Transform Trust - Visitor Protocol

Policy Number	Author	Publication Date	Review Cycle
331	Director of HR	V2 November 2024	Every 2 years

Visitor Protocol

Background

Visitors have a valuable role to play in enhancing the curriculum. They give pupils access to outside experience and expertise, and provide a link with the wider community. They can also give pupils the opportunity to see the range of professionals they meet outside school. We welcome this support from a number of outside agencies including the local council, religious communities, health support agencies, emergency services, artists, sports coaches, volunteers, and voluntary organisations.

Statement

The Governing Body, Headteacher and Trust assures all visitors a warm, friendly and professional welcome to our school, whatever the purpose of their visit.

The school 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 students from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Governing Body / Trust and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Governing Body/Trust 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 so to do may result in the visitor's escorted departure from the school site.

Responsibility

The School Office Manager, in line with Trust HR guidance, is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the site and reception staff and Safeguarding Lead as appropriate. All breaches of this procedure must be reported to the School Office Manager and / or Headteacher.

Aim

To safeguard all pupils under this school's responsibility both during school hours undertaking curriculum activities and out of school hours activities which are arranged by the school.

Objective

To have in place a clear protocol and procedure for admitting external visitors to the school which is understood by all staff including Trust staff, governors, visitors and parents and conforms to child protection and safeguarding guidelines.

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 before and after school activities and on school organised (and supervised) off-site activities. The policy applies to:

- All staff employed by the school
- All staff employed by Transform Trust
- All external visitors entering the school site during the school day or for after school activities
- All governors of the school
- All Trustees
- All parents and volunteers
- All pupils
- Other education related personnel (Advisors, Inspectors,)
- Building & maintenance and all other Independent contractors visiting the school premises
- Independent contractors who may transport students on minibuses or in taxis

Protocol and Procedures Visitors to the School

All visitors to the school may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors/contractors list as set out below). They must follow the procedure below:

- Once on site, all visitors must report to reception first. No visitor is permitted to enter the school via any other entrance under any circumstances.
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to sign into our computerised school visitor system in reception. This notes their name, organisation, who they are visiting, car registration and take a photograph.
- All visitors will be required to wear an identification badge with their ID sticker in a lanyard – the badge must remain visible throughout their visit.
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to reception to receive them. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless they are registered on the Approved Visitor List.

Approved Visitor List

The School will hold an approved visitor list for visitors who frequently visit the school site to undertake work within the school (including contractors, supply staff and health professionals). To qualify for this list the visitor must have demonstrated, prior to the visit that:

a) They have a current clear enhanced DBS check and a copy of this has been registered on the Schools Central Record AND

b) A current clear DBS children's barred check has been undertaken.

c) Visitors on the Approved List MUST follow the same procedures on entry to the premises (i.e. come to reception and receive an ID badge having been entered onto the visitors register). A list of such approved visitors is kept by the School Office Manager responsible for HR and the Single Central Record.

Visitor departure from school

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

- Sign out through the computerised school visitor system in reception.
- Return the identification badge to reception
- Be seen off the secure part of our suite by a member of staff

Unknown/Uninvited Visitors to the School

Any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the school site. They should then be escorted to reception to sign into the computerised school visitor system and be issued with an identity badge.

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.

Parents

Partnership with parents is a strong and unique feature of our schools which we wish 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 to classrooms.

Parents who visit the school site at times other than the start and end of the day are expected to report to the main office to make the purpose of their visit known. 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. The visitor must not be allowed to move about the site unaccompanied.

If the parent needs to visit a room in a classroom zone for any other reason they will be escorted by a member of the office staff or directed to a specific waiting area (for example, when attending parent meetings).

Exceptions to this are when there is a planned school or classroom event, in which case school staff will be available to steward parent visitors around the school and to undertake all reasonable precautions to ensure that visitors to the school are genuine. All parents must follow the visitor's procedure and obtain visitors badges at all times.

Parents visiting or bringing pupils into school after appointments etc.

Parents who bring pupils into school after the start of the school day due to hospital, dental appointments etc. need to ensure their child is signed in at reception.

Governors and Volunteers

All governors and parent helpers must comply with Criminal Records Bureau procedures, completing a DBS disclosure form (if not already held) via the School office.

The School must check all governors and parent helpers DBS certification is current (i.e. less than 3 years old). Thereafter, procedures as per above should apply. Please note that governors should sign in and out using the Governors Book.

New governors will be made aware of this policy and familiar with its procedures as part of their induction. This is the responsibility of the Headteacher and Chair of Governors. New volunteers will be asked to comply with the Volunteer Protocol which is a separate document. They will be asked by staff when they first report into school for an activity or class supporting role.

Buildings and Maintenance Contractors

Contractors follow the procedures as set out above. When pupils are on the premises, the contractors must be supervised at all times by the Premises Manager / Site 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 by the Office Manager / School Business Manager and they have been briefed on H&S by the school. All contractor visits will ideally be booked for when a member of site staff is onsite unless it is an emergency, in which case the Office staff will be informed.

Staff Development

As part of their induction, new staff will be made conversant with this policy for External 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:

- Safeguarding Policy
- Health and Safety Policy

Policy Review

The policy will be reviewed by Trust Human Resources no later than September 2019.