

Visitors' policy

Key points and summary

1. Harrow High takes the safety of all stakeholders seriously. Health and Safety responsibilities derive from the Health and Safety at Work Act 1974. It is our duty to ensure, so far as is reasonably practicable, the health and safety of visitors and volunteers involved in any school activity. The described protocols should be adopted as good practice within the school to support and protect visitors, staff and learners.
2. This policy aims to:
 - Give clear guidance to staff as to their responsibilities
 - Advise visitors in relation to the protocols for outside agencies working with the school and for any persons visiting
3. The emphasis is to ensure people are aware of their responsibilities. The policy is part of the Safeguarding and Health & Safety suite of policies.
4. **Staff responsibility**
Staff should:
 - advise reception by email of the day, date, time and name of the visitor (this includes parents)
 - ask reception to book a meeting room
 - make arrangements to meet visitors
 - escort visitors to the meeting room/office
 - advise reception of any alterations to the arrangement
 - at the end of the meeting escort the visitor back to reception to sign out
 - advise visitors that parking on school site is limited.
5. **Reception responsibility – expected visitors**
Reception should:
 - log visitor information in the reception diary, meeting room diary and on Visibadge (computerised system)

- at the start of the day check the member of staff is in school; check names of expected visitors and prepare the badges
- greet visitor, take photo, ask if they have a car on site and note, issue badge and remind visitor to return.
- Issue booklet for visitors
- in the event of an emergency evacuation bring a Visibadge list to the assembly point

6. Reception responsibility – unexpected visitors

Reception should:

- greet the visitor and ascertain reason for visit
- pass on full details to the member of staff and/or make an appointment
- check the identification of the visitor/parent
- take a message from parents for their children. Learners should only be taken out of class in an emergency
- In all cases, before making any arrangement, when an unknown person states they represent a company, the police, Ofsted etc., check their ID.
- Ask visitors to remain in reception and ensure they leave accompanied by member of staff

7. Reception responsibility – supply teachers/volunteers

Reception should:

- check in as normal and issue with information for visitors/volunteers booklet. A **named member of staff** will have been nominated as a mentor.

8. Safeguarding responsibility

For any person who works with our learners on more than one occasion, the school must add the person's details to the Single Central File and check their CRB. Reception must advise the Business Manager who will check the person's credentials.

9. Facilitator guidelines

The school supports a balanced and exciting curriculum and encourages the delivery of workshops, assemblies, speakers to enhance learning.

A named member of staff will be nominated as a first point of contact for the visitor and be responsible for:

- Visitors signing in and displaying a visitor badge
- Where the visitor is acting as a delivery agent they should be made aware of the ground-rules for the session.
- **No visitor should be left unsupervised with learners at any time**, this includes break-times or after a lesson. Staff should not leave a class-room where a session is facilitated by an out-side visitor. If an emergency arises the member of staff should send a responsible learner to alert another staff member
- Visitors should be informed clearly where the staff toilets are and should only use facilities for staff NOT learners.

- Details of the visiting facilitator should be emailed to staff concerned
- Visitors should also be made aware of child protection protocols, especially if they ask for this information or if they are speaking to students on sensitive topics relating to medical conditions, drugs awareness and or SRE. Visitors to school should be made aware of key staff with responsibility for Child Protection
- Staff should ensure that visitors do not become involved in heated debates or discussions with learners, especially if they feel there is a likelihood of physical or emotional issues between the parties. Remember visitors are not trained teachers.
- Ground-rules for the session should be established before the visitor begins their work.
- The ground-rules will include co-operation, care and courtesy and staff should ensure that all parties adhere to this.
- At the end of the session the nominated member of staff should ensure that the visitor is escorted back to reception to sign out. Again staff should not leave a visitor at the end of the session, but support the tidying up of equipment/props where necessary. Visitors should be asked for their views on the visit, and any grievances should be passed in writing as soon as possible to SLT.
- Advise the Business Manager if the visitor is to return so that CRB checks can be carried out.