

## St Francis Church of England Primary School VISITOR INSTRUCTIONS

### Safeguarding:

We take safeguarding and child protection extremely seriously at St. Francis and it is important to note that safeguarding children is everyone's responsibility.

The following would be of concern and must be reported:

- A child says something that is worrying or alarming
- You see unusual marks of bruising on a child
- You notice changes in a child's behaviour or demeanour that causes concern

Child abuse happens to all children regardless of: gender, culture, religion, social background and those with or without a disability.

If you are worried about a child, you must speak with one of the Designated Safeguarding Leads.

#### If a child makes a disclosure of abuse - You must:

- Remain calm and collected – the pupil may stop talking if they feel they are upsetting you
- Give reassuring nods or words of comfort – 'I'm so sorry this has happened', 'I want to help', 'This isn't your fault', 'You are doing the right thing by talking to me'
- Do not be afraid of silences – you must remember how hard this must be for the pupil
- Under no circumstances ask investigative questions – such as how many times this has happened, whether it happens to siblings too, or what does the pupil's mother think about all this
- Tell the pupil that in order to help them, you must pass the information on – you must never promise to keep what they are saying a secret
- Do not automatically offer any physical touch as comfort. It may be anything but comfort to a child who has been abused

- Avoid admonishing the child for not disclosing earlier. Saying things such as 'I do wish you had told me about this when it started' or 'I can't believe what I'm hearing' may be interpreted by the child to mean that they have done something wrong
- You must tell Mr Kewley, Mrs Forrest or Mrs Foster what you have been told. You will be asked to write this down on a 'CPOMs Concern' form.

(A full copy of our 'Safeguarding and Child Protection policy can be found on our school website)

### Visitor Code of Conduct:

- Treat everyone with respect
- Provide an example you would wish others to follow
- Do not permit abusive activities such as bullying or ridiculing
- Avoid physical contact with children unless you are preventing them from immediately harming themselves or others
- Do not make suggestive remarks, gestures, or tell sexist, racist or homophobic jokes/comments.
- It is best not to do anything for a child that he or she can do for him or herself
- If you are concerned about the conduct of a member of staff during your visit you must speak to the headteacher

(A full copy of our 'Adult Behaviour' policy can be found on our school website)

#### The Designated Safeguarding Leads are:



### Health, Safety and Well-being:

- **DBS:** If you have not shown your DBS to the office, you must not be alone during your visit. A member of staff will be asked to accompany you. You must wear a red visitor lanyard throughout your visit.
- **Fire:** In the event of a fire alarm, please use the nearest fire exit and assemble on the playground with everyone else.
- **Accidents and Illness:** All accidents, regardless of severity, need to be reported to the office manager. A first aider will be called to assist if necessary. Accidents and near-accidents need to be recorded. If you start to feel ill whilst onsite, please report to the office or the nearest member of staff.
- **Facilities:** There is a toilet located near the main office that visitors are able to use.
- **Visitor ID:** You must wear your visitor badge/lanyard at all times during your visit and make sure it is visible.
- **Mobile Phones:** To protect our children and yourself, we respectfully ask that you do not have your phone out or use it during your time in the school building. If this is an issue, please contact a member of staff on arrival.
- **Photographs:** Under no circumstances should you take photographs of our children.



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