



Visitors Policy and Procedure

S McCormick

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1. Introduction

Ernulf Academy assures all visitors a warm, friendly and professional welcome, whatever the purpose of their visit. The school has a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This duty of care incorporates the duty to safeguard all pupils and staff from subjection to any form of harm, abuse or nuisance.

It is the responsibility of all staff to ensure that this duty is uncompromised at all times.

In performing this duty, the school 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 procedures.

Failure so to do may result in the visitors' escorted departure from the school site.

This policy applies to:

- All staff employed by Astrea Academy Trust
- All external visitors entering the school site during the day or for after school activities (including volunteers, peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
- All trustees and governors
- All parents and volunteers
- All pupils
- All other education related personnel (e.g. Advisors, Inspectors)
- Building & maintenance and all other independent contractors visiting the school premises. Independent contractors who may transport students on minibuses or in taxis

2. Protocol and Procedures

Visitors to Ernulf Academy

All visitors to the school may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors list displayed in the main reception area). They must follow the procedure below:

- All visitors must report to reception. **No visitor is permitted to enter the school via any other entrance under any circumstances.**
- Whilst using the intercom to gain access all visitors will be asked to identify themselves and who they are due to be visiting. All visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- Visitors should not arrive without a prior appointment.
- All visitors (including delivery personnel who have to enter the school building) will be asked at all times to sign and fill in all appropriate details using the virtual sign in system in reception
- **All visitors will be required to wear an identification badge and lanyard– the lanyard and badge must remain visible throughout their visit.**
- Visitors on the approved visitor list will be given a badge with a **green lanyard**. To be added to the approved visitor list we will need to have seen the original DBS certificate with photo ID or have received a letter of assurance from the visitors employer prior to the visit.
- Visitors without a DBS will be given a badge on a **red lanyard** and will then be escorted by a member of staff to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site. **The visitor must be accompanied by a member of staff AT ALL TIMES**
- Visitors who are employed by the Trust (Central Team ONLY) must sign in at reception and wear their Trust ID and lanyard.
- **For all planned visits to the school staff must complete and submit a 'Visitor planning checklist' to the Operations Manager, at least two weeks in advance (see Appendix 1)**

- From time to time we ask pupils to be ambassadors for their school and conduct visitors' tours for example for prospective pupils and their families or people of importance. All pupils who conduct tours will do so in pairs and will be given prior training so they may recognise how to keep themselves safe.

3. Approved Visitor List

The school will hold an approved visitor list for visitors who frequently visit the school site to undertake work within the school (including contractors and supply staff who must wear company identification and a green visitor lanyard).

To qualify for this list the visitor must have demonstrated, prior to the visit that they have a current clear enhanced DBS check and where applicable (i.e. in the absence of appropriate employer's declaration) a copy of this has been seen by the Safeguarding Lead or school HR representative).

Visitors on the Approved List MUST follow the same procedures on entry to the premises (i.e. come to reception and sign in).

4. Visitors Departure from the School

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

- Sign out using the virtual system in reception
- Return the visitors badge to reception

5. Unknown/Uninvited Visitors to the School

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 on the school site. They should then be escorted to reception to sign in via Inentry and be issued with an identity badge. The procedures under Visitors to the School above will then apply.

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a Senior Leader should be informed promptly. If an unknown/uninvited visitor becomes abusive or aggressive, the lockdown procedures should be activated and the police contacted immediately.

6. Governors and Volunteers

- All governors and trustees must have a DBS.
- Governors and trustees should wear a green lanyard
- Please note that governors and trustees should sign in and out using the virtual system in reception

7. Volunteers and work experience

New volunteers and work experience pupils will be asked to comply with this policy as part of the induction process.

8. Visitor Conduct

Staff at the school have the right to work in a safe and respectful environment. As adults, visitors to the school are role models for pupils. In line with our Academy values, it is expected that visitors to the school

act courteously and with respect. Visitors are therefore expected to conduct themselves in an appropriate manner when interacting with any members of the Academy community on and off site.

We ask that visitors recognise that our resources are limited, and we cannot arrange impromptu meetings with staff.

The school will not tolerate shouting, abusive or aggressive behaviour. Where visitor conduct does not comply with school expectations, visitors may be asked to leave the site. In exceptional circumstances, this may lead to a ban or police involvement.



VISITOR PLANNING CHECKLIST

This form must be completed for all visitors to the Academy and authorisation must be obtained from your SLT link.

Visitor proposal outline: Please complete **at least 2 weeks** prior to any visits.

Visitor Organisation and Full Name

Visitor Primary & Secondary Point of Contact

1.1 Date & Time of Visit:

	Arrive	Depart
Date		
Time		

1.2 Number of Visitors:

1.3 Purpose of Visit (Educational Aims, Curriculum Links, Year/Class visiting and other comments):

2.1 Visitor Requirements:

Has a room been booked for the planned meeting/presentation? Yes/No

Will your visitor require ICT support/Resources? Yes/No

If Yes, please give details:

(Please ensure you log a request to the IT Technician)

Will your visitor require refreshments? Yes/No
completed? Yes/No

If Yes, has a catering request been

2.2 Is the visitor DBS Cleared? Yes/No **If no, the visitor must be escorted at all times whilst on site.**

N.B. Ensure that the visitor provides photo ID and the original DBS certificate upon arrival at reception. These will need to be presented to the Operations Manager for approval.

Please gain the Operations Manager signature to show that all initial planning requirements have been met.

I confirm that all initial planning requirements are met.

Operations Manager Signature: Date:

N.B. THIS FORM MUST BE COMPLETED AND SUBMITTED TO THE OPERATIONS MANAGER AT LEAST TWO WEEKS PRIOR TO THE PROPOSED VISIT.