

VISITORS POLICY

October 2018

Visitor Protocols

North Cornwall Learning Trust is a multi-academy trust comprising Camelford School, Otterham School, Sir James Smith's School, St Breward School and St Teath School. This policy applies to all schools in the trust.

The first impression that visitors have of our schools is very important and they will want to see that each school operates in a professional manner and that pupils and staff are in a safe environment. The protocols below apply to Visitors, Governors and Staff.

Welcome

Our schools work with parents, members of the community, outside agencies and businesses. Visitors to our schools are important. We hope you enjoy your visit, and the hospitality shown by staff and pupils alike.

The school has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also of pupils and staff. As schools, we have a statutory duty regarding safeguarding of children, and we take this responsibility seriously.

1.0 Protocol for Visitors

A visitor is defined as any person seeking to enter school premises, who is not a pupil currently enrolled at the school or an employee of the NCLT. This will therefore include governors, contractors, volunteers, visiting ex-pupils, work experience placements and ITT placements.

Please will all visitors therefore:

- Park in the designated 'visitors' car parking bays. (If this is not possible, please park in an available bay and report that to reception). Please note that when visiting Camelford Primary School, access to parking is via the entrance shared with Camelford Leisure Centre.
- On arrival in school, use the main school entrance and report and sign in at reception, showing proof of identity
- Wear a visitors' badge which is issued at reception. This should be worn at all times.
- Read the visitors' induction pack issued at reception.
- Wait in the seated area in reception until collected by the relevant member of staff
- Ensure that at all points during the day, you are accompanied by the member of staff who has invited you in
- Use only the toilets designated for staff use when needed
- Sign out at reception on leaving the school, returning the visitors' badge
- Should there be a fire evacuation, the member of staff you are with will accompany you out of the building and to the visitor assembly point (details in induction pack)
- Ensure mobile phones are not used for taking pictures or recording sound whilst on school premises

1.1 Visitors to Camelford family Hub

Cornwall Council's Family Hub is co-located with Camelford Primary School. This means some visitors to CPS reception will be for the Family Hub. These visitors are expected to follow CPS sign in and safeguarding procedures. Family Hub staff should inform CPS reception staff of planned visitors and regularly monitor

reception for drop-in visitors. Safeguarding must remain the top priority of both CPS and Family Hub staff – this means there is a professional duty to work together to safeguard children.

1.1.1 Family Hub prams/buggies

Prams/buggies cannot be left in the CPS reception area for obvious safety reasons. Visitors to the Family Hub are expected to leave their prams in the pram park (outside shelter) or, once in the building, take prams/buggies into the Family Hub space

1.2 Exemption to Visitor Protocols:

Parents/carers or visitors who have been invited to visit the school as part of a scheduled open house, special event, scheduled performance by students or adults in organised and school approved activities during out of school hours are exempt from these requirements.

2.0 Protocol for Staff, Governors, Trustees and Ofsted

The school has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also of students and staff.

As a school, we have a statutory duty regarding safeguarding of children, and we take this responsibility seriously. In conjunction with this, staff should also read section 1 Protocol for Visitors above

2.1 Visitors whose purpose is to meet with staff:

If you have arranged for a visitor to meet with yourself or another member of staff, please ensure that:

- Reception staff are informed in advance of the name and purpose of the visit, so they can put it in the booking log
- You have spoken with your visitor prior to the visit, drawing attention to the following:
 -  They should park in the visitors' car park
 -  They should report to main reception and sign in, showing proof of identity
 -  They should then wait in reception, to be collected by yourself (not by a student)
- Any visitor to the school is at all times accompanied by yourself or another member of staff to whom that responsibility is delegated
- At no point should a visitor be on their own with children
- Visitors only use staff cloakrooms if needed
- At the end of the visit, you accompany visitors to reception where they will sign out before leaving
- If there is a fire evacuation, you accompany visitors to the dedicated assembly point at the tennis courts (see the school's fire evacuation policy)
- Visitors not wearing a Visitor's Pass should be politely challenged (if considered safe to do so), to ask who they are, their business at the school and to be accompanied to Reception where appropriate
- Pupils should be encouraged to report immediately any visitor who is not appropriately 'badged'.

2.2 Visitors whose purpose is to work with pupils in some capacity:

Visitors may work with pupils in a variety of capacities, for example, to deliver a lesson (normally supervised by a member of staff), to meet with small groups of pupils or individuals (eg Careers).

Staff who arrange for visitors to work with children should agree the visit with the SLT and clarify supervision arrangements.

Please be mindful of the following guidance, which attends to safeguarding issues:

- Staff should ensure all the bullet point protocols above are complied with, as they apply equally to all visitors
- Any visitor who is not DBS checked must not be alone with students at any point. This includes whole class or small group teaching or one to one interviews of students. As most of the school is now covered with CCTV, visitors may be taken on a guided tour of the school provided they are accompanied by at least two students and the visitor does not have another tour of the school within a month.
- If a visitor is DBS checked, then at times they may work with students unaccompanied by another member of staff. At times this might be teaching a class or a one to one interview.
- Regular visitors to the school must have a DBS check and be logged on the school's single central record
- Any visitor delivering a lesson or assembly must agree the content and tone of that with you, prior to the visit taking place. The content and tone must be in line with the schools ethos, be fully compliant with all Equal Opportunities legislation and take into account the age and ability of the pupils
- Visitors must comply with schools' responsibilities towards extremism and radicalisation as per the Prevent strategy. Individuals or organisations promoting extremist views will not be allowed on the school site during the school day nor able to hire any school facility outside of school hours. If school staff feel any visitor to the school, presenter or facilitator is promoting values and/or a message that is not in the spirit of the Prevent duties or is at variance to the values of the NCLT the visitor will be withdrawn from contact with pupils with immediate effect.

2.3 Staff working across NCLT schools

Over time some staff are likely to be working in more than one school – they are referred to as NCLT staff. All staff will have a 'home' school but NCLT staff may spend some time one or more other schools. Whilst working in other schools NCLT staff are effectively 'visitors' and should expect to sign in and out at Reception and follow protocols as set down above. NCLT staff will need to wear the relevant school's ID. All NCLT staff will undergo enhanced DBS and barred list checks. NCLT teaching staff will also be checked that they are not prohibited from teaching.

2.4 Local Governors, Trustees and Member

The protocol for "all visitors" is to be followed by a Governor visiting schools with the exception of issuing a Visitor's Pass; all Governors should be in possession of school or NCLT ID. Should the Governor not have their pass, they are to be issued a Visitor's Pass. NCLT Trustees and local governing body Governors will also undergo enhanced DBS checks.

2.5 Protocol for Ofsted Inspectors/Inspection Team

Ofsted Inspectors/Inspection teams must have their photo identity checked and the protocol for "all visitors" followed. The Headteacher is to be immediately informed of their arrival and Reception is to direct the Ofsted Team to the allocated room set aside for their use during the inspection. Separate arrangements may be in place for individual inspectors and this should be confirmed with the Headteacher.

3.0 Protocol for Reception

When dealing with Visitors, Reception staff should

- Ensure all visitors, including parents, report to Reception.
- Check the identity of the visitor and purpose of their visit. Issue Visitor's Pass.
- Request car registration details, if using school car parking.
- Ask the visitor to wait in the seated area of Reception.
- Contact the respective member of staff who will be meeting/hosting the visitor.
- Visitors to the Family Hub are expected to sign in at CPS reception and then be managed by Family Hub staff

4.0 Protocol for parents/carers of pupils on roll

Parents/carers may visit the school for a pre-arranged meeting, to meet with a member of staff to raise concerns, to drop off an item such as a packed lunch, or to collect their child for a medical appointment etc. Parents/carers must always report to a Reception, irrespective of the reason for their visit, and not enter the main building.

Where a pupil is being taken off site by the parent/carer, Reception must satisfy itself that the parent/carer is who they say they are. Where Reception staff are unsure, as a minimum, Reception must ask the parent/carer to confirm the pupil's date of birth and this is to be verified on SIMS. The parent/carer must then wait for their child in the seating area of Reception.

If you would like this in a different format please contact the school

Version and Date		Action/Notes
2.0	October 2018	Amended by the Trust Board October 2018. Author: Jon Lawrence/Lee Bacchus
3.0	October 2018	Amended by the Trust Board October 2018. Author: Jon Lawrence/Lee Bacchus
4.0	October 2018	Approved by the Trust Board October 2018. Author: Jon Lawrence/Lee Bacchus
5.0	Dec 2018	Corrected CoT/CEO

Policy Reviewed:	October 2018
Next Review:	Autumn Term 2020
Signature of Chair of Governors:	Signature of Headteacher:
Camelford Primary School	Camelford Primary School
Signature of Chair of Governors:	Signature of Headteacher:
Otterham Primary School	Otterham Primary School
Signature of Chair of Governors:	Signature of Headteacher:
St Breward Primary School	St Breward Primary School

Signature of Chair of Governors:	Signature of Headteacher:
St Teath Primary School	St Teath Primary School
Signature of Chair of Governors:	Signature of Headteacher:
Sir James Smith's School	Sir James Smith's School