

School Visitors Policy

Spring School welcomes visits from all interested parties, parents, family members, carers, professionals, volunteers, and students. For the visit to be successful for all concerned, we must ensure that there are procedures which are followed. Therefore, the purpose of this policy is to:

1. Protect Spring School pupils' dignity and privacy;
2. Promote trust and confidence between all parties;
3. Ensure that disruption to the school is kept to a minimum;
4. Promote transparency of practice.

Roles and Responsibility

The Head of School and Senior Leadership team are the members of staff responsible for the implementation of this policy. The person liaising with any visitor either for a planned or unplanned visit shall be responsible for contacting a member of the Senior Leadership team or Head of School if there is any breach in this policy.

This policy applies to the following:

- All staff employed by the school;
- All external visitors entering the school site during the school day or for after school activities (including Police Persons, inspectors, peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists);
- All governors of the school;
- All parents and volunteers;
- Other Education related personnel (County Advisors, Inspectors, Career advisors);
- Building & Maintenance and all other independent contractors visiting the school premises;
- Independent contractors who may transport students on minibuses or in taxis.

Procedures

All Visitors

- Those wishing to visit the school should make arrangements in advance with the relevant school personnel stating clearly the reasons for the visit. Where appropriate, visitors will be encouraged to attend one of the organised visits, either as a potential parent (Parent Visiting Meeting) or as a professional (Professional Visiting Meeting).
- The Head of School should be notified of all visits to the school other than the usual review visits made by parents/carers and a diary invite should be sent to Spring School reception by any member of AaAST staff who is bringing a visitor to Spring School.
- All visitors, including parents/carers, must be signed into the building at Reception and wear a visitor's badge throughout their visit. The visitor's badge should be returned to reception before leaving the building.
- All visitors may be asked to bring formal identification with them at the time of their visit, and may be asked to produce it upon request throughout their visit.

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- Visitors must not be left unaccompanied in any areas accessed by pupils. Visitors shall be escorted to their point of contact for the school or their point of contact shall be asked to come to reception to receive their visitor. The contact will then be responsible for them while they are on site.
- On rare occasions incidents may occur with pupils, the visitor's point of contact or relevant staff member will ask visitors to leave or redirect their route.
- School office staff will be aware of class timetables so the whereabouts of specific children and classroom staff are always known so they can be easily located. All visitors should speak to staff at reception to explain the reason for their visit.
- Tours should be restricted to corridors unless pre-arranged (but can enter nonoccupied classes / offices).
- Visitors must engage with our staff or pupils in a respectful manner taking into account any additional needs or necessary adjustments. If a pupil or member of staff does not want to speak to a visitor their wishes must be respected.
- Confidentiality must be a paramount consideration for visitors.
- Visitors must be mindful that staff will not give out any confidential information on pupils.
- Pupil issues must not be addressed with parents, visiting professionals or between staff in common areas; a confidential space should be found.
- Where possible, visitors should not be taken to the staffroom during break times.
- Photos or video footage must not be taken of the children by visitors. Spring School will provide these if appropriate or taken by agreement for corporate purposes. See Spring School's safeguarding policies and procedures for more information.

Pre-arranged visitors to undertake work experience

Before a volunteer is accepted to undertake work experience, the following procedures will be completed:

- The volunteer will provide suitable documentation and references from their education provider regarding their suitability for work experience.
- The member of staff who will be supervising the volunteer will accept this responsibility after taking into account their upcoming lessons and tasks.
- The volunteer will meet with the headteacher and the member of staff who will supervise their work experience so that the volunteer's suitability can be assessed. The headteacher has the power to either refuse or end a volunteer's work experience at any time.

After the headteacher has consented to the volunteer undertaking work experience, the requisite documentation will be completed. This will include:

- A letter offering a work experience placement and outlining the dates and times this will occur.
- Appropriate risk assessments.
- Written information to assist the volunteer during their placement, i.e. a school map, timetable, etc.
- The visitor's badge the individual will be expected to wear.

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On the first day of their work experience, the volunteer will sign in at the office and report to the headteacher.

- The headteacher will ensure that the volunteer has read and understood the school's Child Protection and Safeguarding Policy, as well as all relevant parts of the code of conduct.
- The volunteer will be escorted to the classroom where they will be completing their work experience.
- The volunteer will also be escorted by the supervising member of staff when moving around the school, e.g. between classes and during breaks.
- Work experience may comprise a number of weeks or days, or could be arranged for a number of days per week for a set number of weeks.
- Young people on work experience will be given experience in as broad a range of activities as possible.

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The school will have regard to the DfE's statutory 'Keeping children safe in education' (KCSIE) guidance. This states that a supervised volunteer, i.e. an individual carrying out supervised work experience, does not require a barred list check, but should obtain an enhanced DBS check where they are over the age of 16.

Where required, an enhanced DBS check, including children's barred list information, will be obtained for staff who supervise any volunteers under the age of 16. Consideration will be given to the nature of the supervision and the frequency of the activity being supervised to determine whether checks are necessary, i.e. more than 3 days in a 30-day period. This includes whether the supervisor is themselves likely to be unsupervised.

All young people undertaking work experience at the school will be supervised at all times and made aware of the school's child protection policies and who the school's DSL is.

Enhanced DBS checks will not be requested for staff who are providing supervision for young people on work experience aged 16 to 17.

In cases where the volunteer is over the age of 16 and is in regular contact with pupils, the school will consider whether an enhanced DBS check should be requested.

A safeguarding risk assessment will be produced, where necessary, and subsequently recorded. This will include:

- The nature of the work with pupils, especially if it will constitute regulated activity.
- The level of supervision required.
- What the school knows about the volunteer, including formal or informal information offered by staff and the volunteer's parents.
- Whether the volunteer has other employment or undertakes voluntary activities where referees can advise on their suitability.

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Whether the volunteer's role is not considered regulated activity, but is eligible for a DBS check, and if it is, the level of the check.

Pre-arranged visitors to undertake occasional activity work within the school

For pre-arranged visitors who visit the school to carry out occasional activity work (speakers or career advisors, pet therapy or occasional learner sessions), come under the 3 days a month policy so do not require a DBS but a risk assessment is carried out one week prior to their visit and sent to Onboarding to review. They also need to:

- Present their ID to the reception staff;
- Follow all the procedures noted in the previous section for 'All Visitors'.
- Be accompanied for the entire time they are on site.

Unexpected visitors

- Any visitor to the school site who is not wearing a visitor's badge should be challenged politely to enquire who they are and their business on the school site.
- They should then be escorted to reception to sign the Inventory system and be issued with an identity badge.
- The procedures under "All Visitors" 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 Senior Leadership Team or Head of School informed.
- The Senior Leadership Team member or Head of School will consider the situation and decide if it is necessary to inform the police.
- If an unknown/uninvited 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. For further information see the appendix 1.

Visitors Departure from the School

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

- A member of staff should escort the visitor to the reception.
- Sign out of the reception 'Sign in' register;
- Return the identification badge to reception and depart through the front entrance.

Links to other Policies

This policy should be read alongside the following Spring School and Ambitious aboutAutism policies and procedures:

- Child Safeguarding and Protection Policy and Procedures;
- Adult at Risk Safeguarding and Protection Policy and Procedures;
- Accessibility Plan;
- Health and Safety Policy.

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Appendix 1: Access to School Policy

1. Purpose

If a visitor to the site becomes aggressive or abusive towards any members of the school community this shall not be tolerated. All members of the school community have the right to work or be in school without fear of aggression or abuse from visitors. The Board of Governors and Trustees has a requirement to protect staff and students from such aggression, whether its displayed in person or online.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have license to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

2. Scope

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents/carers of enrolled pupils have an 'implied license' to come onto the school premises and/or within its boundaries at certain stated times (e.g. during collection and drop off and/or through invitation to an event or meeting). It is for schools to define and set out the extent of such access and Spring School will communicate this when required.

Please also note that no meeting at Spring School may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

3. Legislation and guidance

This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

4. Definition of unacceptable behaviour

Spring School maintains its power in common law to ban a person from its premises/boundaries and will make a decision to do so in circumstances where a person displays behaviours below on more than one occasion:

- Any kind of insult as an attempt to demean, embarrass or undermine;
- Any kind of threat;
- Raising of voice so as to be intimidating;
- Physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures;
- Use of foul or abusive language;
- Any kind of physical abuse;
- Allegations which turn out to be vexatious or malicious.

We consider that aggressive, abusive or insulting behaviour or language from a parent/carer presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media.)

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5. Procedure

Stage	What happens
1. Meeting with Head of School	Head of School and visitor meet in order to de-escalate situation also clarify that further incidences of unacceptable behaviour will result in a ban. This meeting will be followed up in writing.
A further incident of unacceptable behaviour occurs.	
2. Ban, pending review	Head of School writes to impose ban (pending review) giving 10 school days for visitor to make representations.
3. Review and Decision (within 15 school days of the initial ban)	Director Education/Executive Principal either confirms ban for a stated amount of time (six months or less) or ban is lifted – based on the information provided during the review.
4. Review of Decision (within six months)	A review is organised by the Head of School and Director of Education/Executive Principal by the date agreed at Stage 3 – ban is maintained or lifted.

Please note that any incidents of violence will go straight to Stage 2- an immediate ban subject to review.

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