

Policy owner:	Deputy Head
Approving body:	Board of Governors
Date approved:	November 2024
Effective date:	November 2024
Review date:	November 2027



Visitor Policy and Procedure

St Aubyn's School

Introduction

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 and its Supervision Policy.

The procedures in place ensure that all obligations are met when staff members arrange for a visitor to be on the premises.

There may be times when we will need to take a risk-based approach, but only when approved by the Head, Bursar 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.

This policy and the procedures within it, have taken the Government's Prevent Duty guidance, KCSIE and the School's wider safeguarding obligations into consideration.

*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 2024)*

We must make sure that any information delivered by a visitor 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.

Which individuals are covered by this policy

Visits by any persons not employed by the school should be organised in accordance with this policy, with the following exceptions.

- Peripatetic music teachers and activity leaders are not classified as visitors as all relevant safer recruitment checks are carried out prior to their starting work at the school.
- Staff of cleaning and catering contractors (currently Everbrite and Holroyd Howe) are also not classified as visitors as the contractor carries out all checks on their staff, and confirms this to the school. The only exception is occasional temporary staff sent by these companies, who should be treated as category 3.
- The school currently has a contract with Place2Be, who provide a Mental Health Practitioner to work with children at the school. The MHP has been fully checked by Place2Be, and does not need to be treated as a visitor.

If you have any questions about who is covered by the policy, please speak to the HR & Recruitment Officer.

Procedures

Staff must discuss all requests for visitors with their line manager, who must initially approve the visit before it goes ahead.

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 into, 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 procedures (1-5) as detailed in the next section.

Once a request for a 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. 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.

Category 1 – No ID or pass required

- Deliveries/post
- External vendors/company employees attending SASS events out of School hours (e.g. Summer Fete stall holders)
- Community Sports Hall participants (out of school hours)
- Emergency services (only in the event of an emergency)
- Parents/guardians/carers of pupils from St. Aubyn's (at drop off/pick up/attending school events)
- Staff from other schools bringing sports teams
- Parents of pupils from other schools attending sports fixtures

Category 2 – Visitor pass but no ID required

The following visitors **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 and must return to the Office before they leave.

Category 2 visitors should be supervised on the school site unless specified below.

- Governors of the School (supervision not necessary)
- Former staff/pupils and parents known to someone from the staff
- Work experience pupils who are under 18
- Prospective parents (e.g. tours, open days)
- Regular contractors known to the staff (NB a small number of contractors are fully vetted and do not need to be supervised on site. Check with the HR & Recruitment Officer for details)
- Family members of staff (if approved by the Head, Deputy Head)
- SASS parents working for SASS (e.g. shop, event prep etc.) in school hours
- St Aubyn's parents with pre-arranged meetings with staff.

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.

Unless specified below, a DBS check is not required for these visitors.

Copies of the ID documentation must be taken by the member of Reception Office staff and they must date and sign the copies as evidence. These copies will be given to the HR & Recruitment Officer who will record the visit on the Visitors Log; the copies of the ID will be retained for no longer than one month and then shredded.

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 and a decision made. 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 and must return to the Office before they leave.

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).

- Inspectors (not supervised)
- Emergency services (attending in a capacity other than an emergency)
- Contractors who are not regular or known to the staff
- Supply teachers (not supervised) – **must show DBS certificate**
- External vendors'/company employees attending SASS events in school hours
- External company staff visiting our staff
- Interview candidates
- Food Standard Agency
- Recruitment Agencies
- Work Experience 18+
- INSET speakers, staff trainers
- Educational mentors, assessors, tutors for staff members
- Staff from other schools meeting our staff

Category 4 & 5 Visitors – Visiting Professionals (working with our children)

Category 4 visitors work with our children but are not presenting information to them.

Examples include:

- Teachers from other schools (e.g. interviews)
- Sports officials (e.g. referees when in their professional capacity)
- Photographers
- Education/Healthcare professionals (eg Vaccination nurses, educational psychologists, speech therapists, visual impairment specialists, hearing impairment specialists, occupational therapists, social workers (a non-emergency capacity))
- Local Authority instructors (e.g. cycling confidence training onsite only or offsite only when supervised by a staff member.)
- Student Teachers - work experience
- Police (investigating)

Category 5 visitors present information to children. For example:

- Performers
- Sports coaches
- Drama teachers/groups
- Presenters
- Demonstrators

Category 4 & 5 visitors must be supervised at all times whilst on site unless their purpose specifically requires them not to be (eg social worker may need to speak alone with a child), in which case a Risk Assessment (see appendix 3) needs to be completed and approved by the Head, Bursar or Deputy Head. These procedures also apply to online 'visitors'.

Category 4 & 5 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 and must return to the Office before they leave.

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. Written confirmation obtained in advance from the individual's employer that the DBS check and any other appropriate checks have been performed. The written confirmation must include the visiting professional's full name.
OR
3. Original DBS certificate (electronic versions or photocopies are not acceptable) on the day of the visit when it is not possible for an employer to provide confirmation of checks

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 preclude them from visiting.

Staff members organising for visitors from Category 4 or 5 should:

1. 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.
2. 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.
3. Contact the visitor using the approved educational visitor script (appendix 2). The visitor must be sent the School's Child Protection Quick Reference Guide in advance. For Category 5 visitors - 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.
4. 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.

5. 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 (unless the visit requires unsupervised access in which case a Risk Assessment must be completed by the Head, Bursar or Deputy Head).
6. 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 appropriate (see above).

Copies of the ID documentation must be taken by the member of Reception Office staff and they must date and sign the copies as evidence. These copies will be given to the HR & Recruitment Officer who will record the visit on the Visitors Log; the copies of the ID will be retained for no longer than one month and then shredded.

If the visitor does not have the required documentation, the Bursar, Head 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 and must return to the Office before they leave.

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.

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 visit:	
6	Pupil details (eg class, year group etc)	
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 company and other affiliations.	
9	Category 4 or 5? Details of presentation to be provided (if category 5).	
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)	
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).	
12	Name of person(s) responsible for supervising the visitor whilst they are on site:	
13	Will the visitor be unsupervised with children at any point? (If yes a Risk Assessment must be completed)	
14	Confirm that a Risk Assessment form has been completed if applicable and a copy attached	
15	Has the visitor's employer confirmed at all appropriate checks including a DBS check have been carried out?	
16	If self-employed: does the visitor have a recent DBS check or DBS check on the update service? If yes provide details.	DBS number: Date of issue: Date of birth:

Signed: _____ (Visit organiser) Date: _____

Signed: _____ (HoD) Date: _____

Pass form to Deputy Head/DSL, who will complete the rest.

Completed checklist and RA (if required) given to Deputy Head on: _____ (Date)

Office staff will (delete as appropriate):

- check and copy DBS certificate (if applicable) when visitor arrives
- check and copy photo ID when visitor arrives

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, PP, work ID etc
16	DBS – Either: Original DBS certificate seen, copied and attached OR Appropriate confirmation of background checks received from their company (evidence to be attached) OR No original DBS brought in (supervision essential)	

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

Signed: (Deputy Head/DSL) Date:

Copies of the original documents and all relevant attachments must be given to the HR & Recruitment Officer upon completion of the visit. A PDF of this form and related paperwork is kept in the Deputy Head's Visitor's file.

Appendix 2 – Script for contacting Category 4 and 5 Visitors

[Adapt accordingly]

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 do the following:

1 – Read the attached Safeguarding and Child Protection Quick Reference Guide in advance of your visit. As you will come into contact with children you will be escorted around the site by a staff member at all times. If your visits become more regular, it will be the school's policy to ask you to undergo further safeguarding checks.

2 – Mobile phones/devices: to protect our children we respectfully ask that you do not have your phone or device out or use it during your time on site. If this is an issue, please contact a member of staff upon arrival. Use of the School's WiFi is encouraged and the access codes can be requested from the School's reception when you arrive. If you need to use school devices this should be for appropriate, professional reasons only.

3 - 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)**.

4 – If you are visiting in the capacity of an employee of another organisation we will require written confirmation in advance of your visit from your employer that a DBS check and any other appropriate checks have been performed. The written confirmation must include your full name. Alternatively, if you are self-employed and have a recent DBS certificate, or a DBS certificate registered with the update service, you must bring this on the day of your visit. You should let us have details of your DBS check and whether you are on the DBS update service in advance of your visit. You will then need to bring your DBS certificate on the day of the visit.

5 – Bring original and valid photo ID (preferred document passport or driving licence) with you on the day of your talk/presentation.

6 – Let me know if you require a parking space and have any special requirements.

7 – Send me a copy of a risk assessment if your presentation involves any activities that involve a risk. Please note that this includes any use of food products as we have children with a variety of allergies. We are a nut free School and no treats, snacks etc should be given to pupils unless this has been risk assessed and approved by a member of School SMT.

Best wishes

Appendix 3: Risk Assessment for Category 4 & 5 Visitors

To be used when we have a visitor who will be interacting with children on site AND the visit involves activity where there is a risk (including the use of food). Also to be used if the visitor doesn't have the required DBS clearance and they need supervision at all times.

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

Name of Visitor: _____

What are the hazards and risks?	Who might be harmed and how?	Action required to minimize the risk	Level of Risk (when action taken) L/M/H	Action by whom?	Action by when?

The activity should only go ahead if the risk is deemed to be low.

Date referred to Deputy Head/DSL: _____

Signed by Deputy Head/DSL: _____

Appendix 4: Script for advising the Office Reception Team of a Visitor

Dear Anne, Michaela and Siobhan,

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

Date:

Time:

Visitor name/s:

For the attention of:

Please call _____ when they arrive and they will collect the visitor(s).

It has been arranged that the visitors will bring the following (delete as appropriate):

Original Photo ID

Original DBS certificate

Thank you.

Name

