

**Woolenwick Junior School**  
**School Visitors Policy and Procedures V2**

Policy Name	School Visitors Policy and Procedures
Created by	CS
Responsibility of	resources
Reviewed by	SR
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Approved by	Delegated to SR and resources
Policy will be published	Website

**Version History**

Version	Amendments	Date	Author
V1	Original document	20 /11/2017	CS
V2	Amended by committee	13/12/2017	CS Resources C

*This policy has been written for Woolenwick Junior School, but also covers the Stevenage North Children's Centre Group and the out of school provision BLAST Club. Where 'Headteacher' is mentioned, this will mean 'Group Manager' for Children's Centre staff and 'BLAST Manager' for BLAST staff. Other school positions will apply to the equivalent positions in the other organisations.*

**Policy Statement**

The Governing Body assures all visitors a warm, friendly and professional welcome to Woolenwick Junior 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 pupils from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Governing Body and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Governing Body recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The School therefore requires that ALL VISITORS including parents (without exception) comply with the following policy and procedures. Failure to do so may result in the visitor's escorted departure from the school site.

## **Objectives**

To have in place a clear protocol and procedure for the admittance of external visitors including parents / careers to the school which is understood by all 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 after school activities and on school organised (and supervised) off-site activities. The policy applies to:

- All staff employed by the school
- All external visitors entering the school site during the school day or for after school activities (including peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
- All governors of the school
- All parents and volunteers
- All pupils
- Other Education related personnel (County 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 or are on the entry system). 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 onto the entry system and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be required to wear an identification badge along with their photo – 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 the visitor. 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 entry system and/or on the approved list of contractors as having a DBS certificate.
- Volunteers helpers coming to school to work with the children, will all have a DBS certificate and are therefore (after registering on the system as having arrived) able to move around the school unaccompanied.
- Parents / carers should make an appointment if they wish to see a member of staff via the school office for a mutually convenient time and declare who they are visiting on the entry system when they arrive for their appointment.
- Where parents are invited to school events, they will not be required to log into the system but a member of staff will record the parents in attendance. Where large numbers of parents are invited into school a member of school staff will be in all areas of the school

where parents or visitors are to be. School events taking place outside of school hours, parents will be responsible for their own children.

### **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 and supply staff). 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 School's Central Record AND

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

Visitors on the Approved List MUST follow the same procedures on entry to the premises (i.e. come to reception and sign in the entry system). A copy of the approved visitor list will be kept in the office at all times.

**BLAST** parents will be supervised by BLAST staff at all times whilst they are dropping off and collecting children, as this takes place outside of school hours there is no need to log in and out of the entry system. All children must be signed in and out of the club. Whilst Blast club or holiday club are running, any visitors, other than parents collecting children will follow this policy.

### **Visitors Departure from School**

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

- Enter their departure on the entry system
- A member of staff should escort the visitor to the reception.

### **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 log into the entry 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.

### **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.
- All visitors with DBS clearance will be on the entry system.
- Volunteers have their own policy
- 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 Chair of Governors.

## **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.

## **Behaviour of visitors and parents**

The school encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff. The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence. Staff have the right to ask that any meetings with parents are conducted with a colleague if they feel its necessary. The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

### Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg standing very close to him/her
- The use of aggressive hand gestures eg two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff on social media or by written letter.
- Swearing at a member of school staff.
- Pushing
- Hitting, eg slapping, punching or kicking
- Spitting
- Racist or sexist comments

Writing abusive comments about a staff member on social media

- Breaking the school's security procedures

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review. Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that s/he may be banned from the premises, should the unacceptable behaviour continue. If this fails then a letter will be sent banning them from the site, subject to review, and what will happen if the ban is breached, eg that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Hertfordshire County Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school will be clarified.

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. It may be necessary to alter the access arrangements to the school for a period of time. The school will take action where behaviour is unacceptable or serious and breaches our home-school agreement or health and safety legislation.

#### **Linked policies**

This policy and procedures should be read in conjunction with other related school policies, including:

- Safeguarding Policy
- Health and Safety Policy
- Volunteers Policy
- Governors visits to school