

Visitors Policy



Ballyhenry Primary School

"Achieving Potential in a Caring Environment."

Agree Date	Review Date	Person Responsible
2021	2023	Mrs. L Knocker
Date ratified by Board of Governors: 04-11-21		

ETHOS of BALLYHENRY SCHOOL

The ethos, or the distinctive character and atmosphere of Ballyhenry Primary School, should reflect how the school promotes the moral, intellectual, personal and social development of its pupils. It provides the context within which children feel secure, free from emotional and physical harm, and able to discuss their interests and voice their fears and concerns, confident that they will receive a sympathetic and supportive response. It should inform and reassure the parents that their children are being educated in a safe and caring atmosphere. Visitors have an important role to play in ensuring that this ethos is respected and promoting through their interaction with anyone in the school.

Ballyhenry Primary School is a Rights Respecting School which means that everyone puts the rights of children at the heart of our school. These rights are outlined in the UN Convention on the Rights of the Child. The most relevant rights to this policy include:

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.

Article 19

You have the right to be protected from being hurt and mistreated, in body or mind.

Article 28

You have the right to a good quality education. You should be encouraged to go to school to the highest level that you can.

Article 29

Your education should help you use and develop your talents and abilities. It should also help you learn to live peacefully, protect the environment and respect other people.

Admission of Visitors/ Guests

The school has many visitors during the course of any school day. In order to make them feel welcome and to maintain the security of pupils and staff the following guidelines must be followed;

1. For pre-arranged visits, the Reception/ Office should be informed of the date and name of visitor, their host and purpose of the visit;
2. All visitors should be welcomed at the main door and escorted to the office;
3. The Secretary/person welcoming the guest must ask the visitor to sign in using the iPad. They should also be given a badge to identify them as a visitor- this will allow adults in school to quickly recognise they have permission to be on school grounds. The Visitors Badge has information for the guest to follow in the case of an emergency e.g. fire evacuation.
4. A member of staff will escort all visitors to the appropriate location within the school.
5. Regular Visitors will issued with a more permanent badge for their use at school. They will still be asked to sign in via the iPad. They will be given a pin number to assist in their sign in.

The standard procedure is for all visitors to enter via the main entrance. The school Secretary, as admitting adult, will take responsibility for “buzzing” visitors in to school. She will meet and greet visitors in the foyer and guide them in to the Office where guests sign in.

There is a Code of Conduct for all Visitors. This is displayed in the entrance area (see Appendix 1).

At no time will pupils be given responsibility for admitting visitors to school, although they assist a member of staff on special occasions e.g. School Productions. During the general day-to-day running of the school pupils must not allow access to any person.

Unless the admitting adult recognises the visitor and knows his/her business at the school, (s)he will establish:

- ❖ the identity of the visitor (if appropriate by asking for an identification document);
- ❖ the purpose of the visit before admitting the visitor to the school and will ensure that the visitor enters adequate visitor details in the visitors’ book.

If in any doubt about the visitor the (s)he must ask the visitor to wait in the entrance foyer and inform the Principal immediately. The Secretary/Principal must check the Visitors Book at Lunchtime and at the end of the school day to make sure that a signing out time is against their name.

It is the duty of any member of staff to report to the Principal the presence in the school building or grounds of any person of whom they are suspicious.

Reception of phone calls;

On receipt of an incoming call the Secretary will;

- ❖ Greet the caller, a preferred welcome is, “Good morning/ afternoon, Ballyhenry Primary School.”
- ❖ Ask how they can help the caller;
- ❖ Will take a message and promptly pass this on if necessary;
- ❖ Will give the name and position of the person to whom a call is to be transferred, e.g. “I am transferring you through to the Principal, Lynn Knocker.”
- ❖ Upon transferring a call, the Secretary must inform the recipient of whom is calling and the nature of their enquiry, e.g. “Miss White is calling from _____ about pupil X.”
- ❖ A record of concern will be made on SIMS if the information relates to a particular pupil.

Passing Messages to staff

The learning and teaching of our pupils must come first, therefore in order not to disrupt learning, messages/ mail must not be passed to members of staff during teaching time unless absolutely necessary. The secretary may e-mail the message to the member of staff.

Parents/Carers

The importance of meaningful, regular and positive liaison between teachers and the parents/carers of their pupils, can not be overstated- this principle forms the foundation of the schools ethos on liaison with parents.

Effective communication with parents in vital and communication may take these forms:

- ❖ The Weekly Newsletter;
- ❖ Emails and Updates;
- ❖ Text messages;
- ❖ The school prospectus which is presented to the parents/carers of interested parties;
- ❖ Encouraging parents/carers to visit school as and when appropriate to contribute as much to their child's education;
- ❖ The Annual Report by the Board of Governors;
- ❖ Formal Reports that summarise pupils' achievements and progress over a specific period;
- ❖ A range of 'standard' letters either:
 - A. To parents/carers typically regarding parents evenings, open days, prize giving, curricular information, educational visits, exhibitions, workshops etc.
 - B. To parents/carers of individual pupils concerning achievements and progress, attendance, punctuality or some commendatory or disciplinary matter;

To help fulfil their important role in their child's education, parents/carers are requested to make an appointment via the Office Staff to meet with a particular teacher or the Principal to discuss concerns or interests connected with school. The Office Staff will record and deal with this information in a confidential and professional manner. Parents/carers are asked not to enter classrooms unless invited to do so.

Car Park Use

In the interest of Health and Safety, the car park is for the use of staff. We understand that visitors who are teaching individual, small groups of children, making presentation or have an appointment will also need to use the car park. We respectfully ask parents/carers to use the pedestrian entrance rather than dropping or collecting your child in the car park. The constant flow of traffic in and out of the school gate poses a risk to our children.

Street Parking

Street parking is available in the area. Please remember not to park on the yellow lines as this reduces the visibility of drivers and puts our children at risk.

We will;

- ❖ Greet visitors to our school;
- ❖ Ask them to sign in to the Visitors' Book and wear an identity badge;
- ❖ Seek to employ a tone which is clear, straightforward and friendly;
- ❖ Deal with requests by visitors in a professional and efficient manner;
- ❖ Respect the right to privacy by avoiding prolonged conversations with visitors in public areas of the school;
- ❖ Ensure that we maintain these high standards even with regular visitors and parents to our school;
- ❖ Preserve the learning in our school;
- ❖ Expect visitors to treat pupils and all members of staff respect and courtesy;
- ❖ Request visitors to sign out and return the identity badge to the Office.



Visitor Code of Conduct

Welcome to our school! We hope you are made most welcome and enjoy your visit. In our school the needs of our pupils are put first, we ask all visitors to adhere to the following code of Conduct.

- Please sign in and out of the premises;
- Wear a visitors badge;
- Speak with pupils and members of staff in a courteous and professional manner;
- Ensure that you work with a small group of children or leave the door open when working with individual children;
- Drive with extra caution on school premises, especially when reversing;
- Only use Staff Toilets and rooms;
- Please do not smoke anywhere on the school premises;
- Do not obstruct Fire Exits, even temporarily;
- If you feel any way uncomfortable about the behaviour of a young person please discuss this with the teacher or staff present;
- Please do not use your mobile phones in school;
- Please be aware of the Designated Teacher for Child Protection (Mrs Knocker) and Deputy Designated teacher for Child Protection (Mrs P Collins and Mr R Adair).