



## Policy Reference H08

### Visitor and Contractor Policy

Every school within Cumbria Futures Federation aims to provide a safe and hardworking environment where every child can be successful, whatever their abilities.

#### **Our Values**

- Courage and Compassion
- Inclusion and Equality
- Respect and Courtesy
- Optimism and Perseverance
- Forgiveness and Tolerance
- Ambition and Achievement

<b>Version No</b>	<b>Author/Owner</b>	<b>Date Written</b>	<b>Note of amendments made</b>
01-2018	JR	August 2018	New policy created from model policy plus elements from Beacon Hill and Solway's existing policies
01-2023	JR	February 2023	Updated and refreshed

## Policy Summary

- Before allowing visitors into any of our Schools, staff must ensure that the identity of any visitor has been confirmed by checking of photo ID badges or otherwise checking with an appropriate person or organisation (e.g. contacting the company head office, parent or member of staff expecting the visitor, if that visitor is already known to them).
- All visitors must be issued with a Visitor Badge, and their attention must be drawn to the health and safety information on the rear of the badge.
- Visitors may be unaccompanied only if we have previously received confirmation from their employing organisation that they have had a DBS check, and the school is willing for that person to be in the school unaccompanied. They will receive a blue visitor badge.
- All other visitors will receive a red visitor badge, and must not be left unsupervised at any time.
- All contractors carrying out work in the School should be met and a site induction carried out by the Facilities and Services Manager, Site Manager or Director of Finance before work commences.
- If visitors are present for more than one day, or have unsupervised access to students at any time then the Single Central Record MUST be updated with their details on the morning of their arrival and DBS checks carried out (either by the school or by seeking independent written confirmation of DBS status). A separate risk assessment MUST be carried out for these visitors and checked by the Headteacher, Deputy Headteacher or Director of Finance & Operations (see Appendix 1).

## Introduction

The purpose of this policy is to safeguard all pupils, teachers, support staff, governors, parents, visitors and on-site contractors while they are on the school premises.

The ultimate aim is to ensure that pupils, teachers, support staff, governors, parents, visitors and on-site contractors can enjoy an environment where they are safe from harm.

The Policy applies to:

- All teaching and support staff employed at the school
- All external visitors entering the school site during the school day or for after school activities (including peripatetic tutors).
- All parents
- All pupils
- Building maintenance contractors

## Visitors Invited to the School

- a) Before a visitor is invited to the school the Headteacher or a Senior Member of staff must be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time of the visit. Permission must be granted by the senior member before a visitor is asked to come into school. Staff will provide details of visitors to the main office. If the visitor is frequent or has unsupervised access to students a risk assessment must be undertaken before they arrive.
- b) Maintenance contractors will primarily be engaged to work during out of school hours. They must meet with the Facilities and Services Manager, Site Manager or Director of Finance when they arrive on site. They must complete the Contractors Induction and be shown the Asbestos Policy for the school, approve hot works and issue permits. Contractors should also supply a copy of their insurance documents prior to commencement of work. All contractors carrying out emergency work during term time will be accompanied by site staff at

all times. The process for engaging and managing contractors onsite is detailed in the Contractors and Works On Site Policy.

- c) Visitors must report to the main school reception first. They must not enter the school via any other entrance. This will include excluded or suspended pupils who are escorted by staff when on site.
- d) At reception, all visitors must report to a member of Office Staff and must state the purpose of their visit and who has invited them. This will be verified by the receiving member of staff. The receiving member of staff must ensure that they have confirmed the identity of the visitor. For example, for a contractor, the receptionist will confirm identity via a company ID badge, or by ringing the company head office. If the visitor is a member of a pupil's family who is unknown to the office, their identity should be verified by the parent of the pupil.
- e) All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times. Vehicle registration numbers must be noted in the visitor book.
- f) All visitors, including contractors will be required to wear an identification badge. The receptionist must point out the Health and Safety information on the back of the ID badge. Red badges will be given to members of the public and other visitors. Only regular, checked and vetted visitors will be given a blue badge and be allowed to remain unaccompanied.
- g) Visitors must be escorted to their point of contact by a member of staff (if prior notice of the visit has been received), OR their point of contact will be asked to come to reception to receive their visitor (if the visitor is unexpected).

<b>Visitor Health and Safety Information</b>
<ul style="list-style-type: none"><li>• As a visitor you have a legal responsibility to care for the Health and Safety of yourself and others.</li><li>• Any accidents, near misses or defects you observe must be reported to the School Office.</li><li>• Visitors must be accompanied at all times.</li><li>• The School operates a no smoking policy.</li></ul>
<ul style="list-style-type: none"><li>• <b>The fire alarm is a continuous siren. If this should sound, leave the building by the nearest exit and proceed to the assembly point (netball / tennis courts).</b></li><li>• <b>Should you discover a fire, operate the nearest alarm, and follow the exit procedure above.</b></li></ul>

- h) Visitors with red badges must not be unsupervised unless expressly agreed with the Head Teacher, Deputy Head or Director of Finance. The visitor's point of contact is responsible for ensuring that the visitor remains with them and adheres to School Health and Safety Policies while on site.
- i) If the alarm sounds all staff must immediately escort their visitors to the assembly point at the rear of school.
- j) On departing the school, visitors should leave via the main school reception and:
  - Enter their departure time in the Visitors Book alongside their arrival/ entry.
  - Return identification badge to reception staff.

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

- a) Any visitor to the school site who is not wearing an identity badge, or if wearing a red badge and unaccompanied, should be challenged politely to enquire who they are and their business on the school site.
- b) They should then be escorted to the main school reception to sign the Visitor's Book and be issued with an identity badge. The above procedures then apply.
- c) In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher and Deputy Headteacher / Director of Finance / SLT In Charge should be informed promptly.
- d) The Headteacher and Deputy Headteacher / Director of Finance / SLT In Charge will consider the situation and decide if it is necessary to inform the police.
- e) 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.

### **Parent Helpers/Volunteer Staff and Governors**

- a) All parent/ helpers, volunteers and Governors must comply with Criminal Records Bureau procedures, completing a DBS disclosure form (if not already held) via the Director of Finance.
- b) The School must check all helpers and volunteers DBS certification is in date at the beginning of the academic school year.

Thereafter, procedures as above should apply.

- c) New helpers will be asked to comply with this policy by the member of staff who they first report to when coming into the school for an activity or class supporting role.

## Contractors

Contractors include people engaged to perform work who are not directly employed by the school. In many instances work processes will be carried out near classrooms, playgrounds or other areas occupied by pupils or staff while the school is in operation.

- a) It is important that good lines of communication between the school and contractor are established before work commences to ensure that health and safety issues and supervision are appropriately managed.
- b) Appropriate supervision is deemed to be where the work is either in an area which is constantly supervised or within eye sight of a member of the school's workforce, or where the work being carried out is physically cut off from the children by means of closed doors, fencing or gates. There should be no opportunity for children/young people to engage in conversation with a Contractor without being observed by another member of staff.
- c) Each contractor badge includes a 'code of conduct' card which outlines the code of conduct which should be adhered to while on site.
- d) If the school is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the Director of Finance.
- e) The Facilities and Services Manager, Site Manager or Director of Finance are responsible for ensuring that a site induction, including information about safeguarding, is shared with Contractors who visit the site.
- f) The Contractor should also ensure that each employee has identification including the company name, the employees name and Contractor's signature to be carried at all times on the school site. Where possible this should include photographic identification.

Typical issues that will need to be discussed with contractors prior to work starting include:

- How will the work affect school activities e.g. use of heavy machinery on site, noise, dust?
- Contractors will need to sign the asbestos log before work commences
- Safety arrangements the contractor will have in place.
- Vehicle & equipment movement in the school grounds.
- Timing of certain activities e.g. can it be done when pupils have left the grounds.
- Areas of the school that will be affected e.g. appropriate barricading of work areas.
- Maintenance of essential utility services (water, sewerage, electricity, telephone contact etc).
- Managing excessive noise, dust or fumes.
- Protocols for communicating between the school and contractor e.g. regular meetings.
- Hand-over process at the completion of the work.

These and other issues are covered by the Contractor and Works On Site policy.

## **Staff Development**

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

This policy will be available to all staff and parents on the website and also included as part of the Staff Handbook.

## Significant Visitor Risk Assessment Checklist

A visitor who has regular and/or unsupervised contact with students is known as a 'significant visitor' and a risk assessment must be carried out for each visitor of this type.

**Overriding principle – no regular or one off significant visitors should be at our schools unless the Headteacher has been informed beforehand and risk assessment has been carried out by the Headteacher, Deputy Headteacher, Director of Finance & Operations and/or Designated Safeguarding Lead.**

Use this checklist to assess the risk from a Visitor whether visiting regularly or on a one-off basis. **Usually, for most visitors following our visitor policy is sufficient for general supervised visitors.** This risk assessment checklist should be used for visitors who have a DBS check and are likely to be in sustained unsupervised contact with students, whether on a one-off or regular basis, or who are likely to be on site regularly and frequently.

Each item has actions / mitigations / suggestions to support the safety and success of the visit.

**All visitors should be risk assessed prior to their first visit. Some visit types are regular occurrences so off-the-shelf visitor risk assessments are available.**

All visitors must be approved by the Headteacher, Director of Finance, Deputy Headteacher prior to their visit, and a risk assessment must be available and checked prior to approval.

<b>Name</b>	
<b>Role</b>	

Pre-Assessment Questions	
Is the visitor DBS Checked??	Yes/No
Do we have a copy of the DBS?	Yes/No
Are they going to be in unsupervised contact with students?	Yes/No

- If the visitor is not DBS checked they should NOT have unsupervised contact with students.
- If we do not have a copy of their DBS they should NOT have unsupervised contact with students.
- If they are going to be in unsupervised contact with students the below risk assessment MUST be carried out.

Question	Response	Action / Mitigation / Suggestion
Frequency of Visits		Single visit Regular visit weekly Regular visit termly Or other frequency
What unsupervised contact is likely to happen?		1:1 with student Small group contact

		<p>Full class contact</p> <p>Whole school contact</p> <p>Ad-hoc contact</p>
Who is the main contact for the visitor?		Ensure visitor is aware of their main contact and methods of communicating with them (e.g. in case of absence)
How are they signing in / out?		Do they need an ID badge? Do they need to be accompanied at all times? Do they sign in and out at the office? What colour should their badge be?

Question	Response	Action / Mitigation / Suggestion
<p>Do we have a system for the visitor to raise concerns that students have mentioned to them?</p> <p>Do we have a system for the visitor to raise H&amp;S and other general concerns?</p>		<p>Explain the system for them raising concerns that they have heard.</p> <p>Follow up in writing</p> <p>Consider giving access to CPOMs, Arbor, internal email</p> <p>Ensure acceptable use agreement data protection, GDPR information and data sharing policy is shared, written copies given and policy signed by visitor if internal access to systems is required</p>
Do we have a system for the visitor to have a 'buddy' to ask questions or raise issues?		Allocate a buddy or supervisor
Is the visitor employed by an external agency?		Get relevant details from agency and record in SCR etc
If the visitor is employed by an external agency, have we received copies of their safeguarding policy, data protection policy, data sharing agreement etc		Record checks as necessary
Does the visitor have appropriate training and certification to carry out their role, and have we been assured of this by their employer?		Check with employer if necessary

Has the visitor gone through a school induction? Do they know what to do in the event of an emergency and their obligations?		Ensure induction is carried out and recorded
What school systems and software do they require access to? What safeguards need to be in place to ensure security of information, data and comms?		James to be involved in risk assessing and ensuring appropriate access levels are given  GDPR training if appropriate
Are there protocols in place to ensure that the visitor is debriefed regularly / on leaving?		Ensure visitor and main contact are aware of their obligations and check they are being carried out.
Is the visitor to be treated as if they are a member of staff? If yes then location of HR policies and staff code of conduct must be shared		Ensure induction is carried out and recorded
Do we know where to raise concerns if there is an issue? E.g. to the employer / supervisor / organiser of the visit		Get emergency contact of employer / phone number and record
Do we know who to contact in an emergency if something happens during the visit (e.g. accident to the visitor)		Get emergency contact of employer / phone number and record
Do we need to inform parents that the visitor will be working with specific groups or individual children?		Letter / comms to parents

Question	Response	Action / Mitigation / Suggestion

**Actions Required**