



The Eliot Bank and Gordonbrock Schools Federation



Visitors Policy & Procedures

Author:	Executive Head	Date:	July 2017
Approved by:	Governing Body	Date:	July 2018
Issue Date:	September 2020	Next Review Date:	September 2021



1. Aims

To have in place a clear protocol and procedure, this is understood and implemented by all staff, Governors, visitors and parents. The ultimate aim is to ensure that students at our school can learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

2. Introduction

Visitors are very welcome to our school, however it is our school's responsibility to ensure that the security and well-being of our pupils is uncompromised at all times.

The school has a legal duty of care for the health, safety and wellbeing of all pupils and staff. This duty of care incorporates the duty to 'safeguard' all pupils from being subjected to any form of harm or abuse. It is the responsibility of the Governing Body and the Head of School to ensure that this duty is implemented 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 (without exception) comply with the following policy and procedure.

3. Policy Responsibility

The Governing Body, Executive Head and Head of School has overall responsibility for the dissemination, coordination and implementation of this policy.

The Federation Business Manager is the member of staff responsible for the daily implementation and coordination of this policy. All breaches of this policy must be reported to the Federation Business Manager.



4. 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:

- All teaching and non-teaching staff employed by the school;
- All external visitors entering the school site during the school day or for after school activities (including supply teachers/peripatetic tutors/sports coaches and topic related visitors e.g. authors, journalists);
- All Governors of the school;
- All parents (including parent helpers);
- All pupils;
- Other education related personnel (Local Authority staff, Inspectors, health care professionals, Bromley Schools Collegiate staff); and
- Buildings and Maintenance Contractors and Sub-Contractors.

5. Protocol And Procedures¹

5.1 Planned Visitors to the School

In the majority of cases most visitors to the school will be planned visitors. Any staff member arranging for a visitor to come into school should ensure that they have:

- advised the visitor as to the identification / documentation they will need to produce when visiting
- politely reminded the visitor to park responsibly, if travelling by car, in order to ensure the safety of our children and that there is no inconvenience any the local residents;
- informed the school office of the pre-arranged visitors to the school, in advance of the visit; and
- entered the visit details onto the school calendar.

¹ Please also refer to our [Visitors To School Policy COVID 19 Addendum, see Appendix 1](#)

5.1.1 Registering with the School Office

On arrival all visitors must report to the school office via the entrance on Thorpewood Avenue, no visitor should enter the school via any other entrance. Once at reception, a member of the office will greet the visitor and;

- ask the visitor their name, the purpose of their visit and their point of contact within the school;
- ask the visitor to provide formal identification and other necessary documents².
- take a copy of the identification provided by the visitor. If the visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child.
- ensure the visitor signs the Visitors' Record Book making note of their name, organisation, who they are visiting and the time of arrival and car registration number;
- issue the visitor with a visitor's badge. All visitors are required to wear an identification badge, the badge must remain visible throughout their visit;
- Provide the visitor with a copy of the Safeguarding for Visitors' ([Appendix 2](#)) to ensure that the visitor is aware of whom the designated lead is for child protection and that any safeguarding concerns should be reported to them; and
- escort the visitor to their point of contact OR ask their point of contact to come to the school office to receive the visitor. The contact will then be responsible for them while they are on site.

On departing the school, visitors should leave via the school office and:

- enter their departure time in the Visitors' Record Book alongside their arrival entry; and
- return the identification badge to the school office.

² The type of documentation the visitor will be required to produce will depend on the type of visitor and if the type of activity they will be engaged in whilst on school premises, for more information please [Appendix 8, Flowchart of Disclosure and Barring Service Criminal Records Checks and Barred List Checks](#), of our Safeguarding Policy.



5.2 Unplanned Visitors

All visitors must report to the school office via the entrance on Thorpewood Avenue, no visitor should enter the school via any other entrance.

Once at reception, a member of the office will greet the visitor ask the visitor their name and the purpose of their visit. In most cases the visitor enquiry will be dealt with by the office staff and will the visitor will not require entry to the school site.

In the event that the visitor is requesting entry to the school site they will be asked to make an appointment for a later date OR they be allowed entry to the school site³ and will be asked to follow the procedures set out in section 5.1.1.

5.3 Governors, Regular Volunteers and Parent Helpers

All Governors, volunteers and parent helpers should follow the procedures as stated in 5.1.1.

All Governors and regular parent helpers must comply with the Disclosure and Barring Service, by completing a DBS disclosure (if not already held) if they are in regulated activity.

Parents helpers may be permitted to assist on an ad hoc / occasional basis (e.g. giving a talk to a class about their hobby/ job/ faith) as long as they are not left unsupervised. The Headteacher must give permission before any such visit takes place. Again all parent helpers visiting the school are required to follow the procedures as stated above 5.1.1.

³ This decision will be at the Head of School discretion and each decision will be made on an individual basis taking into consideration the nature of the visit and how the visit will affect the running of the school.



5.4 Visiting Professionals

5.4.1 Healthcare Professionals

From time to time the school is contacted by professionals who are commissioned by parents to conduct an assessment of a child with additional needs. Before such a visit can take place the procedure set out in [Appendix 3, Protocol for Visiting Professionals](#) and [Appendix 4, Protocol for Visiting Professionals COVID 19 Addendum](#) must be followed.

Once the visit has been agreed the visiting professional is required to follow the procedures as set out in 5.1.1.

5.4.2 Bromley Schools Collegiate Staff

The Eliot Bank and Gordonbrock Schools Federation are part of the school led teacher training programme, Schools Direct. From time to time our School Direct Student Teachers will be visited by staff from Bromley Schools Collegiate (our ITT partner) for the purposes training and assessment.

Before such a visit can take place the visit will be agreed by the Schools Direct Senior Mentor. Once the visit has been agreed the visitor from Bromley Schools Collegiate is required to follow the procedure as set out in 5.1.

5.5 Contractors/ Workmen

All contractors, sub-contractors and workmen who visit or undertake work on the school site are required to follow the procedures set out in section 5.1.

In line with 3.19.1 our Health and Safety Policy Contractors must also adhere to The Eliot Bank and Gordonbrock Schools Federation Contractors On Site Code of Practice.



5.6 Unknown Visitors On The School Site

Any person found on the school site who is not wearing a visitor's badge will be challenged, politely, to enquire who they are and their business at the school and how they gained access to the school site.

They will then be escorted to the school office/ reception. If the office determines that the visitor is allowed to remain on the school site the procedures in 5.1.1 then apply. If the office determines that the visitor is not allowed to remain on the school site they will be asked to leave the premises and where necessary make an appointment for a later date. A member of SLT should be informed of the incident.

6. Refusal To Comply With School Procedures

In the event that the visitor refuses to comply with the procedures set out in 5.1.1 they should be asked to leave the site immediately and a member of SLT and/or premises team will be informed immediately. A member of SLT then will consider the situation and decide if it is necessary to inform the police.

In the event that a 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.

7. Staff Training

7.1 New Staff

All staff are regularly reminded of their duties under this policy and asked to ensure compliance with its procedures at all times.

7.2 New Governors

All new governors will be made aware of this policy and be familiarised with the procedures as part of their induction.

7.3 New Volunteers / Parent Helpers

New Regular Volunteers or Ad-hoc parent helpers will be asked to comply with this policy at their Induction meeting before coming into the school for an activity.



7.2 Existing Staff / Governors

As part of their induction, new staff will be made familiar with this policy for external visitors and asked to ensure compliance with its procedures at all times.

8. Linked Policies

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

- Safeguarding Policy
- Health and Safety Policy
- Whistleblowing Policy
- Prevent Policy



Appendices

[Appendix 1](#)

[Appendix 2](#)

[Appendix 3](#)

[Appendix 4](#)

[Visitor To School Policy COVID 19 Addendum](#)

[Safeguarding for Visitors](#)

[Visiting Professionals Protocol](#)

[Visiting Professionals Protocol COVID 19 Addendum](#)