



**Fernhurst
Primary School**

Visitor Information Leaflet

Fernhurst Primary School
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West Sussex
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Headteacher: Mrs J Thornton

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Welcome to our school

Please take a few moments to read this information.

We hope that your visit is a comfortable and enjoyable experience. We recognise and promote our responsibilities for safeguarding and health and safety. We hope this leaflet will provide you with some useful advice when visiting our school.

This information has been given to you to make sure you understand what is expected of you. Please ask Mrs J Thornton (Headteacher) or Miss S Allen (Assistant Headteacher) if you are unclear about anything in it and keep the leaflet in a safe place so you read it again if you need to.

Visitor Arrival Information

Thank you for signing into our school. Please ensure that you collect a visitor's lanyard. It is imperative that you wear the lanyard at all times during your visit to our school and it is visible. Please also ensure that you sign out when exiting the school site and hand the visitor's lanyard back to reception.

In accordance with our safeguarding guidelines, visitors who are not enhanced DBS checked will be escorted at all times. We appreciate your understanding of this protocol.

However if you are a visitor who regularly visits us as part of your duties, you or your manager should have supplied a member of school staff with written confirmation that a satisfactory enhanced DBS check has been carried out.

We have two different coloured lanyards:

- Green lanyard DBS has been seen and checked
- Red lanyard no DBS has been seen and the person wearing it needs to be accompanied by a member of our staff at all times.

Safeguarding

At our school we consider the safeguarding of our children to be of paramount importance. Therefore everyone on our site must be responsible for safeguarding and protecting children, and aware of our procedures.

If you have a safeguarding or child protection concern about a child, discuss your concerns with the DSL (Mrs J Thornton) or with the deputy DSLs who are Miss S Allen or Ms N Ludlam as soon as possible, before the child leaves for the day. It is important that the child is not sent home at the end of the day without taking the right protective action.

If you have a concern about a member of staff, discuss your concerns with the headteacher Mrs J Thornton . If you have a concern about the headteacher, discuss them with the Director of Standards (Mr J Humphries) or the CEO of University of Chichester Academy Trust (Mrs J Alozie)

The staff at reception will help locate them for you if needed.

Dealing with a Disclosure

If a child discloses that he or she has been abused in some way, you should follow this guidance.

- Listen to what is being said without displaying shock or disbelief.
- Only ask questions when necessary to clarify.
- Accept what is being said.
- Allow the child to talk freely – do not put words in the child's mouth.
- Reassure the child that what has happened is not his or her fault.
- Do not make promises that you may not be able to keep.
- Do not promise confidentiality – it may be necessary to refer the child to Children's Social Care.
- Stress that it was the right thing to tell.
- Do not criticise the alleged perpetrator.
- Explain what has to be done next and who has to be told.
- Inform the DSL without delay.
- Record your statement of the facts and pass it to the DSL.

- Dealing with a disclosure from a child and safeguarding issues can be stressful. Consider seeking support for yourself and discuss this with the DSL.

Appropriate Behaviour

As a visitor please remember, we expect you to:

- behave in a respectful manner and use suitable language
- avoid physical contact with a child
- never exchange personal contact details with a child or arrange to meet them outside of the school environment
- not to use a personal camera, including mobile phone cameras, to take photographs without prior permission being given

Fire and Evacuation Procedures

Local instructions for raising the alarm, summoning the Fire Service and evacuating the premises are posted throughout the school and must be complied with. The fire assembly points are on the top playground, behind the trim trail.

Incidents and Accidents

In the event of an incident / accident contact a member of staff immediately who will radio the reception. They will contact the emergency services directly on 999 or 112 in the event of a serious incident. If injured obtain the assistance of a First Aider, via the main reception.

You must also report to main reception any incidents, accidents or near misses which occur on the school site whether or not any school employees/children were involved.

Other General Information

Smoke Free policy – our school operates a no-smoking policy throughout the entire site.

Visitor toilets – there are located at the top of the stairs near reception, please ask the staff at reception for directions.

Access to the internet – all users of our school's systems and wi-fi must comply with the acceptable use policy. Please ask the staff at reception for details. Our guest WiFi password is 978_2108