



St Martin's School Visitors Policy



Introduction

St Martin's School welcomes and encourages visitors who enrich our children's learning opportunities and curriculum experiences. We acknowledge that with careful planning and guidance, the contribution they make to the work of the school is important and we value the range of expertise that can be shared to support our pupils and their learning.

It is the school's responsibility, however, to ensure that the health safety and wellbeing of our pupils, staff and other visitors is uncompromised at all times. We therefore require that all visitors comply with this policy and the procedures outlined within it. Failure to do so may result in the visitor being escorted from the school site.

Aims

The overarching aim of this policy is to safeguard all children, staff and visitors at St Martin's School at all times.

We aim to ensure our pupils can learn and enjoy their lessons and extra-curricular activities in a safe and secure environment. This policy aims to communicate a clear protocol and procedure for the admittance of all external visitors to the school which is understood and implemented by all staff, directors, visitors and parents. This policy conforms to child protection and safeguarding guidelines as set out by the DfE.

Responsibilities

The Head Teacher is responsible for the overall implementation and review of this policy as well as the handling of any breaches and communication of such event to the Directors of Harwil Education Ltd. The Head Teacher is responsible for the communication of this policy and any updates to all staff and regular volunteers. New staff and volunteers will be made aware of this policy and be familiarised with the procedures in their induction with Mrs Jacobs.

The office staff are responsible for ensuring all visitors know and understand the policy upon arrival.

All staff are responsible for ensuring the policy is followed by visitors they are responsible for in school and reporting any breaches of the policy to the Head Teacher or Proprietor.

Related Policies

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

- Safeguarding
- Child Protection
- Security
- Health and Safety
- Fire Safety
- Photography and Video

Security

The Head teacher or a member of SLT must be made aware of any visitor who will be working with children or within the classroom. Office/Reception staff also need to be informed that a visitor is expected. CCTV is in operation externally throughout the school premises. This is an aid in preventing uninvited people into the school both within and outside of the normal school day.

Application

This policy applies to all external visitors entering the school site for the purpose of school activities such as speakers, coaches, guests etc.

This also applies to Health and Education professionals such as nurses, practitioners, advisors and inspectors. This includes both one-off events and regular visitors. In addition to this policy, buildings and maintenance contractors must also follow the 'Contractors Policy'.

Mobile Phones

The school recognises that visitors may need to have access to mobile phones on site during the working day. However, personal devices are not allowed to be used in the classrooms, kitchen, common areas, toilets or in the play areas at any time. If visitors need to make a telephone call, they must do so in the School Office or offsite.

Pre-arranged Visitors

When organising visitors to the school, they should be asked to provide formal identification and a valid DBS check at the time of their visit. They must then be informed of the procedure for visitors as set out below:

- The main door bell is pressed to gain access to the site, do not enter the school via any other entrance.
- Visitors should explain who they are, who they are here to see and the purpose of their visit.
- Once on site, all visitors must report to office first where they should be ready to produce formal identification and a valid DBS check upon request.
- Visitors should be given a copy of the school safeguarding booklet with details of the designated safeguarding lead and deputy safeguarding lead.
- Where visitors are to be regular or left on their own with children e.g. external club providers, all relevant safer recruitment procedures should be followed, including full induction procedures, prior to any interactions with pupils.
- All visitors will be asked to sign the Visitors' Record Book which is kept in the entrance hall at all times.
- All visitors will be required to wear a visitor identification badge. A green badge will be given to visitors whose DBS we have seen and validated. A red badge will be given to visitors who do not have a DBS or whose DBS we have not seen and / or been validated. If in doubt, a red badge will be provided – the badge must remain visible throughout their visit.
- Visitors will be escorted to their point of contact OR their point of contact will be asked to greet the visitor.
- The contact will then be responsible for them while they are on site. The member of staff, teacher or learning support assistant, would be present at any pupil related activity carried out by the visitor to ensure that relevant policies and procedures were followed and to deal with any follow up questions or concerns.
- Visitors must not be allowed to move about the site unless accompanied or a DBS check has been completed and viewed.

On departing the school, visitors must leave via the main entrance and:

- Enter their departure time in the Visitors' Record Book alongside their arrival entry.
- Return the identification badge to Reception.

Approved Visitor List

The school will hold an approved visitor list for people who frequently visit the school site. To qualify for this list the visitor must have demonstrated, prior to the visit that they have a current clear DBS check and details are registered on the school's single central register. Visitors on the approved list MUST follow the same procedures on entry to the premises (i.e. come to the office and sign in the visitor's record book.

Directors, Volunteers and Parent Helpers

All Directors, volunteers and regular parent helpers must follow these procedures and comply with the safer recruitment procedures, completing a DBS disclosure via the School Office. All regular volunteers and parent helpers require current DBS certification. Parents may be permitted to assist on an occasional basis as long as they are not left unsupervised. The Head Teacher must give permission before any such visit takes place. All regular parent helpers must be DBS checked.

Unexpected visitors

Occasionally we may receive unexpected visits e.g. social workers. Any unexpected visitor must explain the purpose of their visit, name and school contact. The Head Teacher (DSL) or Proprietor or Deputy Safeguarding Lead, as appropriate, should be informed before the contact person to ensure all protocols are adhered to moving forward. They must be provided with a copy of the visitor policy and all other relevant documentation on arrival and the Head Teacher or Proprietor should be satisfied of the details of the persons' role and credentials as well as the purpose of their visit before approval.

Enforcement

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 at the school. They should then be escorted to the office to sign the Visitors' Record Book and be issued with a visitor badge. In the event that the visitor refuses to comply, particularly if they become abusive or aggressive, the consequences of unacceptable behaviour should be applied and the Head Teacher or a member of the Senior Leadership Team (SLT) should be informed immediately.

Visiting Speaker Preparation

All visits should be carefully planned for and clear guidance given before meeting the children.

- The school should check that the work of the agency or visitor is known to them and considered suitable in the area of their expertise.
- The visitor's details, credentials and purpose of the visit including how it is integrated into the planned curriculum should be shared with the Head Teacher.
- Visitors should be informed of the school's safeguarding procedures and expectation to provide identification and DBS as applicable.
- The speaker should be given the safeguarding leaflet, appropriate information leaflet and relevant policy documents in advance of their arrival in school, when confirming the venue, date, time and duration of the visit.
- Clear guidelines should be provided to the speaker including: the aims, content expected, resources available, methods/approaches and professional boundaries.
- Information about the key stage, age, number and SEND needs of the pupils should be provided without individual pupil details.
- All arrangements must be recorded in the school diary with contact details should the visit need to be cancelled.
- Opportunity to evaluate the session and content either in discussion or more formally should be planned.

Visitor Behaviour

St Martin's School aims to ensure, as far as we reasonably can, the safety of staff who have contact with the public. Whilst it is important for the public, including parents, students, and family members to be treated fairly and without discrimination, it is equally important that staff are treated similarly by the public.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable, it is hoped that the public will gain an understanding of the boundaries and staff will feel reassured that should they find themselves in this situation, there is a process to resolve it.

STATEMENT OF EXPECTATIONS OF BEHAVIOUR

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents/carers of pupils, will meet certain standards.

- Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way please end your discussion and report the matter in writing to the Head Teacher who will then contact you to investigate and attempt to resolve your complaint.
- In return it is our expectation that you will be polite and courteous to staff. If staff are subjected to unacceptable behaviour they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or is repeated you may be barred from the premises.

The following behaviours are not acceptable:

Swearing, spitting, shouting, threatening words or gestures.

Physical intimidation and the use of force such as pushing, pulling, poking, prodding, etc.

Prejudice attitudes of any kind including: Racist, ageist and sexist comments.

Being under the influence of drugs or alcohol whilst on our premises.

Smoking whilst on our premises.

Consequences

Should visitors conduct themselves in an unacceptable manner the consequences outlined in the annex of this document will be followed.

Written by: Mrs Mbah (Headteacher)

Ratified by: Governors

Policy date: 26th September 2023

To be reviewed: September 2025

Annex: Consequences of unacceptable behaviour

Step one

1.1 In the first instance of an individual's behaviour being unacceptable, they should be immediately informed of this and asked to regain their composure. If necessary staff should withdraw from the area and wait for the individual to become calmer. If they do regain their composure and are able to proceed in an acceptable manner the interview/discussion should be completed. No further action against the individual should be necessary.

1.2 If staff are concerned that the individual has not been able to regain their composure they should ask them to leave the premises. If the individual leaves, albeit reluctantly, then step two should be applied.

1.3 If they do not do so, or they react to this request in a violent manner, the police should be contacted and Step 4.2 should be applied.

Step two

2.1 The individual should be contacted formally by letter to confirm that their behaviour was unacceptable and be provided with a copy of the Statement of Expectation of Behaviour. They should be offered an appointment to discuss the incident and/or the matter which gave rise to their behaviour in a calm and cooperative manner. When the individual attends the meeting they should not be seen by a lone member of staff. The Head Teacher must always be present or in their absence a Director of Harwil education Ltd.

2.2 If the incident was of such severity that their presence, even for the purposes of this meeting, is considered to present an unacceptable risk, the individual should be advised to submit their case in writing with details of the person to write to and the date by which written representation should be received.

2.3 They should also be advised that failure to attend the meeting or to submit their case in writing will mean a decision is taken in their absence.

2.4 If there is a suspicion that the individual may have literacy needs, which would inhibit their understanding of the correspondence sent to them, this should be established so as to investigate alternative methods of communication. This may include the use of the translation service, relaying the information by telephone or the inclusion of an advocate into the arrangements.

Step three

3.1 If, at the meeting the individual presents acceptable behaviour, i.e. is calm and understands the actions that the manager has taken, and dialogue relating to the underlying concern is possible no further action should be taken.

3.2 If however, the individual presents unacceptable behaviour at the meeting they should be advised to leave the premises as in Step one.

Step four

4.1 The individual should be advised, in writing, that as a second incident of unacceptable behaviour has occurred, an application has been made to the Legal Department that will result in their being prohibited from the premises.

4.2 In extreme circumstances where the risk to the safety of staff is high, an immediate prohibition can be issued, with details of the reasons why such action was considered appropriate.

Step five

External Solicitors should be contacted with regard to prohibiting the individual from the premises. The prohibition will state the date the prohibition takes effect and the date on which it will be reviewed.

Step six

6.1 If the individual adheres to the prohibition and does not present unacceptable behaviour at the agreed review time, they should be invited to discuss the lifting of the prohibition. However they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the prohibition.

6.2 If the individual does not adhere to the terms of the prohibition, Legal Services should be informed immediately with the details of the contravention, including witness statements to support the information. It is not acceptable to report third party information that the individual did not adhere to the prohibition. The persons sitting the individual must provide a statement confirming the time and details that the event took place.

Step seven

Legal Service should turn the prohibition into an injunction with power of arrest. This will be served on the individual at their home address.

Step eight

8.1 The presence of the individual once an injunction has been served should result in a call to the police to undertake the arrest.

8.2 The adherence to the injunction by the individual should result in a review as in Step 6.1.