



School Visitors Policy and Procedures (COVID-19 Update)

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School Visitors Policy and Procedures

COVID-19 UPDATE TO VISITOR POLICY

As a direct response to the current Covid-19 situation the following amendments will override other guidance in this policy:

- The main school office is open from 8:30 am to 3:00 pm
- All visitors must report to the main office
- Visitors without prior appointments will not be granted entry to the site except in emergency situations
- All visitors must wear appropriate identification
- All visitors must sign in and out
- All visitors must sign a declaration concerning their COVID status
- All visitors must observe hand-cleaning and social-distancing expectations as outlined in the main school entrance
- Contractor should provide a risk assessment outline how they are operating whilst COVID compliant
- Visitors must declare where they will be working and with whom and must not stray from that area unless they are accompanied by their host

1. Aim

The aim of Wood Green School's guidance for visitors is to ensure that students and staff at our school can work, learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

2. Policy statement

Visitors are very welcome to Wood Green School, however it is our school's responsibility to ensure that the security and well-being of our pupils is uncompromised at all times. In addition, school staff should be able to come to work without fear of violence, abuse or harassment from visitors. Such behaviour will not be tolerated.

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. The Governing Body and the Headteacher is responsible for ensuring 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

Mark Bonsell is the member of staff responsible for the implementation, coordination, dissemination and review of this guidance. All breaches of this guidance must be reported to Mark Bonsell

4. Where and to whom the guidance applies

Wood Green 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 guidance 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 (County Council staff, Inspectors, health care professionals)
- All other professionals linked to the education and wellbeing of a young person or young persons
- Buildings and Maintenance Contractors

5. Protocol and procedures

5.1 Planned visitors to the school

The main school office is open from 8:30 am to 4pm. All visitors to the school should try to arrange visits between those times. Where a visit is outside of those times and has been pre-arranged visitors should wait in the main reception area for their school contact to arrive.

Wood Green School expects its staff to treat each other and all visitors with respect. WGS will not tolerate verbal or physical abuse towards its staff from visitors. Visitors who are not verbally or physically abusive to members of staff may be asked to leave the site.

All visitors to the school will be asked to provide formal identification at the time of their visit

- Where possible the school office/ reception staff should be informed of all pre-arranged visitors to the school
- The invitee should ascertain if any adaptations are required for the visitor

- All visitors must report to the school office/ reception first and should not enter the school via any other entrance
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification
- All visitors will be asked to sign the Visitors' Record Book (which is kept by the school office/ reception at all times), making note of their name, organisation, who they are visiting, car registration number and visitor badge number (where applicable)
- All visitors will be required to wear an identification badge, the badge must remain visible throughout their visit
- All visitors should be made aware of whom the designated lead is for child protection and that any safeguarding concerns should be reported to them. Written guidance may be provided to visitors containing this information
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to the school office/ reception 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
 - Return the identification badge to the school office/ reception

Please note: If a planned visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child.

5.2 Unknown/ unplanned visitors to the school

Wood Green is committed to working positively with parents and guardians to support the young people in our school community and all adults are prepared to be available to discuss issues via email, phone or face-to-face conversations

- Parents and guardians must recognise that any face-to-face meeting should be pre-booked.
- If a parent or guardian arrives "unannounced" it may not be possible for them to see the member of staff immediately. If that is the case a senior member of staff on duty will be contacted. S/he may be able to meet the visitor and then liaise with the relevant member of staff to ensure a meeting can take place at a later date.
- No visitor should enter the school buildings and seek out a member of staff without first having signed in at the main office.
- 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 school office/ reception to sign the Visitors' Record Book and be issued with an identity badge. The procedures in 5.1 then apply.

- In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher and Deputy Headteacher (or the Teacher-in-Charge) should be informed promptly
- The Headteacher / Deputy Headteacher (or the Teacher-in-Charge) 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

6. Governors and regular volunteers/parent helpers

- 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 via the School Office
- All Governors and parent helpers should follow the procedures as stated in 5.1
- New Governors will be made aware of this policy and be familiarised with the procedures as part of their induction. This is the responsibility of the Headteacher
- New parent helpers will be asked to comply with this policy at their Induction meeting with the Headteacher before coming into the school for an activity or class supporting role
- Parents 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. All regular parent helpers must be DBS checked. Again all parents should follow the procedures as stated above 5.1

7. Contractors/ Workmen

- Contractors/ workmen should follow the procedures set out in 5.1.

8. Expected Conduct of visitors

- All visitors to Wood Green School are expected to conduct themselves civilly and politely.
- It is recognised that some visitors might be distressed or emotional when they visit school however threatening or abusive behaviour towards staff or students is unacceptable.
- Visitors who do not respond to requests to moderate their behaviour will be asked to leave. A review of the behaviour will be held and the consequence may be to implement conditions around future visits.
- A complaints policy is available on request. Visitors who bring a concern may find asking for the complaints procedure a starting point for airing their views in a calm manner

9. Staff development

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.

10. Linked policies

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

- Child protection/safeguarding policy
- Health and safety policy
- Safer recruitment policy
- Accessibility policy

11. Policy review

This policy will be reviewed annually.