Visitor and Security Policy

Hillborough Infant and Nursery School

Owned and Written by: Headteacher, J Walter	**Date:** October 2025
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This policy has been updated to reflect the General Data Protection Regulation (GDPR) and Data Protection Act 2018, and it supersedes the HM Government Information Sharing Guidance for Practitioners and Managers published in March 2015.	

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Rationale

At Hillborough Infant and Nursery School we welcome visitors, however, for the safety of pupils, staff and the premises, we have devised this policy which states the measures taken and procedures in place to ensure security, and recognise risk.

This policy reflects the Health and Safety at Work Act 1974, concerning the health, safety and welfare of staff, pupils and visitors.

Premises

The school has the following features to aid security:

- Site Agent who resides on site near to main gate;
- Clearly defined boundaries and signs;
- Clear signs to guide visitors to the main school office;
- Electronic sign in system for all visitors;
- Health & Safety and Safeguarding Information leaflet for visitors;
- Electronic gates at end of drive;
- Controlled (by timing) access through 'back gate';
- High perimeter fencing;
- Security lighting;
- Security cameras (CCTV);
- External doors controlled by electronic key fobs;
- Other external doors without outside handles;
- Intruder alarm system throughout school;
- Fire detection system throughout school;
- Secure external storage;
- Defined visible parking bays;
- Double-glazed and lockable windows;
- 'Airlock' main entrance system, with intercom;
- Lockers and lockable cupboards for staff belongings, and school high value items;
- Safes for school monies, cheque stationery, purchase cards and the daily back up tapes for the admin and curriculum servers.

Visitors

Visitors use the main entrance to request access to the school grounds and premises. Most visitors are dealt with in the entrance porch by the administrative staff. If necessary, an intercom system can be used and the reception sliding windows can be locked and blinds rolled down for safety of staff.

Visitors who need to access other parts of the school must sign in on the electronic system. They are then given a visitor's label and lanyard, and await the person whom they have come to see to collect them. Otherwise they may be accompanied by a member of staff to the person they have come to see.

Persons who have come to work on the site must sign in on the electronic system located at the main entrance porch, and read the Health and Safety and Safeguarding Information leaflet (Appendix 2). If they are a regular visitor, the school will request a letter from the visitor's employer to confirm that an Enhanced Level Disclosure and Barring Service (DBS) check has been undertaken and the outcome is satisfactory. If an unexpected or ad-hoc visitor does not produce a letter provided by their employer to confirm their Disclosure and Barring Service status, they will be accompanied by the site agent, assistant site agent or the member of staff who arranged the appointment throughout their visit.

Deliveries will be supervised by administrative staff.

Parent Visitors

Parents attending sessions in the Family Room will enter the Nursery building via the main enterance. The person running the event will ensure that parent visitors are signed in and out on the electronic system or a paper register if there are a number of parents attending an event.

Parents who attend meetings with Safeguarding and Attendance Officer, the SENDCo, , or open evenings, will be signed in manually and enter via the main entrance, they will be directed to the appropriate area. Parents will also exit via the main entrance and then be signed out. Teachers will always see parents for meetings or consultations alongside another member of their team, or the Deputy Headteacher, or Headteacher. There may be some occasions when the Headteacher or Deputy Headteacher speak to parents alone, but this will usually be at a time when other staff are nearby on site: for example, in the Safeguarding and Attendance Officers room, at a time when the Out of School Club is operating and staffed, or, in the Meeting room, when other members of staff are in close proximity.

Parents attending special sessions, concerts or plays will enter the hall through the main entrance, and exit the same way. A member of staff will be in the entrance to greet and escort parents and they will be signed in and out manually.

Both visitors and parents are directed to use the visitor toilet facilities located by the staff room, but it is recommended that the member of staff who gives permission will also ensure the parent/visitors exit back to where they should be. Female visitors may use the women's staff toilets next to the staff room. Parents attending sessions in the Family Room use the disabled toilet in the Nursery lobby.

Trainees

Initial Teacher Training (ITT) trainees may be entrusted with a key fob to enter the building. Work experience students must not be given the key fobs as their visits are usually of short duration.

Kidz Zone

As the Club operates in the school holidays, it is essential that staff communicate well. For example, if members of staff are outside with children, or in another area of the school, they should have a mobile telephone to remain in touch with the staff members inside.

Breakfast Club is accessed via the main door in the Nursery building. Pupils are signed in on the electronic system by their accompanying parent or carer, similarly nursery parents enter the Nursery building and are greeted by a member of staff at the Nursery room door. Similarly, parents and carers collecting pupils from KidzZone have to ring the intercom system located outside the Nursery building for attention. The main door to the Nursery building is opened from 11.50 am for parents and carers to wait in the corridor for their children to be handed to them by a member of staff.

The gates by the side of the hall which leads to Year One and the rear of the Nursery building are closed after 9.00 a.m. and in the evening.

Abuse

Any incident caused by a visitor or parent which involves verbal or physical abuse will be logged; the police will be called, and the case will be assessed for future security. Referrals will be made to the police and/or legal department of the Local Authority. Serious or persistent incidents may result in the perpetrator being banned from school premises – i.e. from the gate inwards. This is in accordance with Section 547 of the Education Act 1996 which states it is an offence to cause a nuisance on school premises.

Key Security

Designated members of staff have keys to doors and cupboards; the Senior Leadership Team (SLT, Premises Manager and the Site Agent have school keys, and access to the security alarm code.

Safe keys are held by the Business and Resources Manager and the Headteacher; the KidzZone safe key is available to the Leaders of the Club.

All main keys are removed from the premises at the end of each day.

Security

Generally, no parents or visitors should be at the rear of the school, beyond the office, or in the playgrounds of the school during the school day: staff should approach anyone whom they do not know, or have reason to suspect does not have permission to be in these areas.

Staff should always be vigilant, and share information with the Senior Leadership Team (SLT) concerning any security issues. The SLT will liaise with the Premises Manager and Site Agent to consider issues, and address them.

End of Day

When pupils are uncollected by 3.40 pm they are brought to the front entrance, and must be supervised until collected. Names will be written on the Late Collected Register, and efforts are made to contact the parents or carers. Pupils who use Social Services provided transport must also be supervised until their driver arrives.

Lone Working

As stated in the Health and Safety Policy, staff should not work alone in school. If there is a need to access the school out of hours, or during the holidays, the Premises Manager or Site Agent must be informed. As the school is now extended, it is advisable for staff to keep either their personal mobile telephone on or near to them, or to use one of the hands-free telephones in school, in case of an emergency**.**

Home Visits

No member of staff will ever undertake a lone home visit. They will always be accompanied by another member of the school staff or a member of the local authority, and will have an authorised school phone on person.

Emergencies

A Business Continuity Plan is in place for any major incidents. Generally, good housekeeping and vigilance are essential parts of security.

Governors

Governors were involved in the formulation of this policy, and will be informed of amendments.

Monitoring

School security is constantly monitored and reviewed. This policy will be amended and updated accordingly. From time to time security issues, and the premises, are audited for safety.

VISITOR CODE OF CONDUCT

Visitors to the school are requested to read and understand the following rules:

- Value and respect different ethnic origins, religions, cultures and language.
- Do not promote your own political or religious beliefs.
- Use appropriate language and behaviour with children.
- You are not expected to manage classroom behaviour; a teacher will be present at all times.
- Please sign in and out of the premises.
- Please wear a visitors badge and lanyard at all times and return your badge to Reception when leaving the premises.
- Report any breakages or accidents to a member of staff.
- Physical contact with students is strongly prohibited for health and safety reasons unless overseen by a teacher and is essential to your visit. .
- Do not be alone with a child.
- If you have any cause for concern about the behaviour of a pupil please discuss this with the teacher and staff present.
- Whilst preparing your work area ensure there are no pupils present and that tools are not left unattended.
- Any equipment or work in progress that needs to be stored on school premises during a project must be highlighted to all staff and appropriate arrangements should be made.
- Drive with extra caution on school premises, take particular care when reversing.
- Switch off any music as you enter the school grounds.
- Do not obstruct fire exits – even temporarily.
- Check with the main office staff where you can unload and park.
- Keep your vehicle locked at all times.
- Never give a pupil a lift in your vehicle.
- Always use visitor's toilets.
- Avoid wandering around the school, unless this is an essential part of your visit.
- Do not smoke, this includes E-cigarettes on school premises.
- Read the school's Child Safeguarding procedures overleaf and be aware of who the designated person for Child Safeguarding is within the school.
- If you hear the fire alarm sounding (this will be continuous tone), please make your way out of the building immediately following the green fire exit signs, and make your way to the fire assembly point (on the main playground).
- Do not re-enter the building again unless you are informed by a member of staff that it is safe to do so.

APPENDIX 1

CONCERN ABOUT A STAFF MEMBER

If you have any concerns about the behaviour of any adult in school you should pass these concerns directly to **Ms Josephine Walter** (Headteacher). If the concern relates to the Headteacher, it must be reported immediately to the Chair of Governors (**Supriya Menon**). Alternatively, concerns can be reported directly to the Local Authority Designated Officer (LADO).

USEFUL CONTACT DETAILS

Designated Safeguarding Lead: Ms J Walter (Headteacher) **Deputy Designated Safeguarding Leads:** ● Mrs S Barber (Assistant Headteacher)

- Ms G Kiff (Assistant Headteacher)
- Mrs V Maples (SENDCo)
- Mrs C Owen (Family Support Worker) ● Mrs Shahena Begum (Family Support/Attendance Officer)

Prevent Single Point of Contact:
Ms J Walter (Headteacher)
Early Help and Advice Hub : 01582 548231
Children's Social Care Multi-Agency Safeguarding Hub (MASH) : 01582 547653 /
Out of hours: 0300 300 8123
The LADO : 01582 548069
Public Protection Team of Bedfordshire Police: 01234 846960 **Prevent Team email:** Prevent@bedfordshire.pnn.police.uk
Prevent Officer: Rebecca Brennan (8017)
Rebecca.brennan@bedfordshire.pnn.police.uk
Tel: 01582 473 086 or 07983 340 123 If you have any questions about the information contained in this leaflet, please do not hesitate to
contact a Designated Safeguarding Lead

CAUSE FOR CONCERN

If you have concerns about a child's welfare:
It may be that you have concerns about a child's wellbeing but they have not actually said anything to you. You should always pass on your concerns to a Designated Safeguarding Lead.

It is very important that you do not feel afraid about passing on your concerns. Any concerns, however seemingly trivial, should be passed on to a Designated Safeguarding Lead.

Guidance for recording information: You should record your concerns as soon as possible, including the following information:

- The nature of your concern
- The evidence that led to the concern
- What the child said (if anything)
- What you said or did (as a response)

Your concern should be written down and handed to a Designated Safeguarding Lead. It may be that you have a concern which feels very vague; in this case please **discuss** it with a Designated Safeguarding Lead.

It is very important to remember that all details of any concerns about a child should remain **confidential** between you and the Designated Safeguarding Lead.

Welcome to Hillborough Infant and Nursery School

Health and Safety and Safeguarding Information



An information leaflet for volunteers and visitors to the school

We are committed to promoting Health and Safety and Safeguarding at our school so please take a few minutes to read the information in this leaflet.

SAFEGUARDING CHILDREN

Mobile phone use: mobile phones must not be used for videoing or taking photos. If you need to make a phone call, please check with the Headteacher or business manager.

Safeguarding

As a visitor to our school, either as a helper, supply teacher or someone who has come to work with our children in any other capacity, it is important that you are aware of our safeguarding procedures. **Designated Safeguarding Lead:** Ms J Walter (Headteacher) **Deputy Designated Safeguarding Leads:** ● Mrs S Barber (Assistant Headteacher) ● Miss A Breen (Assistant Headteacher)

- Mrs C Owen (Family Support Worker) ● Mrs Shahena Begum (Inclusion Support/Attendance Officer)

There are four categories of abuse:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

There may be occasions when you have cause for concern for a child – perhaps about marks or bruises you have noticed, their physical presentation, their behaviour, or something they have told you. All adults in school have a duty of care to children and such concerns MUST be reported immediately and in confidence to a designated safeguarding lead directly or you may contact the main office staff, who will contact the DSL for you.

It is important to remember that it is **not your responsibility to investigate suspected cases of abuse,** only to report them to a Designated Safeguarding Lead.

HEALTH & SAFETY

Please **sign in on arrival** and collect your visitors pass. You will also be asked for ID if you are new to the school.

Please **wear the visitors pass** at all times to avoid being challenged by staff or students. **Remain with your host** at all times unless we confirm we have had prior DBS clearance for you. Smoking, including vapours and e-cigarettes, are not permitted on/in any area of the school grounds/buildings. On departure **please sign out** and return your pass to the school office.

FIRE

If you hear the fire alarm sounding, which is a continuous, alternating tone, please make your way out of the building immediately following the green fire exit signs, and make your way to the fire assembly point.

Do not re-enter the building again unless you are informed by a member of staff that it is safe to do so.

ACCIDENTS/ILLNESS

Should you have an accident or feel unwell during your visit, please report to the main school office. If you are unable to make your own way to the main school office, please inform any member of staff about your situation. You may be asked to complete an accident report and your co-operation in doing so is greatly appreciated.

CHILDREN WHO ARE VULNERABLE TO EXTREMISM

If you have concerns that a child might be at risk of radicalisation or involvement in terrorism, speak to the Prevent Single Point of Contact, **Ms J Walter**.

DISCLOSURE OF ABUSE

If approached by a child wanting to talk, you should listen positively and reassure the child. If you can, try to ensure a degree of privacy (so others are not listening) but this may not always be possible.

Helping a child when abuse is disclosed:

- Stay calm and controlled.
- Do not communicate shock, anger or embarrassment.
- Reassure the child. Say that you are pleased s/he is speaking to you.
- **Do not make false promises i.e. that you will keep the abuse a secret.**
- Let the child know that it was not his/her fault.
- Encourage the child to talk but do not ask "leading questions" or press for information.
- Check that you have understood the child correctly.
- Praise the child for telling you and say that s/he has a right to be safe and protected.
- Do not tell the child that what s/he experienced is dirty, naughty or bad or make comments about the alleged offender.
- As soon as possible write a first-hand account of what has been said using the child's own language.
- At the end of the conversation, tell the child again who you are going to tell and why that person or those people need to know.

Immediately afterwards, report this to a DSL, who will report the disclosure to children's social care.

Appendix 2

Welcome to Hillborough Infant and Nursery School

This booklet has been compiled to provide general information for all supply staff and visitors.

Vision, Mission and Values

Vision

Our vision is for each child to discover their interests, be confident and curious in developing new skills and grow in their love of learning.

Mission

- Everyone takes care of themselves, each other and our School;
- All children succeed; develop skills for lifelong learning and their ability to think independently;
- We value parents as their child's first educators;
- Our children, staff and governors go beyond expectations;
- Children are actively encouraged to make their own choices, knowing that they are in a safe and supportive environment; ● Children feel confident to take risks and make mistakes; ● We celebrate success!

Values

At Hillborough Infant and Nursery School, our core values are to 'CARE'.

C – community A – aspiration R – respect empowering

Classes

Nursery	Year R	Year 1	Year 2
Sapling	Elm Oak Pine	Birch Cedar Maple	Ash Beech Willow

School Routines

School day		08:50 - 15:30
Break	Year 1 & 2	11:00 - 11:15
Lunch	Year R	11:15 - 12:15
	Years 1 & 2	12.15 - 13:15

General Information for supply staff and visitors

Attendance – Everyone is asked to ensure they sign themselves in and sign out every time that they come in and out of the building using the school's entry system; vigilance in this is essential for health and safety purposes.

Security – All visitors must read and sign the Visitors Code of Conduct and sign in on the entry system at the front door before entering school. Visitors will be

given a Health & Safety and Safeguarding Information leaflet to read and an identity badge to wear.

Child protection/Safeguarding – All staff should minimise physical contact with pupils. Any safeguarding concerns need to be logged on forms and referred to a Designated Safeguarding Lead (DSL) immediately. DSLs: J Walter, G Kiff, S Barber, V Maples, C Owen and S Begum. Safeguarding is everyone's business!

Computing Equipment / SMART Device – **Mobile phones/ SMART Device**

should only be used in the Staffroom.

Telephone calls -Mobiles must be kept locked up during the school day, and only used in the staffroom. Staff **must ask** a member of the SLT for permission if they need to use the school phone for emergency calls.

Smoking – A "no smoking" policy is in operation on the entire school site, this includes cars parked in the car park. It is also recommended that there is no smoking directly outside the entrance barrier in view of pupils and parents.

Guidelines for the use of resources

Resources comprise consumable items, artefacts, sources of information, equipment.

- Consumable resources should be used economically. The Admin team should be told when stocks are low.
- Many items such as files etc. can be re-used and should be returned to the office when no longer required.
- If appropriate, worksheets can be copied on both sides to use the paper economically.
- Colour photocopying is costly, and should only be used rarely and when totally essential.
- Ensure you are familiar with how any equipment works before use. Check with the office if there's a problem.
- Resources which are made with school resources, remain the property of the classroom and school.
- Resources must be returned to the place where they are kept, and in a suitable condition.
- Equipment which is borrowed from other classes or areas, must be returned as soon as possible after use.
- Electronic devices are locked away in the correct place.
- P.E. equipment must be brought in from the playground after use and returned to the correct storage place.

Start of the Day – Parents are advised to arrive at school between 8:50 and 9:00.

Timetable – A class timetable is on display in each classroom.

Register – Supply staff will have a paper register to be returned to the main office upon completion.

Assemblies – For details check class timetable. Please ensure pupils enter, and sit down silently.

Fruit & Milk & Bagel – A list of pupils who have opted to have milk is displayed on the classroom wall. **Very importantly,** names highlighted in red indicate dairy allergy so **no milk should ever** be issued to these children.

Water – They are invited to bring in fresh water each day from home, and are asked to bring their school issued water bottle home at the end of each day, so that it can be washed and returned the next school day with fresh water.

Playtime – Playground supervision is carried out by all staff. Before play, ensure all pupils use the toilet and do up their coats in cold weather. In the event of a serious First Aid issue - radio for the welfare assistant. Don't move the child.

Lunch Times – First sitting - class teacher will ensure that pupils have used the toilets, wash hands and are sitting on the carpet to await going into the hall. Second sitting - should sit on the carpet until the MDS arrives, then use the toilet, put on their coats and line up before going out to the playground.

End of Day – Please check the teacher's parental permission files for slips, which give information about collectors of pupils. If you are unsure in any way about any adult who comes to collect, please refer to the office, or SLT. A register for pupils attending the Kiidzzone will arrive in classrooms. Staff will collect pupils who are booked in from their classroom. If a person arrives at the door to collect a pupil and the child is booked into the Kidzzone, clarification must be made by the office. Once clarified, the Kidzzone register must be signed by the person collecting the pupil. Pupils not collected by 3.40p.m. should be taken to the front entrance by a member of staff. **Birthdays**

– As part of our wish to promote healthy eating, we **do not give out birthday sweets or treats.**

Medicines –The Welfare Assistant will collect pupils requiring medicine at a

specified time, after which they will return to the classroom. Epipens are kept with pupils at all times and then kept in class at the end of the day.

Allergies – List of pupils with allergies should be kept in the classroom along with all other medical information. Consideration must be given to allergies when planning any lessons or fun activities e.g. Christmas parties.

Accidents/Illness - Always avoid contact with blood or other body fluids. All pupils taken ill/ injured in an accident should be taken for attention to the medical room. All staff are First Aid trained and can treat in class.

Uniform – All pupils must wear uniform and safe, sensible black shoes. We ask parents to send pupils in warm coats in the winter, and provide their children with hats on sunny days in the summer. Shoes, or plimsolls, should be worn to and from the hall for P.E.

Toys/Jewellery/Money – Pupils should be discouraged from bringing valuables and toys from home. The only jewellery permitted is stud earrings, and these **cannot** be worn on PE days.

Parents – Many minor issues can be dealt with by the class teacher or referred to the Family Worker. Individual teachers must refer all complaints from parents to the Headteacher.

Behaviour – The school rules are displayed in the classrooms in the form of a 'rocket'. The code of conduct for each class is displayed on the classroom wall. Good order and discipline are the responsibility of all staff. Good behaviour must be maintained as per our policy and with the language of 'choices' – green, amber and red.
Reward – In addition to the rewards stated in our Behaviour Management Policy, all teachers have their own systems for rewarding good behaviour and best work e.g. Class Dojo.

Classrooms – Staff must ensure their classroom/area windows are locked at the end of the day, and blinds closed for both security and alarm reasons. Electrical and ICT equipment must be switched off at the end of the day.Any devices returned to correct places or places.

Staff Dress Code – Trainers, flip flops, jeans/jeggings or denim are not part of our permitted professional attire during the school day. We ask all staff to wear smart, professional and comfortable clothing suitable for your role and the activities you may be involved in. Staff and volunteers are required not to wear inappropriate/revealing clothes. No logos or graphics or tracksuits. (except for sport and organised physical activities). On PE days it is advised to bring a change of clothes to change into for PE sessions. Converse are classed as trainers, and should not be worn. However, due to the nature of the role, staff in the Wellbeing team and Cherry Blossom are authorised to wear trainers.

Tea /Coffee / Chilled Water – Hot drinks such as tea and coffee should always be consumed in the staff room, and never in areas where children are located. Unless stored in sealed cups as permitted by the Headteacher. **Staffroom –** Please keep the staffroom tidy and wash up and put away your own cups, cutlery etc. Also, ensure that any unwanted or outdated food is removed from the fridge.

FIRE DRILL AND EVACUATION PROCEDURE

Adults Supervising Classes

- On hearing the fire alarm tell the childre  the fire door

quietly.

- Exit the building by the nearest fire door.
- Assemble the children by the appropriate sign on the back fence, on the playground in an orderly line as per their register order. Make sure the children are quiet at all times.
- Check the children against the class register list, by asking them to put their hand up. Check the Late Entry sheet too; if any are missing, inform the Headteacher immediately.
- When all children are accounted for, hold your hand up, and wait for instructions.

All other Staff

- When the fire alarm sounds make your way to the nearest fire exit, checking toilets and common areas on your way out.
- Assemble on the playground and check visitors, late arrivals, etc.

Staff discovering a fire

If you discover a fire, immediately raise the alarm and instruct another adult. Inform other members of staff by using the name 'Sam' if it is a genuine fire.

STAFFING STRUCTURE 2025/26

SENIOR LEADERSHIP TEAM

Headteacher – Ms J Walter
Assistant Headteacher EYFS -Ms G Kiff
Assistant Headteacher KS1 - Mrs S Barber
School Business Manager - Mrs G Fallon

Teachers

Year R
Elm -Miss K Brooks
Oak- Miss V Bianchi

Year 1
Birch-Ms K Wallace
Cedar-Mr D Papciak
Pine-Mrs R Manning

Year 2
Ash- Mrs S McQueen
Beech-Mrs A Shaheen
Maple-Mrs H Begum
Willow-Miss Z Adams

Year N
Saplings - Mrs Puddefoot

SENDCo - Mrs V Maples
SEMH/Wellbeing -Miss R Marchese, Miss S Boyce, Mrs F Johnson
Family Support Worker - Mrs C Owen
Family Support/Attendance Officer - Mrs S Begum

CLASSROOM TEACHING SUPPORT STAFF

EYFS- Deployed as per year group plan
KS1-Deployed as per year group plan

OTHER SUPPORT STAFF

HLTA - Mrs C Kendrick, Miss L Cook, Mrs P Khutumkalam
Cover Supervisor - Miss H Fuller

ADMINISTRATIVE STAFF

Personal Assistant to SLT - Mrs S Sandhu
Clerical Assistants - Mrs J Ball & Mrs K Gibson
Welfare Assistant - Mrs J Begum

MID-DAY SUPERVISION STAFF

Mid-day Lead- Ms G Kiff
Acting Senior Mid-day Supervisor – Mrs S Shah
Mid-day Assistants - Deployed as per whole school plan

PREMISES STAFF

Premises Manager - Mr Whitney
Site Agent - Mr M Azad