



Policy owner:	Deputy Head
Approving body:	Board of Governors
Date approved:	November 2021
Effective date:	November 2021
Review date:	November 2024

Visitor Policy and Procedure

St Aubyn's School

St Aubyn's School Visitor Policy and Procedures

Policy

Introduction

From time to time, St Aubyn's School will be visited by numerous people or organisations who fall within various visitor categories. There are different types of visitors, those with a professional role i.e. educational psychologists, social workers etc. those connected with the building, grounds maintenance, children's relatives or other visitors attending an activity in school such as a sports day, Governors, Inspectors and many others.

The purpose of this Policy is to set out the School's obligations when inviting visitors onto the School site and to set out the standards of behaviour expected from them.

This policy should be read in conjunction with the School's Child Protection and Safeguarding Policy and Procedures.

The procedures in place ensure that all obligations are met when staff members arrange for a visitor to be on the premises. In addition to these procedures, there may be times when we will need to take a *risk-based* approach, but only when approved by the **Head** or **Deputy Head**.

When taking a risk-based approach, we must ensure that we take the appropriate steps and actions to ensure that we did everything to confirm and verify the identity and suitability of the visitor. The steps and actions that were taken must be formally documented by the person responsible for the visit.

If you require further information on the School's risk-based approach, please contact the Head or Deputy Head.

Overview

The Prevent statutory guidance (<https://www.gov.uk/government/publications/prevent-duty-guidance>) expects schools to have clear protocols for ensuring that any visitors are suitable and are appropriately supervised. This Policy and the procedures within it have, therefore, taken the Government's Prevent Duty guidance and the School's wider safeguarding obligations into consideration.

We often invite people from the wider community in to School to visit and enrich our pupils' learning experience. We recognise the enormous benefit that can be gained by pupils from people of all walks of life. The staff and pupils greatly appreciate the time and effort that visitors put into their presentations.

Whilst external organisations can provide a varied and useful range of information, resources and speakers that can help schools and colleges enrich children's education, careful consideration should be given to the suitability of any external organisations. (KCSIE)

Our responsibility to pupils is to enable them to access the information they receive and to ensure that such information is sympathetic to the ethos and values of the School and British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

Procedures

Firstly staff must discuss all requests for visitors with their line manager. Category 4 or 5 visitors (see below) **MUST** be approved by the relevant Head of Department and the Deputy Head (Pastoral).

Once a visitor has been initially approved, the member of staff responsible for the visit and their line manager will use the criteria in the following section to determine which category the person or organisation falls in to, either:

1 - Visitor (no ID or pass necessary)

2 - Visitor (pass but no ID necessary)

3 - Visitor (pass and ID check necessary)

4 - Visiting Professionals working with our pupils (full checks required)

5 - Educational Visitor presenting to our pupils (full checks required)

They must then follow the relevant procedure (1-5) as detailed in the next section.

It is the **responsibility** of the person organising the visit to ensure that all relevant members of staff (Head, Deputy Head (Pastoral), HR, Reception Office staff) are aware that a visitor will be on the School site.

Once a request for a (cat 2-5) visitor has been approved, the member of staff responsible for the visit **MUST** advise the Reception Office team of the relevant details (e.g. visitor name, date and time of the visit). (Please see appendix 4)

Other relevant staff should also be notified (e.g. Maintenance staff might need to be aware). Ideally the details of the visit will be given to the Deputy Head to be added to the Week Ahead information, which is sent to all staff.

Categories of Visitors

Before/after school activity providers (e.g. Peri and Activity teachers), are not visitors as they are carrying out regulated activity and all relevant safer recruitment checks (eg DBS or written confirmation that all required checks are in place) would have been completed prior to their arrival.

However, they are required to show valid photo ID on their first day, but on subsequent visits valid photo ID will not be required. They will be issued a photo visitors pass and lanyard based on previous checks. This does depend on how frequently they attend, checks are usually renewed when they have not been present for more than 3 months.

Category 1 – Visitor - No ID or pass required

- a) Deliveries/post
- b) External vendors/company employees attending SASS events **out of School hours** (e.g. Summer Fete stall holders)
- c) Community Sports Hall participants (out of school hours)
- d) Emergency services (only in the event of an emergency)
- e) SASS parents working for SASS (e.g. shop, event prep etc.) **in school hours**

Category 2 - Visitor pass but no ID required

The following visitor **MUST** arrive at the main Reception Office where they will be electronically signed in*. They will be issued with a photo visitors' pass and lanyard which they **MUST** wear at all times whilst on the school site:

- a) Governors of the School
- b) Parents/guardians/carers of pupils from St. Aubyn's and other schools attending fixtures/tournaments
- c) Former staff/pupils and parents known to someone from the staff
- d) Work experience pupils who are under 18 (e.g. Dept. of Ed)
- e) Prospective parents (e.g. tours, Open days)
- f) Regular contractors known to the staff (e.g. All Counties Fire Safety crew, Photocopier man etc.) – all checks are completed on their first visit (check with MF)
- g) Family members of staff (if approved by the Head, Deputy Head)
- h) St Aubyn's parents with pre-arranged meetings with staff.

Except for parents/guardians/carers attending fixtures.

Category 3 - Visitor pass and ID check required

The following visitors **MUST** arrive at the main Reception Office where they will be electronically signed in and show **original and valid** identification documents, including a photograph, such as a valid passport or valid photo card driving licence.

Copies of the documentation must be taken by the member of Reception Office staff and they must date and initial the copies as evidence.

These copies will be given to the HR Recruitment Manager and retained by the School for record keeping purposes.

If the visitor does not have the required documentation, one of the Head, **Bursar** or **Deputy Head** should be informed so that the potential risk can be assessed. **However, this should have been discussed prior to the visitor arriving at the School.**

Once electronically signed in they will be issued with a photo visitors' pass and lanyard, which they **MUST** wear at all times whilst on the School site.

The visitor must be supervised at all times by a School employee whilst on site and will, at no point be left unsupervised (unless stated otherwise below).

- a) Inspectors (**not supervised**)
- b) Emergency services (attending in a capacity other than an emergency)
- c) Contractors not known to the staff
- d) Supply teachers (**not supervised**)
- e) External vendors'/company employees attending SASS events **in school hours** (eg Firework display team)
- f) External company staff visiting our staff
- g) Interview candidates
- h) Food Standard Agency

- i) Recruitment Agencies
- j) Work Experience 18+
- k) INSET speakers, staff trainers
- l) Educational mentors, assessors, tutors for staff members

Category 4 Visitor – Visiting Professionals (working with our children)

When visiting the school but employed by third parties (for example, psychologists, nurses, dentists, and other public-sector staff) the relevant safeguarding checks should have been completed by their employing organisation. It is therefore, not necessary for the school to see their DBS certificate (although sometimes it is offered).

The same rules apply to sports referees and equivalent professionals supplied by a central body.

Student teachers (unless employed direct by the school) will have been checked by the supplying university/training provider and so schools do not need to complete their own checks, except for identity.

However, the staff member responsible for the visitor **MUST** obtain written confirmation from the provider that it has carried out all necessary pre-appointment checks *and* that they have been judged by the provider to be suitable to work with children.

The school **MUST** ensure that **all Category 4 visitors** hold an Enhanced DBS Certificate and will provide the original certificate (**electronic versions or photocopies are not acceptable**) on the day of their visit.

Or

The school **MUST** ensure that they receive **written notification** that confirms an Enhanced DBS certificate has been obtained by either the employment business or they have carried out the checks on an individual who will be working at the school.

This written confirmation **MUST** be obtained **in advance** of the visit.

The following visitors should arrive at the main Reception Office where they will be electronically signed in and issued with a photo visitors' pass and lanyard, which they **MUST** wear at all times whilst on the School site.

The school **MUST** obtain:

1. Original and valid photo ID to check identity when an individual arrives to ensure imposters do not gain access to children.

AND

2. Original DBS certificate

OR

3. Written confirmation from the employer that the DBS check and any other appropriate checks have been performed. The written confirmation must include visiting professional's **full name**.

- a) Teachers from other schools (e.g. interviews or unsupervised access with pupils)
- b) Sports officials (e.g. referees when in their professional capacity)
- c) Photographers

- d) Healthcare professionals e.g.:
 - Vaccination nurses
 - Educational psychologists
 - Speech therapist
 - Visually impaired specialist
 - Hearing impaired specialist
 - Occupational therapist
 - Social worker (a non-emergency capacity)
- e) Local Authority instructors (e.g. cycling confidence training **onsite only** or offsite **only when supervised by a staff member.**)
- f) Student Teacher - Work Experience

Staff members organising for visitors from Category 4 should **contact them** using the approved educational visitor script (**appendix 2**).

Obtain an outline of what the visitor intends to cover in advance of their visit.

Ensure that their presentation/script is appropriate to the age of the pupils participating and does not undermine British values or the ethos and values of the School.

The visitor must be sent the School's Child Protection Quick Reference Guide (**appendix 5**) in advance.

The staff member should also advise the Reception Office staff using the approved script in **appendix 4**.

Category 5 Visitor - Educational Visitors:

Staff members organising for visitors to visit the School for educational purposes (e.g. performers, presenters, demonstrators) will need to:

- a) **complete the checklist (appendix 1)** before confirming that the educational visitor will attend the School. This will take into account any vetting requirements considered appropriate in the circumstances, including DBS and background check information.

Please note, not all educational visitors will hold a DBS certificate (for example an author). This must be established early to identify and resolve an issue that may arise, but does not necessary preclude them.

- b) **conduct research** on the visitor and/or their organisation. This research may include searching the internet for social media posts, websites, news stories, reviews and/or contacting trusted sources (e.g. teaching colleagues) who know of the visitor. If the activity that the visitor runs has a potential hazard (e.g. animals, cycling etc.) then a Risk Assessment (**appendix 3**) should be completed. The School will not use a visitor where any link is found to extremism, such as extremist groups and movements.

- c) **contact the visitor** using the approved educational visitor script (**appendix 2**). Obtain an outline of what the visitor intends to cover in advance of their visit. Ensure that their presentation/script is appropriate to the age of the pupils participating and does not undermine British values or the ethos and values of the School. The visitor must be sent

the School's Child Protection Quick Reference Guide (**appendix 5**) in advance.

d) **Be present during the visit/talk**, and monitor what is being said to ensure that it aligns with the values and ethos of the School and British values. In the unlikely event that the talk/presentation does not meet this requirement, the visitor will be informed that school staff have the right and responsibility to interrupt and/or stop a presentation. The member of staff will report this to Mr Shute, Designated Safeguarding Lead (DSL), as soon as reasonably practicable after the talk/visit.

e) **Arrange for the visitor to be supervised at all times by a School employee** whilst on site and, at no point, leaving them unsupervised on School site whilst pupils are present.

f) Ensure that, on arrival at the main Reception Office, **the visitor shows original photo identification document**, such as a valid passport or valid photo card driving licence. This should be noted on the checklist.

The visitor should also show their **original** DBS certificate if they hold one (unless appropriate background checks have been carried out prior to the visit through their company).

Copies of the documentation **MUST** be taken by the Reception Office staff member who must date and initial all copies as evidence.

These copies will be given to the HR Recruitment Manager and retained by the School for our records. In the absence of the HR Recruitment Manager, copies of the ID and DBS documents must be given to the Bursar.

If the visitor does not have the required documentation, the Bursar, Head and/or Deputy Head **MUST** be informed so that the potential risk can be assessed and a decision will be made as to whether the visit can proceed or not. ***The visitor must not be allowed to leave the Reception Office area until a decision has been made.***

This will be recorded using the Risk Assessment form in the Appendix. However, this should have been discussed prior to the visitor arriving at the School.

If the visit is allowed to proceed the visitor will be issued with a visitors' pass and lanyard which they must wear at all times whilst on the School site.

Please note: Where the member of staff responsible for the visitor is unavailable, the Bursar, Head or Deputy Head should be contacted by the Reception Office Team. They will ensure that the correct steps are followed.

- a) Speakers/Presenters/Demonstrators (including the Emergency Services) – ***on occasion these may be family members of our pupils, staff or former pupils and may not hold DBS certificates.***
- b) Sports coaches
- c) Cookery Demonstrators
- d) Drama groups
- e) Teachers from other schools

Appendix 1 - Checklist for Category 4 & 5 Visitors

		Details	
1	Name of the staff member responsible for booking the visitor:		
2	Name of visitor:		
3	Visitor contact details:		
4	Purpose of visit:		
5	Date of presentation (is applicable):		
6	Year Group details		
7	Confirm that the School's Child Protection Quick Reference Guide has been forwarded to the visitor by email and what date:		
8	Visitor biography, to include their organisation and other affiliations.		
9	Details of presentation to be provided (if applicable).		
10	Details of research undertaken on the visitor (i.e. check the internet for any recent published reports, reviews, news, statements or speeches made by the individual, any retractions or public apologies etc., recommendations by trusted friends/colleagues/professionals) Name of staff member who performed the research:		
11	Are you satisfied that the content seen in response to 9 and 10 above is not in any way contrary to the School's policies?, the ethos of inclusion of the School, British Values or any concern in relation to the Prevent Duty? If any concerns exist, refer the matter to the designated safeguarding lead (DSL).	Yes	No (refer to DSL)
12	Name of person(s) responsible for supervising the visitor whilst they are on site:		

13	Confirm that a Risk Assessment form has been completed if applicable and a copy attached	
14	Enhanced DBS certificate details (if on the update service?):	DBS number: Date of issue: Date of birth:

Signed:.....
Staff Member organising the visit

Date:.....

Countersigned by:.....
Head of Department

Date:.....

Signed:.....
Deputy Head/DSL

Date:.....

On the day of the visit:

15	Original and valid photo identification seen, copied and attached.	Please indicate: D/L or P/P
16	DBS – Either: Original DBS certificate seen, copied and attached OR Appropriate confirmation of background checks received from their company (evidence to be attached)	

If a copy of the DBS and/or ID was not taken explain why and note who saw DBS and/or ID:

.....
.....
.....
.....
.....
.....

Signed:.....

Date:.....

Staff Member organising the visit

The original documents and all relevant attachments **MUST** be given to the HR Recruitment Manager upon completion of the visit and a copy kept in the Deputy Head's Visitor's file.

Appendix 2: Script for contacting Educational Visitor (Category 4 or 5 Visitor)

Dear Mr/Miss/Ms/Mrs,

Thank you for agreeing to visit St. Aubyn's on **(Enter Day/Date)**

As part of our Child Protection procedures would you please complete the following:

- 1 – Read the attached Child Protection Quick Reference Guide in advance of your visit.
- 2 – If your visit is to deliver a presentation/performance/talk to pupils please send me an outline of your script/presentation by **(Enter Day/Date)**.
- 3 – Let me know if you have a DBS certificate. If you do, you **can either:** bring the **original (electronic versions or photocopies are not acceptable)** with you when you sign in at the School Reception Office on the day of your talk/presentation **OR** we will require written confirmation from the employer that the DBS check and any other appropriate checks have been performed. The written confirmation must include visiting professional's **full name**.

If you bring your DBS certificate please note that we need to see the original certificate, **electronic versions or photocopies are not acceptable**.

If you are on the DBS update service, please let me know the **number of your certificate**, the **date of issue** and your **date of birth** so that we can check it online.

Please note that the Department of Education's most recent publication of 'Keeping Children Safe in Education' statutory guidance for schools and colleges states: 'The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe'.

- 4 – Bring **original and valid** photo ID (**preferred document passport or driving licence**) with you on the day of your talk/presentation.
- 5 – Let me know if you require a parking space and have any special requirements.
- 6 – Send me a copy of a risk assessment if your presentation involves any activities that involve a risk.

Appendix 3: Risk Assessment for Educational Visitors

St Aubyn's School

Member of staff responsible for arranging the visitor: _____ Date of visit: _____

Name of Educational Visitor: _____

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done	Arrangements for monitoring by senior staff

Date referred to Deputy Head/DSL: _____

Signed by Deputy Head/DSL: _____

Appendix 4: Script for advising the Reception Office Team of a visitor (for all visitors)

Dear Reception & School Secretary,

Please be advised that the following visitor will be arriving at school as detailed below:

Date:

Time:

Visitor name/s:

For the attention of: **A N Other**

Please call A N Other whenI arrives and they will collect the visitor.

****They have been advised to provide the follow ID documents on the day (delete as required):**

- **Original DBS certificate**
- **Original and valid photo ID**

Please ensure copies are taken and all copies are certified.**

Appendix 5: Safeguarding note

Child Protection at St Aubyn's

Adults visiting or working around young people or with them must be aware of the risk of abuse, in its various forms, by adults and young people.

St Aubyn's is committed to the safety and welfare of all its pupils and attempts to create an environment in which pupils feel secure and valued and in which they are listened to and taken seriously.

All pupils have the right to be safeguarded from harm and exploitation regardless of race, religion, language, ethnicity, age, gender or disability.

If you have concerns about a young person's safety during the course of your visit to St Aubyn's:

- Immediately inform the Designated Safeguarding Lead / Deputy Designated Safeguarding Lead.
- Write careful notes in ink using the child's actual words or, on what you have witnessed, heard or been told. Sign, date and time all notes.
- If you suspect abuse, or a young person confides in you or a complaint is made to you about any adult or about yourself, it is your DUTY to report the concern to the School or, failing that, to Children Services in the appropriate borough.

Child Protection Contacts

Contacts:

Designated Safeguarding Lead
Mr M Shute (DSL)

Deputy DSLs
Mrs J Butcher (Head of Pre Prep)
Mrs B Wells (Head of Middle School)

All School personnel are available via the school switchboard: 0208 504 1577

Redbridge: 020 8707 3885 (9am—5pm)

020 8708 5897 (after 5pm or weekends)

Newham: 020 3373 4600

Essex: 0845 603 7627

Waltham Forest: 020 8496 2310

020 8496 3000 (out of hours number)

Barking & Dagenham: 0208 227 3811

Where a child is in danger, 999

For non-emergencies, 101

SAFEGUARDING

NOTES ON SAFEGUARDING AND CHILD PROTECTION PROCEDURES FOR VISITORS TO ST AUBYN'S SCHOOL

Appendix 5: Safeguarding Note

Our Commitment to Safeguarding

- Adults visiting or working at St Aubyn's School play an important part in enhancing the learning experience of the children.
- We can all play a part in keeping young people in the School safe whilst working or visiting the School. This is regardless of whether you are directly employed by the School, a visitor or a contractor / sub-contractor.
- It is important that we also take steps to keep ourselves safe. Our actions can sometimes be perceived in a way that was not intended. The School wishes to promote safe working practices for everyone on the School site, whatever your role or reason for being here.
- To keep yourself safe from possible allegations, please read the following advice:....

DON'T

- Instigate verbal or physical contact with pupils (this applies to both on and off the school site) unless it is appropriate and part of an agreed reason for your visit.
- Respond to verbal or physical contact from pupils. If this occurs, or you have any other concerns about a pupil's behaviour, report it immediately to the member of staff at St Aubyn's who is responsible for your visit.
- Give any personal information to any pupil, for example, your address, telephone number, email address or social media contact details.
- Accept or respond to any pupil attempting to give you personal information such as their address, telephone number, email address or social media contact details.
- Accept physical or verbal abuse from a pupil. Do not respond to it yourself, but report it immediately to a member of St Aubyn's School staff.

DO

- Be aware that conversations or interactions with pupils may be interpreted by them as being offensive or inappropriate, even if this is not your intention.
- Report any unacceptable behaviour by a pupil.
- Be aware that contact with a pupil or family outside the St Aubyn's School site may also be considered inappropriate by that individual or family, and could lead to your interaction being misinterpreted.
- Ensure that you are never alone in a room with a single pupil unless it is appropriate and part of an agreed reason for your visit.
- Accept that we may need to check your identity and, depending upon your role or the reason for your visit, carry our further checks to comply with our commitment to child safety.