BALLARD

BESPOKE EDUCATION

Visitor Information

Visitor Information

Welcome to Ballard

Ballard prides itself on being a warm, welcoming and caring community. We ask all visitors to share our commitment to working in the best interests of children and to respect the vision and values of the school.

Ballard is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share this commitment. The safety, welfare and wellbeing of our pupils are our highest priorities.

These guidelines set out our visitor expectations and are designed to help you make the most of your time at the school while supporting a positive, respectful and safe environment. This information is intended for visiting adults who are not members of staff, including parents and helpers, volunteers, visiting speakers, job applicants, external consultants and contractors.

If you have any questions or concerns, please speak to the member of staff you are visiting or working with. Alternatively, you may contact Mr Chris Jackson, Deputy Head: Pastoral and Designated Safeguarding Lead.

Thank you for your support. We hope you have an enjoyable and productive visit.

Stuart Turner
Headmaster

Arrival and visit arrangements

On arrival, please report to Reception.

Depending on the nature of your visit, you will be provided with either a visitor pass or visitor sticker, which must be worn and clearly visible at all times. Anyone not displaying identification may be approached by a member of staff. If you are issued with a red lanyard, you must remain accompanied by a member of staff at all times while on site.

You may be asked to wait at the Reception while a member of staff is contacted. Before leaving, please return your visitor pass or lanyard to Reception and sign out.

Visitors attending sporting fixtures will be issued with a visitor sticker on arrival at Reception. This permits access to designated areas only and does not allow entry to school buildings beyond the ground floor of the main school building.

Professional visitors and volunteers

Visitors attending in a professional capacity will be asked to provide proof of identity and confirmation that appropriate safeguarding and vetting checks have been completed by their employer or organisation. The school reserves the right to require supervision of any visitor while on site where this is considered necessary.

This step is not necessary for parents and carers who are coming to watch a performance, support a fixture or attend an organised school event.

Safeguarding and child protection

We are committed to safeguarding children and promoting their welfare. If you witness or hear anything that causes concern about a child's welfare or safety, please report it immediately to a member of staff.

You may also contact:

Mr Chris Jackson
Designated Safeguarding Lead
Email: safeguarding@ballardschool.co.uk
Telephone: 07511 606549 : This contact can also be used outside school hours and during school holidays.

Mrs Zoe Thesiger-Pratt

Deputy Designated Safeguarding Lead

Mrs Jacqui Besley

Deputy Designated Safeguarding Lead

Expectations when working around pupils

Visitors must:

- Avoid being alone with pupils wherever possible.
- Maintain appropriate professional boundaries at all times.
- Never exchange personal contact details with pupils.
- Never communicate with pupils through personal social media accounts, messaging services or email.
- Avoid physical contact with pupils unless there is a clear professional reason or an emergency.
- Follow all instructions given by school staff.
- Report any safeguarding concern immediately.

If a pupil makes a disclosure to you:

- Listen carefully and remain calm.
- Do not promise confidentiality.
- Do not ask leading questions.

- Reassure the pupil that they have done the right thing by speaking to you.
- Report your concern immediately to the Designated Safeguarding Lead or a Deputy Designated Safeguarding Lead and then make a written record if requested to do so.

Sporting fixtures, performances and organised school events

Parents are welcome to attend sporting fixtures, performances and other organised school events. Parents attending events during the school day (between 8.15am and 5.00pm) should collect a visitor sticker from Reception, which should be displayed while on site.

For safeguarding reasons, parents attending fixtures should remain within designated spectator areas. Toilet facilities are available near Reception in the Main House. Please do not enter other areas of the school unless accompanied by a member of staff.

Specific arrangements may apply to performances in the Performing Arts Centre. Visitor toilets are available in the foyer.

Visitors with health conditions or impairments

Visitors with a health condition, disability or impairment are encouraged to inform the school in advance if any reasonable adjustments or special arrangements are required.

As part of our duty of care, we take measures to reduce the spread of respiratory infections and ask visitors to follow current appropriate NHS guidance before attending the school site.

Health and safety

We take health and safety seriously. Please report any accident, however minor, to your host. If you identify a health and safety concern or notice something requiring immediate attention, please inform:

Mr Alex Robinson
Director of Estates and Head of Health and Safety
Email: Alex.Robinson@ballardschool.co.uk

Security

For safeguarding and security reasons:

- Do not allow anyone unknown to you to enter a secure area by following you through an access-controlled door.
- Report any unidentified person who is not displaying visible identification.
- Follow all instructions relating to site security and visitor access.

Emergency procedures

Fire Alarm

If you hear the fire alarm:

- Leave the building immediately.
- Proceed to the visitor assembly point next to the car park.
- Do not re-enter the building until instructed to do so by a member of staff.

If you are working regularly with pupils, please familiarise yourself with the school's evacuation procedures.

Lockdown

In the event of a lockdown, a distinctive alarm will sound.

- If you are inside a building, remain inside.
- If you are outside, move immediately to the nearest school building and remain there.
- If you are some distance from a building and become aware of a threat, move away from the disturbance and seek safety.

Remember the key principles: **Run. Hide. Tell.**

Car parking

Visitors should park in the main school car park, the overflow car park at the lower end of the site or the Pre-Prep car park. Designated parking spaces are available for Blue Badge holders.

Please observe all signage and speed restrictions while on site.

Medical assistance and first aid

During term time, a school nurse or qualified first aider is available between 8.30am and 5.00pm. First aid kits are located throughout the school, and emergency allergy response kits are available in clearly marked locations.

Automated external defibrillators are located:

- Near the Performing Arts Centre
- Beneath the Lower Prep canopy

Dogs

Visiting dogs are not permitted inside school buildings. Visitors bringing a dog onto the school site must keep it on a lead at all times and clean up after it. Dogs must be handled by an adult at all times and not be in a position blocking access where a child is forced to have contact to make their way past.

Visitors wishing to bring a guide dog should contact the school in advance so that appropriate arrangements can be made.

Photography, video and audio recording

To protect the privacy and safety of our pupils, photography, video recording and audio recording are not permitted on the school site without permission from the school.

Parents attending performances, sporting fixtures and other school events may take photographs of their own child for personal use, unless otherwise advised by the school. Images or recordings containing other children should not be shared publicly, including on social media, without appropriate consent.

Mobile phones and smart devices

Mobile phones should be kept on silent while on school premises. Please avoid using your phone in the presence of children, calls should not be made or taken in teaching areas or corridors. The use of smart watches, wearable technology and other devices capable of recording images, audio or video should be restricted to authorised purposes.

Online conduct

Visitors must not access, store or share inappropriate, offensive or unlawful material using school networks, systems or devices. Any use of the school's information technology systems must comply with school expectations and applicable legislation.

Confidentiality and data protection

Visitors may become aware of confidential information relating to pupils, families or staff during the course of their visit. Such information must not be discussed, copied, photographed, recorded or shared with anyone outside the school. Visitors must comply with applicable data protection requirements at all times.

CCTV

For safety and security purposes, CCTV operates in selected locations across the school site.

Smoking, vaping and nicotine products

Smoking, vaping and the use of nicotine products, including nicotine pouches, are not permitted anywhere on the school site.

Alcohol

Alcohol may only be consumed at authorised school events where it is provided or approved by the school.

At all other times, alcohol must not be consumed on school premises.

Toilets and facilities

Visitor toilets are located near Reception on the ground floor of the Main House and in the Performing Arts Centre. Accessible toilets are available in the Performing Arts Centre.

Visitors must not use pupil toilets under any circumstances. If you are unsure where the nearest facilities are located, a member of staff will be happy to assist.

Expected conduct

We ask all visitors to uphold the school's values by treating pupils, staff and fellow visitors with courtesy and respect at all times.

Visitors must:

- Act as positive role models.
- Follow reasonable instructions given by school staff.
- Respect the privacy and dignity of others.
- Support the school's commitment to safeguarding and wellbeing.

Inappropriate language, behaviour, intimidation, discrimination or physical contact with pupils or staff is not acceptable and may result in the visitor being asked to leave the school site.

By working together, we can ensure that Ballard remains a welcoming, safe and positive environment for everyone.



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