to challenge visitors who are not wearing a lanyard, are seen using a mobile phone in school (or within the grounds) or are conducting themselves in a manner that gives rise for concern.

Any safeguarding concerns about a visitor must be immediately reported to a DSL.

4.2. Departure

- Visitors must sign out at reception and return their badge before leaving the premises.

5. Special Considerations

- For school events with large numbers of visitors, (for example Games Day, Celebration Day) alternative arrangements (such as temporary sign-in sheets) will be made.

6. Photography

Our safeguarding procedures state that the use of photography is strictly prohibited in all areas of school unless permission has been granted by a member of the Senior Leadership Team (SLT). Any photography permitted must be taken under close supervision.

7. Use of ICT

Visitors may be given the guest wi-fi password. However, visitors must ask for permission prior to using a device to access the internet. Visitors should be made aware, that due to filtering systems in place, not all sites may be accessible.

When using the school's ICT facilities and accessing the internet in school, or when engaged in a school activity off site, visitors must not;

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the school's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the school's network

- Share my password with others or log in to the school's network using someone else's details
- Share confidential information about the school, its pupils or staff, or other members of the community

8. Conduct

At The Loyne Specialist School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour **at all times.**

Visitors are expected to behave respectfully and follow all school policies, including health and safety, safeguarding, and data protection.

All visitors, at all times are expected to:

- Treat pupils and staff with respect
- Maintain confidentiality
- Follow staff instructions at all times
- Not use mobile phones or cameras unless authorised
- Remain in permitted areas
- Not use inappropriate language
- Conduct themselves in a professional manner

9. Zero Tolerance

Parents and visitors are welcome to come into school (by appointment) to discuss matters of concern with members of staff. The relationship between parents/visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in our school. All members of our school community are entitled to be able to work, study or visit without fear of verbal or physical abuse.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's Teacher via the office or Class Dojo in the first instance. Please refer to our Complaints Policy for further information https://loyneschool.org.uk/policy/. Where issues remain unresolved, please follow the school's Complaints Policy.

9.1 Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent, carer or visitor presents a risk to staff or pupils. Unacceptable behaviour is such that makes a member of staff, pupil or visitor feel threatened. This can be

through face-to-face contact, on the telephone or in written communication (including social media). Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of our school community are**:**

- Using a raised voice, creating an intimidating atmosphere, for example, refusing to take part in two-way dialogue and consistently talking/shouting over responses from staff
- Shouting, either in person or over the telephone
- Swearing, either in person or over the telephone/email
- Racist, sexist, homophobic or transgender comments or other comments that may be deemed as breaching equality rights
- Constant emails and/or phone calls that amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regard to the school, teachers or pupils on social media platforms
- Any kind of insult as an attempt to demean, embarrass or undermine
- Any kind of threat
- Damage to school property
- Physical intimidation e.g. standing unnecessarily close to another person
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Spitting
- Any kind of physical abuse

This is not an exhaustive list; but illustrates the range of such behaviour.

9.2 Dealing with Unacceptable Behaviour

Schools are private property and people do not have an automatic right to enter. However, parents, carers (and those with parental responsibility), including visitors, have an 'implied licence' to come onto school premises at certain times, for instance:

• for appointments
• to attend a school event
• to drop off or collect their children

Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/ visitor asked to leave the premises.

If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace, or a likelihood of this, a member of SLT will be alerted and the police may be informed.

The School may put into **Lockdown,** if there is a threat to the safety of pupils, staff or visitors, or the security of the site.

At all times, should situations deemed to be dangerous or illegal, arise on the school premises, any member of staff, disregard of their job role, is empowered to call the police.

The school has the right instigate proceedings, if deemed necessary, (though the Legal Services Department) to ban persons acting in such a manner from the school premises.

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