



**George Stephenson**  
High School

# SCHOOL VISITORS POLICY AND PROCEDURES

<b>Governance</b>	Resource Committee and Governing Body	
<b>Policy Officers</b>	Deputy Headteacher	
<b>Policy Version</b>	V4	
<b>Re-adopted by Governing Date</b>	March 2024	
<b>Last Updated</b>	March 2023	
<b>Review Date</b>	This policy will be reviewed annually (2025)	
<b>Statutory Policy</b>	NO	
<b>Uploaded to School Website and Date</b>	YES	March 2024

## Proposed changes to the School Visitors Policy and Procedures (v3)

SECTION	FEEDBACK AND PROPOSED AMENDMENTS
Policy Officers	Change to: Deputy Headteacher
Review date due	Review was required to take place in 2023.
Compliance Front Page	Front page Governance information changed to include compliance data: <ul style="list-style-type: none"> <li>• Policy Version</li> <li>• Statutory Policy (Yes or No)</li> <li>• Uploaded to School Website and Date (Yes or No - N/A or Date)</li> </ul>
Page 3	Additional Text - Former staff visiting the school.
Page 4	All visitors will be asked to sign an "Advice to Visitors" form on the screen. Additional Text - A printout self-adhesive badge will be issued.
Various Pages	Change "Visipoint tablet" with "Visipoint unit"
Page 4	Change "a" with "the". All visitors will be required to wear the identification badge – the badge must remain visible throughout their visit.
Page 7	Additional Text: The policy will be monitored and reviewed by the Deputy Headteacher.
Page 8	Additional Text: All members of staff have the right to work without fear of violence and abuse. Please note that inappropriate behaviour or language on site will not be tolerated. This applies to students, staff, parents and visitors.
Page 8	<b>Delete Text</b> Whilst on site please: Use only in connection with your business and when approved top do so. Ensure that your mobile telephone's Bluetooth capacity is disabled. Do not take/use images of students or staff unless approved to do so. Do not leave any equipment unattended.  <b>New Text - Contractors/Volunteers/Visitors/Muti-agency workers</b> whilst on site please: Only use devices in connection with your business (for contractors, volunteers and educational partners) and when approved to do so. Do not take/use images of students or staff unless approved to do so. Do not leave any equipment unattended. <b>Parents/Carers</b> - Parents/carers must not use electronic equipment whilst in school. This includes mobile phones, smart devices (including watches) cameras, earphones/airpods and iPads. All equipment should be switched off whilst in school. In some meetings with Guidance Team, SEND or Leadership Team, staff may request "phones on desk and switched off" to ensure a safe and uninterrupted meeting.
Page 8	Remove name of Deputy Mrs Williams.
Page 12	Additional Form - Approved Visitors List

Version	Description of Change	Date/Author
4	No changes	AE March 2024

## **Background to Policy**

George Stephenson has many visitors including contractors, parents, deliveries and other outside agencies. The purpose of this policy is to ensure that all visitors to the school are identified and to maintain the safety and security of our site, students and staff.

## **Policy Statement**

The Governing Body assures all visitors a warm, friendly and professional welcome to George Stephenson High School, whatever the purpose of their visit.

The school has a legal duty of care for the health, safety, security and wellbeing for all students 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 and Senior Leadership Team 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 ALL VISITORS (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.

## **Policy Responsibility**

The Deputy Headteacher is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the staff responsible for Child Protection as appropriate. All breaches of this procedure must be reported to the Deputy Headteacher.

## **Aims**

To safeguard all students under this school’s responsibility both during school hours and out of school hours activities which are arranged by the school. The ultimate aim is to ensure that students at George Stephenson High School can learn and enjoy extracurricular experiences, in an environment where they are safe from harm.

## **Objectives**

To have in place a clear protocol and procedure for the admittance of external visitors to 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, during normal school hours, during after school activities and on school organised and supervised off-site activities. The policy applies to:

- I. All staff employed by the school;
- II. Former staff visiting the school;
- III. All external visitors entering the school site during the school day or after school activities (including peripatetic tutors, sports coaches and topic related visitors such as authors etc.);
- IV. All governors of the school;
- V. All parents and volunteers;
- VI. All students;
- VII. Other educational related personnel (LA, Medical, Inspectors etc.);
- VIII. Building and maintenance and all other independent contractors visiting the school premises;
- IX. Independent contractors organised and sourced by school management, who may transport students on minibuses or in taxis.

## 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 approval visitors/contractors list as set out below). They must follow the procedure below:

1. 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.
2. 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.
3. All visitors will be asked to sign in using the Visipoint tablet which is kept in reception making note of their name, organisation, who they are visiting and car registration.
4. All visitors will be asked to sign an Advice to Visitors form. A printout self-adhesive badge will be issued
5. All visitors will be required to wear the identification badge – the badge must remain visible throughout their visit.
6. 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 **Approved Visitors List**.

### Approved Visitors List (not including volunteers)

The school will hold an approved visitors list at for visitors who frequently visit the school site to undertake work within the school (including contractors and supply staff).

[A copy of the approved visitors list will be kept behind reception desk at all times.](#)

To qualify for this list the visitor must have demonstrated, prior to the visit that:

1. They have a current clean enhanced DBS Check and a copy of this has been registered on the School's Central Record **AND**
2. A current clear DBS children's barred check has been undertaken **AND**
3. Visitors on the Approved List **MUST** follow the same procedures on entry to the premises (i.e. come to reception and sign in the Visitors Book).

### Visitors Departure from School

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

1. Sign out using the "Visipoint" unit in reception.
2. Return the identification badge to reception staff.
3. A member of staff should escort the visitor to reception.

### Visiting Speakers

The school operates the following procedure when inviting guest speakers:

- A formal procedure for inviting speakers, which involves approval by the headteacher and a clear understanding of why the speaker has been chosen.
- A list of appropriate checks will be carried out on the suitability of the person, which may include internet searches and/or contacting other schools where the person has spoken previously.
- A document for the speaker to read and sign will be available, to ensure that they understand they must abide by the school's equality commitments; that there must be no statements which might cause offence to others, or otherwise undermine tolerance of other faiths or beliefs; and there must be no extremist material.
- An understanding that the speaker will be expected to talk with staff about the content of the presentation before the event; speakers and staff must allow time for this discussion, whether it is on the day or beforehand.
- An understanding that such talks and presentations will not be used to raise funds, without the prior written permission of the headteacher.
- Visiting speakers must arrive at reception in good time to book in, and must bring suitable identification. Although viewing DBS certificates may be appropriate, most visiting speakers will not be in 'regulated activity' and so will not necessarily have a DBS certificate to present.
- Visitors will be supervised at all times and not left alone with pupils, unless they have confirmed DBS checks.
- Visiting speakers should understand that their presentation will be brought to an early end, if the content proves unsuitable.
- All information about the visiting speaker and the booking process will be recorded in a school form.
- After the presentation, an evaluation form will be completed which will include feedback from staff, note any contentious subject areas or comments, and state whether the speaker could be booked again in the future.

### **Unknown/Uninvited Visitors to the School**

- Any visitor to the school site who is not wearing an identity badge should be challenged politely by any staff to enquire who they are and their business on the school site.
- They should then be escorted to reception to sign in via the Visipoint unit and be issued with an identity badge.
- The procedure 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 the unknown/uninvited visitor becomes abusive or aggressive, the headteacher will follow the protocol for Abusive Visitor's outlined below.

### **Abusive Visitors**

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on rare occasions, when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to diffuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defense.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and that will not be tolerated are as follows:

- I. Shouting at members of the school staff, either in person or over the telephone.
- II. Constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- III. Physically intimidating a member of staff (e.g. standing very close to them)
- IV. The use of aggressive hand gestures
- V. Threatening behaviour
- VI. Shaking or holding a fist towards another person
- VII. Swearing
- VIII. Pushing
- IX. Hitting (e.g., slapping, punching, and kicking)
- X. Spitting
- XI. Breaching the school's security procedures.
- XII. Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour. Further information specifically related to parents can be found in our "Parent Code of Conduct Policy".

**Unacceptable behaviour may also result in the employing body and the police being informed of the incident.**

#### **Procedure to be followed:**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation and/or write to the parent/visitor and issue them with a first warning. If it's appropriate, the school's complaints procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the head teacher from the school's premises for a defined period of time.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body 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 gates will be clarified.

The employing body may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety, and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

## **Governors and Volunteers**

- All governors and relevant volunteers must comply with Disclosure and Barring Services procedures, completing an online DBS disclosure form (if not already held) via the Head's PA's office.
- The school must check all Governors and volunteers DBS certifications are current.
- Thereafter, procedures as per above should apply. Please note that Governors should sign in and out using the Visitors Book.
- New Governors will be made aware of this policy and be familiar with procedures as part of their inductions. This is the responsibility of the Headteacher and Chair of Governors.
- New volunteers to be asked to comply with this policy by staff they first report to when coming into school for an activity or class supporting role.

## **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 procedure at all times.

## **Linked Policies**

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

- I. Safeguarding and Child Protection Policy
- II. Health and Safety Policy
- III. Disclosure and Barring Policy
- IV. Recruitment Policy

## **Policy Review and Monitoring**

The policy will be monitored and reviewed by the Deputy Headteacher.



**At George Stephenson High School we are committed to the safety and wellbeing of all students, staff and visitors therefore all visitors must agree to the following before being allowed access to the whole school site.**

### **GENERAL**

- Please enter and exit the site from the main entrance, observing signing in and out procedures.
- On arrival, you will be issued with a Visitors' Badge. **This must be worn at all times so that it is visible.** Please return this to reception as you leave the school site.
- Please do not move around the school site unescorted. Please stay within the areas that are necessary for your visit.
- Please do not interact with students unless instructed/authorised by a member of staff to do so.
- All members of staff have the right to work without fear of violence and abuse. Please note that inappropriate behaviour or language on site will not be tolerated. This applies to students, staff, parents and visitors.
- An accessible adult toilet is located within the Main Entrance area. Please do not use any other toilets during your visit.
- Use of school telephones is not permitted unless authorised or in an emergency.
- Please note that the school operates a no smoking policy within both its buildings and grounds.

### **SAFEGUARDING**

Where your role requires that you interact with students or you are attending school on Local Authority/ Partnership/ Agency business, you must:

- Present your photo ID (and any documentation previously agreed between school and the Local Authority or your Partnership/Agency) when requested by our reception staff.
- **Wear your Photo ID and Visitors Badge at all times when on the school site.**
- Interact with students as required within your professional capacity and report any instances, concerns or observations you may have immediately to Deputy Headteacher and Designated Safeguarding Lead (reception staff will provide advice on how to make this contact if appropriate).
- Please note that this school monitors use of the internet by all students, staff and visitors using school equipment.

### **FIRE**

- The fire alarm is tested every **Friday at 7.00am**. If you hear the alarm at any other time, please leave by the nearest exit and report to the fire assembly point in the tennis courts so that you can be accounted for.
- If you are working with students, you should lead them to safety and inform a member of school staff so that registers may be taken.

### **FIRST AID AND ACCIDENTS**

- All accidents and incidents must be reported to the school office immediately and recorded as appropriate.
- Please contact the school office if you require first aid or medical attention.

### **PERSONAL MOBILE TELEPHONES, CAMERAS AND OTHER EQUIPMENT**

**Contractors/Volunteers/Visitors/Multi-agency workers** whilst on site please:

Only use devices in connection with your business (for contractors, volunteers and educational partners) and when approved to do so.

Do not take/use images of students or staff unless approved to do so.

Do not leave any equipment unattended.

#### **Parents/Carers**

Parents/carers must not use electronic equipment whilst in school. This includes mobile phones, smart devices (including watches) cameras, earphones/airpods and iPads. All equipment should be switched off whilst in school.

In some meetings with Guidance Team, SEND or Leadership Team, staff may request "phones on desk and switched off" to ensure a safe and uninterrupted meeting.

**Anyone whose actions or behaviour gives cause for concern or who does not follow the above requirements will be reported to the Local Authority and/or Police for further action. All school policies are available on request.**





## Speaker Request Form

### Section 1: Event Organiser contact details

*For completion by the event organiser*

Main Contact:	
Title:	
Organisation:	
Address:	
Email:	
Telephone:	

### Section 2: Event Information

Name of Event:	
Date:	
Time:	
Draft Programme (please attach/email):	



## Speaker Agreement Document

- I understand that I must abide by the school's equality commitments; that there must be no statements which might cause offence to others, or otherwise undermine tolerance of other faiths or beliefs; and there must be no extremist material.
- I understanding that I will be expected to talk with staff about the content of the presentation before the event.
- I understand that the presentation will be brought to an early end, if the content proves unsuitable.
- I understand that such talks and presentations will not be used to raise funds, without the prior written permission of the Headteacher.

Signature of Speaker:
Date:



*For completion by event organiser*

<b>Presentation Evaluation</b>		
<b>Name of Project:</b>		
<b>Name of Presenter:</b>		
<b>Quality:</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>Quality of Presentation:</b>		
<b>How can you rate the presenters' preparedness/persuasiveness?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How did you find the organisation of the presentation?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>Did the presenter focus on pertinent issues?</b>	<b>YES / NO</b>	
<b>How can you rate the presenters grasp on the subject?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How did you find the presenters ability to observe and keep time?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How did you find the conclusion to each subject?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How do you rate the visual aids used?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How audible was the presenter?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How interesting was the delivery of the presentation?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>
<b>How did you rate the ability of the presenter to answer questions?</b>	<b>Very Good</b>	<b>Satisfactory</b>
	<b>Needs Improvement</b>	<b>Poor</b>



### APPROVED Visitors List

Organisation	Name(s)	School Central Register	Site Access Details
<b>Example</b> Northumberland Public Health	Ms Smith Mr Doyle	Yes – 01.12.2022 Yes – 01.09.2021	Drop Ins at Lunchtimes and Breaktimes