



Visitors Policy

Other associated policies:

Security Policy

Approved by Governors: Autumn Term 2023
Next to be reviewed: Autumn Term 2026

1. All visitors, including students on placement, volunteers, contractors and any staff without their key fob should report to Reception on arrival, where they should sign into school using the Visitors Book. If the person does not have an appropriate identity badge (i.e. Hull City Council/East Riding Yorkshire Council employees) the Receptionist should provide them with a Visitors Badge and lanyard – green for visitors who can be in school unsupervised, red for visitors who cannot (see Point 2). On occasions there may be practical difficulties involved in the signing in and/or issue of visitors' badges (see Point 11).
2. The name, vehicle number and reason for visit should be recorded by each visitor and all the required information must be completed fully. The visitor will be issued with an appropriate badge. If the visitor does not hold an acceptable Enhanced DBS Certificate for Children and Vulnerable Adults, they must be supervised at ALL times whilst on site.
3. There may be occasions where restrictions/additional requirements are in place when accepting visitors to the school, for example, during the Covid 19 pandemic. These restrictions/requirements will be displayed in the entrance to the school to ensure that visitors are aware.
4. It is the responsibility of all school staff to challenge any visitor to the building not wearing a badge or who are unsupervised whilst wearing a red lanyard. Staff may wish to challenge any unaccompanied visitor who is wearing a badge (particularly if not school issue) whom they see in school. Please be polite - use such phrases as "Are you being attended to?" "Do you need assistance?" etc. If in doubt please ensure the visitor reaches their intended destination and/or inform an appropriate member of the Senior Leadership Team or the Administration Staff.
5. Staff must ensure visitors to their area have signed in and are wearing the badge they have been issued with.
6. Staff must ensure that any visitor they let into school reports to Reception. Do not open the door to a visitor (particularly anyone not known to you) and leave them without ensuring the visitor is signed in appropriately.
7. Staff should not take visitors into areas of school without first having checked with the host staff that the visitor is expected. Do not make appointments/arrange visits for other members of staff without having first discussed the proposed visit with that member of staff.
8. Staff should inform the Headteacher, and other team leaders as appropriate, and in advance, whenever arrangements are made for other professionals, etc. to visit the school. This is to ensure the co-ordination of day to day arrangements, to maintain a management overview, and as a matter of common courtesy.
9. Visits to the school should, whenever possible, be notified through the weekly Update sheet, through Team and Leadership meetings as appropriate or at the Friday morning staff meeting.
10. When showing visitors around the school, please ensure minimum disruption and do not enter classrooms/areas where it would clearly be inappropriate to do so. Ensure that the dignity of all pupils and staff is respected and maintained at all times, particularly in the support areas.

The Staff Room is for the use of the school staff only (and students/others working in school); it is not a waiting area for visitors.

11. On departure all visitors must return to Reception to sign out and return their badge. It is the responsibility of host staff to ensure their visitor(s) have registered their departure and have left the building.
12. On certain occasions (e.g. parent assemblies, Friends of Freddie's Afternoon, Sports Days etc.), when large numbers of visitors are on site, it may be impractical and/or difficult to ensure that everyone signs in. In such cases a stick on visitor label might be issued or general access to the school building restricted. On such occasions staff must be vigilant at all times and the pupils/students must be supervised at all times.

13. It is inappropriate for swimming volunteers to wear a badge. However, after signing in they must report directly to the staff in charge at the Pool area.
14. Pupils must not be allowed to leave the school site with any visitor who is not known to us, and without having first informed/received approval from the class teacher. They must be signed out in the appropriate book in Reception. If in doubt please inform an appropriate member of the School Leadership Team or member of the Administration Team who will take appropriate action.
15. If a relative/friend is nominated by a parent/carers to collect a pupil and they are not known to staff, they must be asked to provide a sample of photographic identity prior to the pupil leaving the premises with them.
16. All visitors must adhere to the Parent, Carer and Visitor Code of Conduct (Appendix A) whilst on site.

Appendix A



Article 3

All adults should do what is best for you. When adults make decisions, they should think about how their decisions will affect children.



PARENT, CARER AND VISITOR CODE OF CONDUCT

At Frederick Holmes School we are very fortunate to have supportive and friendly parents/carers and friends of the school. Our visitors recognise that educating children is a process that involves partnership between home and school and the community and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers and visitors to participate fully in the life of our school, listen to comments and suggestions and take any concerns seriously. We ask all visitors and parents/carers to sign in and out of the school and to wear a school visitor badge on site. Visitors to the school must be accompanied at all times and must ensure they are never alone with the children.

In all communications we expect staff, pupils and visitors to the school to show respect and concern for others by:-

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- reinforcing the school's policy on Behaviour;
- respecting people of different racial origin, religion, culture and language.
- respecting the learning environment appropriately (both in school and off site),
- parking with consideration and respect for others when delivering and collecting children from school, attending events or providing a service.

In order to support a peaceful and safe school environment, the school does not tolerate:-

- disruptive behaviour which interferes with the operation of a classroom, office area or any other part of the school grounds;
- using loud and/or offensive language;
- threatening behaviour towards another adult or child.
- damaging or destroying school property;
- abusive, threatening, malicious or inflammatory emails, phone calls or social network messages (See Appendix 1 overleaf)
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated;

We trust that parents, carers and visitors will fully support this Code of Conduct.

Appendix B

Social media websites are increasingly being used to fuel campaigns and complaints against schools, and in some cases against other parents/pupils. Frederick Holmes School considers the use of social media websites in this way as unacceptable and not in the best interests of the children or the school community. In the event that any visitor or parent/carer of a child or student being educated at Frederick Holmes posts libellous or inflammatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. The school will also request that such comments are immediately removed.

Social media accounts (Facebook and X, formerly Twitter) run by the school are administrated by school staff who ensure only appropriate content and photographs of pupils and students, with parent/ carer permission, are uploaded. The private Family and Friends Facebook group is administrated by senior leaders who must approve all content and member requests. Any content deemed inappropriate or too confidential to post on social media will be discussed directly with the person(s), with an explanation as to why their post has not been made public.