ECCLESTON PRIMARY SCHOOL

incorporating

Beechbuds Pre-School

External Visitors Policy and Code of Conduct

Inspiring independent learners to thrive in a changing world

Policy Statement

Eccleston Primary School assures all visitors a warm, friendly and professional welcome, whatever the purpose of their visit. The school also has a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This duty of care incorporates the duty to safeguard all pupils from subjection to any form of harm, abuse, nuisance or inappropriate influence. It is the responsibility of the Governing Body, Headteacher and senior staff to ensure that this duty is followed at all times. In performing this duty, the school recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The School therefore requires that all visitors (without exception) comply with the following policy and procedures. Failure to do so may result in the visitor's escorted departure from the school site.

Policy Responsibility

The Headteacher is the member of staff responsible for implementation, coordination and review of this policy. The Headteacher will also be responsible for liaising with the school's Premises Manager, Business Manager, office team and safeguarding leads as appropriate. All breaches of this procedure must be reported to the Headteacher. Failure by staff members to adhere to this policy may lead to disciplinary action.

Aims

To safeguard all children within the school's responsibility both during school hours and out of school hours activities which are arranged by the school. The ultimate aim is to ensure that students at Eccleston Primary School can learn from and enjoy curricular and extracurricular experiences in an environment where they are safe from harm. The school also has a responsibility to protect and preserve its resources against theft, vandalism and misuse.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to the school, which is understood by all staff, governors, visitors and parents and adheres to child protection and safeguarding guidelines. To enable the school to account and care for all visitors to the site in the event of an emergency or practice drill.

Where and to Whom the Policy Applies

The school is deemed to have control and responsibility for its pupils anywhere on the school site (i.e. within the school boundary fence), during normal school hours, during after school activities and on school organised (and supervised) off-site activities. Visitors are defined as all people other than current staff members, long term agency staff, pupils and parents/guardians involved in the task of delivering or collecting pupils at the start or end of the school day.

The policy applies to:

- All governors of the school.
- All external visitors entering the school site during the school day or for after school activities (including tutors, sports coaches, and topic related visitors e.g. authors, journalists, musicians and artists).
- All parents and volunteers.
- Other education related personnel (advisors, inspectors, health professionals).
- Building & maintenance and all other independent contractors visiting the school premises.

Protocol and Procedures

Visitors Invited to the school:

Before any visitor is invited to the school, the Headteacher, or a member of the senior leadership team, should be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time of the visit. Once the proposed visit is entered into the school calendar this will be discussed as part of the regular review of the diary and at senior leadership team meetings.

When inviting visitors to the school the member of staff hosting the visit should ensure they are asked to bring in formal identification (including photo id) with them at the time of their visit and be informed of the procedure for visitors as set out below:

Members of staff arranging for and hosting visitors must add this information to the school calendar.

All visitors must report to the school reception desk.

At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification. All visitors will be asked to sign-in via the school's sign in system. All visitors will be required to read the visitor agreement, which will be displayed in the entrance foyer. By signing in all visitors are adhering to the school's code of conduct.

All visitors will be required to provide their name, organisation (if applicable), who they are visiting and vehicle registration (if applicable). If the receiving member of Eccleston Primary School staff has not previously seen the visitor, they will be asked for photographic identification, if this is not available school will ask for another form of identification.

All visitors will be required to wear a visitor identification lanyard. The lanyard must remain visible throughout their visit.

Visitors with a current and valid enhanced DBS will be issued with a yellow lanyard.

Visitors who are trainee teachers or on work experience, will wear green lanyards.

Visitors without a current and valid enhanced DBS will be issued with a red lanyard. All visitors who are given a red lanyard will be required to be accompanied by school staff at all times.

To safeguard all children and staff, if visitors are not wearing an identification lanyard, staff will politely challenge visitor for the nature of their visit. The visitor will then be escorted to reception so that an identification lanyard can be issued. The admin team will then contact and locate school member of staff hosting the visitor.

All staff will politely challenge visitors with red lanyards, if roaming unescorted in school. All Staff will ask for the visitors' reason for visiting school and which staff member they are seeing. Staff should then locate the school member of staff hosting the visitor. If the hosting staff member cannot be found, the visitor shall be escorted to reception. The visitor must wait at reception until the hosting staff member is located.

All visitors will be given the opportunity, subject to nature of visit, to read the school's safeguarding and child protection policy, general information about schools premises, health and safety policy, and Fire Evacuation Plan.

Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to the school reception to receive the visitor. The contact will then be primarily responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless the school has completed the relevant checks (though DBS) or has received details of this through the organisation employing the visitor.

On departing the school, visitors should leave via the school reception and:

- Sign out through our electronic system.
- Return the identification lanyard to the school reception.

Unknown/Uninvited Visitors to the School

Any visitor to the school site who is not wearing a visitor lanyard should be challenged politely in relation to who they are and their business on the school site. They should then be reminded of the school procedure and escorted to reception to be issued with a visitor badge if approved. The procedures under "Visitors to the School" above will then apply. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a member of the SLT informed. The SLT member will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for. Under the Summary Offences Act, the Headteacher reserves the right, and has the authority to prohibit any potential visitor from entering or remaining within the school.

Governors and Volunteers

All parent and other volunteers (such as business partners) must comply with Disclosure and Barring Service procedures, completing a DBS disclosure form via the school office before starting a volunteer role. All Governors now require an enhanced DBS check. Governors will follow the same procedures as visitors. They should sign in and out at reception as detailed above. New governors will be made aware of this policy and become familiar with its procedures as part of their induction. This is the

responsibility of the Headteacher and Chair of Governors. Governors will be asked to wear their Governor lanyard.

Buildings and Maintenance Contractors

Contractors follow the procedures as set out above. When pupils are on the premises, contractors, under discretion of the Premises Manager, may work unaccompanied, as long as valid DBS has been checks and nature of works does not affect the learning or safety of pupils or staff. Contractors without a valid DBS must always be supervised by the Premises Manager or, if they are unavailable, by another member of staff. No contractor/engineer is permitted to work in, or move around the school, unsupervised when pupils are on site unless they have a valid DBS which has been checked and verified as per the visitor signing in process. All contractor visits will ideally be booked for when the School Premises Manager is onsite unless it is an emergency, in which case the School Business Manager will be informed.

All contractors/engineers will be given opportunity to read the school's contractor file. This file contains:

- Visitor code of conduct
- Health and Safety Policy
- Asbestos Survey (latest addition)
- General Risk Assessment Asbestos Management Plan
- Asbestos Register Inspection Record
- Main Site Plan

Parent Visitors

Partnership with parents is a strong and unique feature of Eccleston Primary School which the school wishes to preserve. At the same time, the safeguarding and wellbeing of pupils and staff must be maintained. The school has clear procedures for managing the movement of parents on the school site at the start and end of the school day and for controlling and monitoring their access. Parents who visit the school site at times other than the start and end of the day are expected to report to the main reception to make the purpose of their visit known.

When parents have signed in, they will then be escorted to their point of contact OR their point of contact will be asked to come to the school reception to receive them. The contact will then be responsible for them while they are on site and will escort them off the premises at the end of the visit.

When a visitor is on site, staff should be aware of the following:

Be confident that the visitor / external agency has the expertise in the subject that they are delivering and the experience and skills in delivering sessions to children and young people.
Staff arranging speakers at the school must notify the Headteacher in advance of the plans so that she can be assured that the appropriate checks are carried out to ensure messages delivered are appropriate and align with the stated values of the school.
Check (or ask a senior member of staff to help with this) that the visitor comes from an organisation which has values which align with those of the school. This may involve a Google search.
Agree in advance for details of what the content of the talk/lesson will be.
Before the visit, discuss with the visitor how the session fits in with the school's programme, scheme of work, values and ethos.
Discuss and agree aims of session, professional boundaries, including responsibility for classroom discipline and fees, if applicable, before the session.
Inform the visitor of: number, age and gender ratio of students background, ethnicity and culture of students, special educational needs (if applicable).
Provide access to relevant school policies e.g. risk assessments, as appropriate.
Inform relevant people of the presence and remit of the visitor, e.g. school reception in advance for the calendar and visitor badges.
Inform pupils in advance of the activity.
Provide the visitor with a named contact.
Organise meet and greet arrangements and classroom or assembly lay out.
Ensure the relevant staff member (i.e. class teacher) is present during the session and responsible for class discipline.
Ensure the activity meets Health and Safety guidelines.

Staff Development

As part of their induction, new staff will be made conversant with this policy for visitors and asked to ensure compliance with its procedures at all times.

Linked Policies

This policy and procedures should be read in conjunction with other related school policies, including:

- Whole School Child Protection and Safe School Policy
- Healthy and Safety Policy
- Fire Evacuation Plan
- Keeping Children Safe in Education 2025

Volunteer and Visitors Code of Conduct

Updated November 2026 – to be reviewed annually

Please note this Code of Conduct must be read and signed before commencing any volunteer work at Eccleston Primary School.

All volunteers are expected to maintain high standards of behaviour and conduct when undertaking any volunteering activity at Eccleston Primary School. We view this as a partnership in achieving the best outcomes for all our children.

Volunteers and visitors will:

- Observe the high standards of behaviour and ethical conduct mandated by the school.
- Respect other volunteers, members of staff and pupils, and make them feel valued.
- Be approachable, pleasant and positive role models for pupils.
- Adhere to all school policies, including the Child Protection and Safeguarding Policy, and Data Protection Policy
- Maintain confidentiality of personal information at all times, unless there is a need to report an issue to a member of staff.
- Treat all pupils and members of staff equally.
- Report any incident of bad behaviour to the class teacher or a senior member of staff immediately.
- Dress appropriately and behave in a manner which promotes healthy and safe working practices.
- Accept and follow directions from the supervisor and seek guidance through clarification where uncertain of tasks or requirements.
- Observe safe working practices which avoid unnecessary risks, apply reasonable instructions given by supervisors, and report any potential hazards in the workplace to the supervisor.
- Avoid waste or extravagance and make proper use of the resources.
- Conduct work in a cooperative manner.
- Turn off mobile phones while on school premises.
- Ensure they sign in and out of school at the school office using the touch screen.
- Wear their visitor lanyard so that it is clearly displayed.
- Tea and coffee making facilities are available to use in the staff room outside of playtimes and lunchtimes.

Volunteers and visitors will not:

- Discipline pupils; if there are any problems, the class teacher or a senior member of staff will be informed immediately, and they will manage the situation.
- Shout at, hit, threaten or handle a pupil.
- Take photographs in school without the prior permission of the headteacher.

Eccleston Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

- Work with pupils when not in the proper physical or emotional state to do so, e.g. under medication which causes drowsiness, or under extreme stress which may impair judgement.
- Behave in an illegal, improper or unsafe manner, e.g. smoking or drinking alcohol.
- Share personal contact details with pupils or make personal arrangements to meet pupils outside school.
- Discuss their own child with any member of Eccleston staff (If the volunteer is a Parent of a child at Eccleston). The appropriate time to do this is to make an appointment via the office or at scheduled Parents' Evenings.
- Discuss internal school operations on any form of social media.
- Express any extremist or discriminatory views, or any views that would offend others.
- Make inappropriate jokes or remarks of a sexual, racial, intimidating, discriminatory or offensive nature.
- Behave in a manner which may bring the school into disrepute when representing the school.
- Give or receive (other than 'token') gifts, unless arranged through the headteacher, e.g. giving an outgrown sports kit, football boots or uniform to a pupil.
- In the instance of school trips, where a volunteer has a child within that year group, they will be placed in another class.

Eccleston Primary School reserves the right to review visits in accordance with the school's code of conduct, if any of the above terms are breached.

I confirm that I have read the code of conduct and agree to abide by the rules outlined in this policy.

I understand that following my DBS check, I must inform school immediately if there are any changes to this (i.e. criminal investigations).

Review of External Visitors Policy and Code of Conduct

Reviewed: November 2026
Next Review Date: November 2027