

We strive to keep **everyone**  
safe

*As a visitor at Fern Hill, you have a  
responsibility to care for your own  
and for others' health and safety.*

### Health & Safety at our school:

- Trained first aiders include support staff and office staff. At every First Aid point there is a list of First Aiders. If you need First Aid assistance please ask a member of staff.
- The Fire Bell rings continuously in the event of a fire. Please leave via your nearest fire exit and take any child you are working with straight to the nearest playground and inform the fire officer (they will be wearing a hi-vis jacket). You will then be directed to a fire officer situated outside the reception area.
- The school cannot be held responsible for any personal belongings whilst you are in school. Please take care of all valuables.
- The school has a NO smoking policy.
- Children should **not** be given unsupervised access to the internet.

Thank you for your  
time and support.  
It is greatly  
appreciated by all  
Fern Hill staff and  
children.

## Fern Hill Primary School

Richmond Road  
Kingston upon Thames  
KT2 5PE  
0208 247 0300

Emails to:  
[office@fernhill.rbksch.org](mailto:office@fernhill.rbksch.org)

School website:  
[www.fernhill.kingston.sch.uk](http://www.fernhill.kingston.sch.uk)

## Visitor Information



Thank you for volunteering to help at Fern Hill. We want Fern Hill to be open and welcoming to all who would like to support our children. This leaflet contains information for you, about your safety and your responsibility to keep others safe, to help ensure your time here is a pleasant experience.

### All visitors must:

- ❖ Sign in on entry to the school
- ❖ Wear a visitor badge
- ❖ Sign out on leaving the school
- ❖ Abide by our Code of Conduct & Safeguarding Policy
- ❖ Maintain confidentiality and **not** pass on **any information** obtained on their visit.

## Code of Conduct:

This code of conduct covers all adults working or volunteering in Fern Hill Primary School .

### You should always:

- **Behave in a manner which upholds our values of inspiration, collaboration, empathy and excellence.**
- **Be a 'positive role model' by behaving in a mature, respectful, fair and considerate manner.**
- **Treat all children equally: never favour one particular child or a group of children, or build 'special relationships' with individual children.**
- **Avoid using mobile phones on site, other than in an emergency.**
- **Please do not use the staffroom. Your teacher will be happy to provide you with refreshments.**

We believe in positive behaviour management with clear rewards and sanctions in line with our behaviour policy.

**You should never behave in a manner that could lead a reasonable person to question your conduct, intentions or suitability to work with other people's children.**

Report to the class teacher any difficulties with challenging behaviour.

Report to the Head Teacher, Adam Scott:

- Any behaviour or situation which may give rise to an allegation or misunderstanding regarding yourself or another adult
- Any behaviour of another adult in the school which gives you cause for concern regarding a breach of this code of conduct or gives rise to safeguarding concerns.

If you wish to report concerns once you have left the building please phone the school on 0208 247 0300

## Reporting Concerns

If you have concerns and think a child is in need, suffering or likely to suffer significant harm you **MUST** do the following:

1. Make a note of what you have seen or been told, giving time, date and your name.
2. Don't make assumptions – keep an open mind.
3. Do not question the child.
4. Do not physically examine the child.
5. Do not promise to keep secrets.
6. Be discreet- do not say anything that may place the child or yourself at risk.
7. Act quickly and share information with the designated leads of Safeguarding (**Mrs Stewart, Mrs Figueiredo or Mr Scott**).
8. If the disclosure or concern relates to a member of staff this must be shared ASAP with the Head teacher and nothing should be said to the member of staff.

If Mrs Stewart, Mrs Figueiredo or Mr Scott are unavailable please speak to Mrs Stephenson or Miss Crook (Deputy Heads) or Mrs Davies (Assistant Head).

**Mrs A Stewart**  
Deputy Safeguarding Lead



**Mrs L Figueiredo**  
Deputy Safeguarding Lead



**Mr A Scott**  
Head Teacher Designated Safeguarding Lead



## Confidentiality & Safeguarding

Occasionally in school you may become aware of information about children which is private and confidential to their families. This is a delicate matter and requires tact on your part. It is very important to treat anything you hear or see in school in regard to families as being in absolute confidence and entirely a matter for the school. Any information **MUST NOT** be discussed outside school. Please see *the Child Protection & Safeguarding policy on the school website* for clarification. Young people can be abused physically, sexually, emotionally and through neglect. Helping families at an early stage can prevent abuse. **IF you have concerns about a child's safety NEVER keep it to yourself.**

**Child Protection-** Visitors are **not** allowed to do the following:

- Take responsibility for the whole class or part of without staff supervision
- Take pupils off site without a teacher
- Deal with challenging behaviour
- Be out of sight of a member of staff or alone with a child or group
- Physically restrain a child.

**Data Protection-** Photography, analogue or digital recording in any form will only be permitted at the discretion of the Head Teacher. This is to comply with the Data Protection Act, preserve copyright or maintain confidentiality.