



## Visitor Policy

This policy is the responsibility of the Designated Safeguarding Lead to review and update annually.

### Visitors to site during COVID-19 pandemic

Whilst restrictions to the school site are in place all visitors such as prospective parents and girls should be booked in the usual way via the Wufoo form, and the Director of Operations and Compliance or Deputy Head must be informed. Wherever possible they should visit after school hours or during lessons to minimise contact. All visitors must follow the normal procedures as well as the relevant hygiene and social distancing procedures that are in place at the time of the visit and which will be explained by the Receptionist at the start of the visit. Sixth Form boarders are not permitted to have visitors in the boarding houses during the pandemic.

### Scope

This policy covers the processes to be undertaken on the attendance of a visitor to Malvern St James (the School). For the purpose of this policy, a visitor can be a parent, prospective parent, supplier, governor or any other external person/business representative. The School welcomes visitors to site who look to support the staff and pupils in the wide range of activities that takes place at Malvern St James. At the same time the school has a legitimate interest in avoiding disruption to the educational process and of protecting the safety and welfare of pupils and staff. **Appendix 1** provides details of the procedures to be followed by visitors associated with boarders, to the boarding houses.

This policy must be read in conjunction with the school's Safer Recruitment Policy which details necessary vetting checks and the Statutory Guidance issued by the Department for Education "Keeping Children Safe in Education" (September 2020), the Safeguarding Policy and the Prevent Action Plan.

### Objective

To maintain a secure and safe environment for pupils and staff.

### Guidance

All visitors, with the exception of Kitchen and Maintenance Deliveries, should be recorded via Reception ahead of their visit. Completion of the risk assessment form (see below) will automatically alert Reception to the pending visit. The Receptionist checks with the Designated Safeguarding Lead (DSL) or Director of Operations and Compliance as necessary, updates the diary with the risk assessments undertaken and records any relevant actions. On arrival, visitors need to sign the Visitors or Governors Book, both of which are located on

the Reception Desk. There is a separate signing in book for Contractors, also located at the Reception Desk, which is used out of term time.

The Visitor, Governor and Contractor Books form part of the Fire Alarm Procedures. All visitors will be issued with a red lanyard and Governors an orange lanyard which they must wear and keep visible at all times they are on the school site. Regular contractors have received safeguarding training and also wear orange lanyards.

Most visitors will be required to produce photo ID and/or to be vetted in accordance with the Safer Recruitment Policy and KCSIE 2020. This information is to be provided by the person carrying out the risk assessment in consultation with the DSL/Director of Operations. Details of the vetting will be recorded in the school's Single Central Register, where appropriate.

All visitors are to be collected from Reception by the staff member responsible for the visit. They are then responsible for the conduct of the visitor throughout their visit and where appropriate, must ensure the visitor/s is/are accompanied at all times.

At the end of the visit, visitors must sign out in the relevant Book (Visitor, Governor or Contractor) and return their lanyards at the Reception Desk.

Parents and visitors should only use the designated adult toilet facilities and must not access pupil toilet and changing facilities. They are not permitted to use mobile technology during their visit without prior permission to do so.

### **Summary**

If an individual does not have a Malvern St James' photo ID lanyard, they should be escorted at all times unless they are on the Approved Visitor List. Every member of staff or pupil has the right to approach an individual who appears to be onsite unescorted and not meeting the above criteria to establish the reason for the attendance. Pupils and staff should not put their own safety at risk and if they have any concerns they should report immediately to Reception or to member of the SLT.

A copy of this policy should be held in the Reception Diary for reference purposes along with the Visitor Flowchart (Appendix 2a). It is the responsibility of the Receptionist on duty at the time of policy release to ensure this is undertaken.

### **Risk Assessments**

Risk Assessments should be completed by the person who is organising the visit and who will be accountable for the visitor during their stay. These are available as a Wufoo Form via Firefly <https://malvernstjames.wufoo.com/forms/risk-assessment/> and will automatically be forwarded to Reception and the DSL who reviews them upon completion. A copy is found in **Appendix 2b**.

Risk Assessments are not required for visitors who are having a meeting with a member of staff in the main Reception/Drawing Room or in a private office and who are always escorted. The Deputy Head/DSL will keep a list of visitors who are approved to be on site unsupervised ("the Approved Visitor List"). Approved Visitors will be asked to produce photo ID each time they visit site unless they are already known to the Receptionist on duty. Entry on the

Approved Visitor List does not give a right to access.

**Type of Visitor** (please note this list is not exhaustive but covers main categories): For Vetting requirements, please refer to the school's Safer Recruitment Policy.

### **Parent Visitors/Volunteer**

At the start or end of the School day when dropping off or picking up daughters, parents are not required to sign the Visitors' Book.

For School events such as parent consultations and concerts, parents will be required to sign a Fire Register on arrival. For visiting schools e.g. sports fixtures, associated match teas, activity days involving local schools, accounting for children and any accompanying staff/parents will be the responsibility of their own school staff, however School staff must ensure appropriate safeguarding procedures are followed, such as not allowing visitors to wander around the School unaccompanied.

For appointments during the School day, MSJ parents must sign the Visitors' Book and are to be met from Reception by the member of staff they are booked in to see (or their daughter) and accompanied on site at all times. Parents are not permitted to move beyond Reception unaccompanied.

A person on the Approved Visitor List must still follow the procedures in this policy for their visit which will be recorded in the Reception Diary in the normal way.

### **Governors**

All Governors must sign in on arrival and wear their lanyard at all times. Since Governors are safeguarding trained, they do not need to be accompanied.

### **Sixth Form Boarder Guests**

Boarders in the Sixth Form are permitted to have guests into their boarding house in designated areas. Upon arrival, all guests must be introduced to the member of House staff on duty and signed in and out with them. Whilst on school premises, it is the duty of their host to escort them. House staff will do periodic checks on boarders and their guests.

In Greenslade boarders may have guests outside of the working school day. Guests are to be hosted in the Greenslade Small Sit and must leave by night check.

In Poulton girls are allowed guests on Monday, Wednesday, Friday and Saturday evenings and on Sunday afternoon. Guests are to be hosted in the sitting room of the Sixth Form Centre. They must not come into school before 7pm and must be gone by 9:30pm. On Sunday, guests are allowed from 2pm to 4pm.

### **Contractors/Sports Support**

All must sign in.

Risk assessments must be undertaken by the person receiving the visitor. If this is a regular visitor, a risk assessment can cover a term/academic year.

## **Kitchen Deliveries**

Regular catering suppliers may use the Barnard Green Access without signing in, however must be supervised at all times by the Catering department.

## **Deliveries**

Delivery companies, delivering items to Reception do not need to sign in, however if delivering to a Department, they must follow the procedures for other accompanied visitors.

## **Contractors**

Contractors undertaking work within the School must be treated as any other visitor, i.e. supervised and, or have a background check conducted (Children Barred List (List 99) or a full DBS check if having frequent unsupervised access) before entering the School. If in doubt, advice must be sought from HR, Dir Ops or DSL.

## **Visitors outside of core school hours**

External hirers of school facilities outside of core hours will have to complete a hire agreement which requires the hiring body to name a responsible person who confirms that they will abide by all relevant school policies, and manage their group on site ensuring that none of the group are free to wander the site.

## **Visitors/lettings out of term time**

Out of term time, the host member of staff will manage and supervise the visitor. All visitors should sign in as usual, be provided with a red visitor lanyard and pass however will not need to undergo a background check.

## **Visiting Speakers (including remote attendance via MS Teams)**

Note should be taken of the School's Prevent responsibility when speakers are risk assessed. The process for risk assessing Visiting Speakers should be followed.

## **Remote Speakers**

When a visitor is speaking to a School audience online, the following procedures are to be followed:

- Visitor Risk Assessment to be conducted in the usual way
- IT department to be informed of event, visitor details including email address, and audience
  - MS Team to be created for the event
  - Visitor invited to MS Team with restrictions placed on account – no individual chat function
- Event host to ensure visitor aware of School policies relevant to the event
- Event host to inform the visiting speaker that the talk will be recorded
- Event host to inform audience that the speaker is online and outline the procedure to be followed for the event. Once the event is over, inform everyone that they have left the Team
- Inform IT that the event is over and IT to delete the Team

## **Visiting schools**

Pupils and staff from visiting schools attending events are required to sign in and out via Reception. This can be done by the visiting member of staff submitting a list of names to

Reception or event organiser. Whilst on our premises visiting pupils and staff are required to comply with the rules and expectations of the event organisers with regard to safety, access and conduct.

### **Reception Daily Procedure**

The Receptionist should:

- Run through the next day's appointments to mark up the Reception Diary to show who has been risk assessed.
- Report any anomalies to the Deputy Head

### Boarding and Residential Staff Visitor Guidelines

In view of the number of residential properties within the School boundary it is inevitable that several visitors will consist of family or friends of staff, who may remain Access, Security and Visitors either for the day, overnight or for longer periods. The responsibility for such visitors rests with the member of staff being visited. It is important that the host ensures that guests are aware of the restrictions that apply because they are visiting a school.

#### Visitors should be advised that:

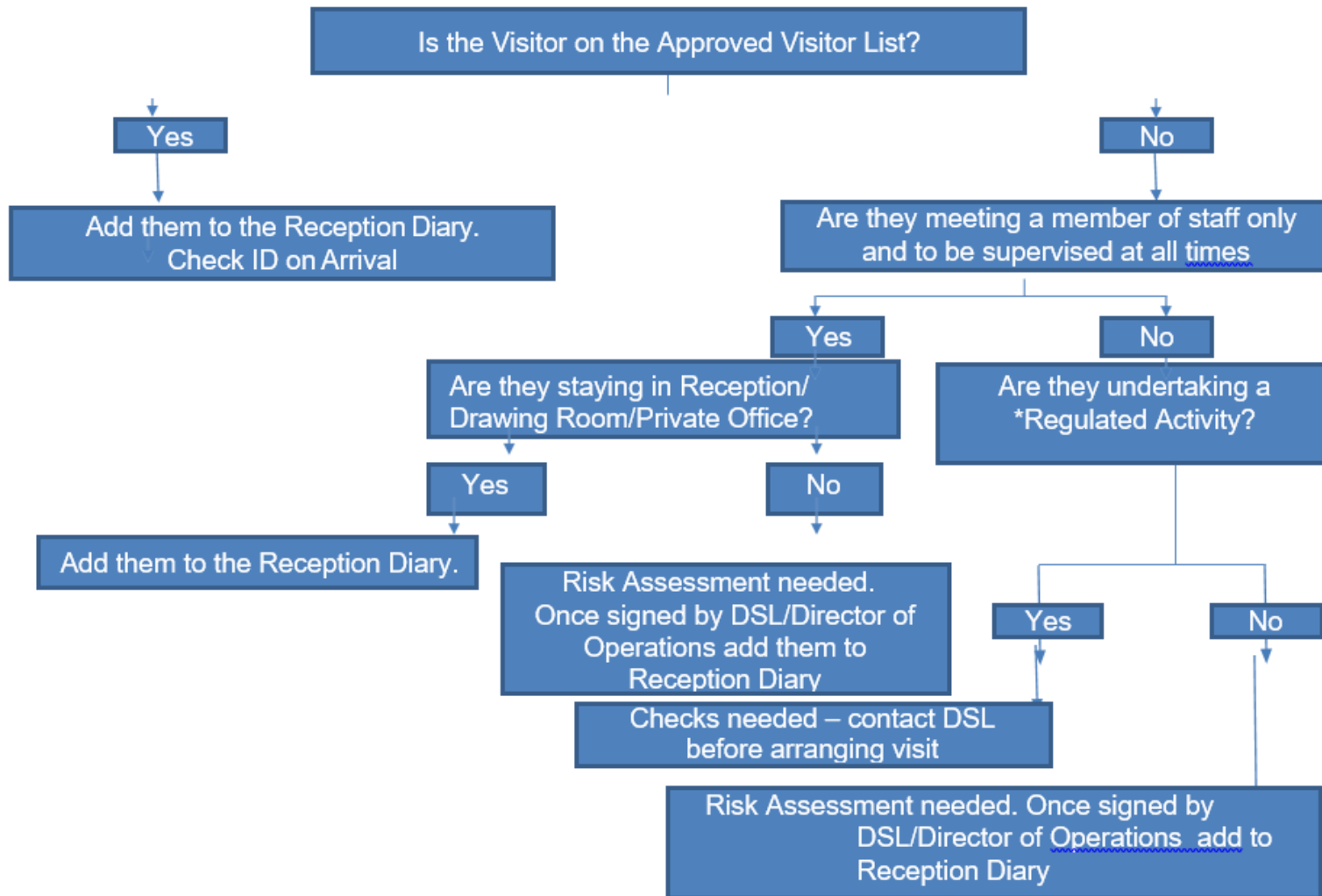
- where there is not an external entrance they must be escorted from the door of the boarding house to your accommodation and back again.
- they must not attempt to enter the areas designated for the boarders unescorted.
- they must wear a red visitor's lanyard and be escorted if they visit anywhere in the school apart from their host's accommodation. The exceptions to this are at the beginning and end of terms when luggage is being moved in and out of their daughter's room; in this instance House staff are aware of visitors and will maintain a presence in the House whilst visitors are moving luggage in and out.
- it is essential that all resident staff ensure that visitors are aware of the need to observe the School's safeguarding requirements

#### Malvern St James procedure:

- If you are expecting a visitor you must inform the Director of Boarding
- You must make sure that the visitor is entered onto the visitor's spreadsheet located on the boarding shared area. Please ensure that the time and date of arrival and departure is entered
- If visitors are on the premise for a significant amount of time or overnight, they must be checked on the Children's Barring Service (List 99)
- All adult resident family members must undergo an Enhanced check for regulated activity by the Disclosure and Barring Service (DBS) and undergo Safeguarding Training
- All regular visitors to site must undergo a DBS check and undergo Safeguarding Training
- If a member of staff has a visitor from abroad who is staying for more than 4 days they must provide police clearance from their country of residence

Appendix 2


Visitor Policy - Flowchart



**\*All REGULAR work for schools with opportunity for contact with children is REGULATED.**

## RISK ASSESSMENT – SAFEGUARDING CHILDREN FROM VISITORS (accessible as Wufoo form on Firefly)

### Appendix 2b



**MALVERN ST JAMES**  
Girls' School

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### Risk Assessment

Safeguarding Children from Visitors

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Department

Form Completed By


Date Completed  
 /  /    
DD MM YYYY

Name of: Visitor / contractor / sports coach / volunteer

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### Children at Risk

Details of work, proximity to children and timings/duration:

Date  
 /  /    
DD MM YYYY

Times

Location

#### Other Details

#### Control Measures

##### SUPERVISED VISITORS

##### Notes:

1. This Risk Assessment should be completed in advance of visitor arrival. If not they may be refused entry.
2. If your visitor is presenting e.g. at an Assembly please attach copy of slides.
3. If your visitor is coming frequently or requires unsupervised access, they will need to have a DBS and be checked against List 99 – contact Julia Moore for more information.

DBS needed. Contact Julia Moore

4. Some contractors such as Photocopier Engineers will have their own DBS. If so ask them to bring together with photo ID for copying and checking.

DBS / Photo Id Current/ Children's Barred List ( List 99) and checked by Julia Moore

To work without DBS and supervised / chaperoned by: \_\_\_\_\_

To be informed about mobile phone procedures and fire procedures by \_\_\_\_\_

##### Please tick when all checks have been completed:


DBS needed. Contact Julia Moore

DBS / Photo Id Current/ Children's Barred List ( List 99) and checked by Julia Moore

To work without DBS and supervised / chaperoned by: \_\_\_\_\_

To be informed about mobile phone procedures and fire procedures by \_\_\_\_\_



<b>Authorised by</b>	Resolution of THE SCHOOL COUNCIL
<b>Signature</b>	
<b>Date</b>	14 October 2020

<b>Effective date of the policy</b>	14 October 2020
<b>Review date</b>	September 2021
<b>Circulation</b>	Members of School Council / teaching staff / all staff / parents / pupils [on request]