

Date ratified at Full
Governors
6 July 2023



Review
Resources
Committee

VISITORS POLICY

NOTRE DAME HIGH SCHOOL

**Part of St John the Baptist Catholic Multi Academy Trust
Company No: 7913261
Registered Office: Surrey Street, Norwich NR1 3PB**

THE SCHOOL MISSION STATEMENT

*I have come so that they may have life and have it to the full
(John 10:10)*

We are a joyous and inclusive Catholic school, inspired by the love of God and the teachings of Jesus, specifically faith, hope, forgiveness and peace.

Our community is committed to a rounded education that develops knowledgeable, morally informed and compassionate young leaders.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact the Company Secretary on 01603 611431 and we will do our best to help.

Notre Dame High School

Visitors Policy

1. Introduction and General

- i. The School has a duty to keep all those in its community safe and in order to do this there must be a protocol to follow when visitors are:-
 - Invited to the School
 - On the premises
 - Leave the premises
 - Phone the School
- ii. Visitors may come to the School for a variety of reasons – for example
 - As a parent visiting a teacher or other school staff
 - To take a club or activity
 - To speak to a class or assembly group
 - As a contract worker
- iii. For whatever reason a visitor comes to the School, procedures will need to be in place and parameters clear to all. Therefore this policy also relates to unwanted visitors - such as people who may turn up or phone the School on an 'ad hoc' basis demanding to see or speak to people.
- iv. Violent or aggressive behaviour towards staff (in person or over the telephone, or by any other means) cannot be tolerated and may result in police involvement if appropriate.
- v. Staff have been advised to issue a warning that a telephone conversation may be terminated if the caller continues to be aggressive or abusive, prior to ending the call.

2. Visitor Procedures for pre-arranged visits

- i. All visitors' names and the reason for their visit must be noted in the 'School Visitors Book' in reception and, if they are volunteers, also in the Volunteers Book or the Governors' log book for visiting Governors.
- ii. The visitor will be given a badge, which they must wear at all times whilst on the premises. The badge is to be returned to the main reception just prior to departure. If the Visitor has arrived by a vehicle, which is parked on the School grounds then the number plate must be given in at reception on arrival. In an emergency, or where there is no access to reception there is a sign-posted letter box located in St Julie's building, next to the blue external door near reception, where lanyards can be posted. The time of arrival and departure of the visitor should be noted in the Visitors Book and, if they are governors, Governors' log book respectively. If reception staff are not available then the teacher or staff member organising the visit should note the time of arrival/departure down. Visitors will register at the main reception on the Electronic Signing-in System during the school hours (between 8am and 4pm) and in the Visitors Book (hard copy) outside of the school hours (before 8am and after 4pm) in term time. The Visitors Book will be used during non-term time.

iii. ID Badges are as follows:

- Visitors – will be issued with a visitors badge
- Volunteers – will be issued with a regulated volunteer badge
- Trainee teachers – will be provided with a Trainee NDHS badge
- Peripatetic Music Teachers – will be provided with a regulated Music Teacher badge
- Supply Teachers - will be provided with a regulated Supply Teacher badge
- Staff and Governors – are issued with staff/Governor badges

ID Badges Lanyards are colour coded as follows:

- Black – Staff/Governors
- Turquoise Blue – regulated – can move around the site unsupervised
- Red – must be always supervised

iv. Photo badges are issued to all visitors on arrival.

v. The visitor's badge displays the following information:

'In the event of the fire alarm sounding leave the building by the nearest exit and make your way to the lower playground.'

vi. If a fire alarm does sound (indicated by a continuous ringing) then the visitor should walk calmly, and **in silence**, and report to the office staff on the Lower School Playground by St Mary's building.

vii. All types of Visitors need to comply with the current DBS regulations as relevant.

viii. All visitors are made aware of the Designated Safeguarding Officers whose photographs are prominently displayed at Reception.

The school's 'Safeguarding and Child Protection Policy Quick Guide', a handy guide to the practical essentials of implementing Safeguarding and Child Protection at Notre Dame, which details Designated Safeguarding Officer's, procedures, and expectations, needs to be handed to all visitors on arrival.

ix. A copy of this policy is available at reception.

3. Visitors to Classes

i. Notre Dame High School recognises that visitors in the classroom are valued for their different perspective and expertise. However, staff must be vigilant in assessing the background of individuals before committing the school to any involvement. Visitors must have had an enhanced Child Workforce DBS if they are to engage with pupils in a lesson-type activity, otherwise the staff need to supervise visitors whilst on school site. This needs to be checked prior to visit and shown on their arrival to reception.

ii. Main Reception needs to be notified of all visitors in advance, including the date and

time of the visit. Staff need to give names of visitors to Reception in advance to enable Reception to email staff electronic Visitor Booking Form for completion by return.

- iii. The staff member should consider how the visitor can add value in developing and supporting young peoples' education. It is important that all parties are clear about the purpose of the visit to prevent misunderstandings, particularly in view of the fact that Notre Dame is a Catholic High School.
- iv. The visitor's aims and values should reflect those of the whole school and the department that they are visiting.
- v. The visitor should outline the content of the material prior to the visit.
- vi. All staff should check with their Head of Department before inviting visitors into the School.
- vii. Some subjects have specific guidelines which must be followed - this is particularly so with regards to Sex and Relationships Education. (See list of policies below).
- viii. Visitors offering counselling/support to pupils will be vetted, have an enhanced child workforce DBS, undertake NDHS Safeguarding Training and work within the school policies, and follow the Protection of Children Act 1999. The agencies must provide copies of their own guidance and procedures where relevant. The Supply Agency must provide written confirmation to the Cover, Lettings and Events Manager that all pre-employment checks have been undertaken including the right to work, and enhanced child workforce DBS check. Further to that on their first day at NDHS, visitors supporting pupils, need to show photo ID and DBS certificate to reception on arrival.
- ix. Consultation with parents is also a consideration as well as keeping them informed of visits. There may be incidences where parents might like their child to be withdrawn.

4. After School Clubs/Extended Schools

- i. Organisers and leaders of After Schools Clubs and Extended Schools activities must ensure that they have read and are familiar with the school Site Security Policy, Health and Safety Policy, Safeguarding Policy, Fire Procedure, and any procedures in the event of an emergency.
- ii. All After Schools Clubs and Extended Schools activities must be organised through the Cover, Lettings and Events Manager.

5. Negotiating a visit

- i. When negotiating a visit with the School the visitor should be made aware of the school ethos and the expectations of visitors to the school. Information regarding Safeguarding and Child Protection is available at Reception.
- ii. Where space is required by or for the Visitor, an "Event in School" Application Form (available in the Staff Workroom) must be submitted in advance to the Cover, Lettings and events Manager for authorisation of the visit/activity, so that arrangements can be put in place for the visit/activity.

- iii. Where lettings of school premises are involved, the Cover, Lettings and Events Manager should be informed. Where charges may be incurred, prior agreement on costs should be sought from the Cover, Lettings and Events Manager. Main Reception needs to be notified of all visitors in advance, including date and time of the visit.

6. Phone Calls made to School by potential visitors

- i. Reception should take the name and number of visitors/agencies phoning the School and email the staff.
- ii. It is to be made clear to callers that staff will phone back at a time convenient to them, and only if deemed necessary.
- iii. If staff are expecting a phone call and wish to speak to someone then staff should let reception know.
- iv. The school may require independent verification of the caller's identity and will call back if appropriate.

7. Contractors

- i. 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 students or staff while the school is in operation.
- ii. 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.
- iii. 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.
- iv. If the school is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the school's Designated Safeguarding Officer or another safeguarding officer.
- v. It is recommended that the Trust's Facilities Manager confirms receipt and understanding of the School's Safeguarding (Child Protection) procedures from the Contractor. It will be the responsibility of the Trust's Facilities Manager to ensure, in respect of contractors coming onto the school site, that their activity is carefully supervised and monitored to ensure that the policy is strictly adhered to.
- vi. Notre Dame High School makes it the responsibility of the Trust's Facilities Manager to ensure in respect of contractors coming onto the school site that their activity is

carefully monitored to ensure that the policy is strictly adhered to.

vii. 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 photo identification.

viii. 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 students 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.

8. Uninvited Visitors to School

- i. If an intruder comes onto the premises then the office staff should be alerted immediately. A member of the school Site Team and a member of the Leadership Team should be contacted and they will identify and assess the risks.
- ii. The intruder will be questioned and may be escorted off the premises.
- iii. Alternatively, if school staff consider that the individual(s) is/are on school premises for a genuine reason, they will be escorted to reception and signed in as above.
- iv. The school will establish and maintain close liaison with the local police. Procedures are in place to enable the police to be called and to respond promptly when incidents occur. The school will work with the Police to confirm the circumstances in which they will pursue a prosecution against an assailant.
- v. If a visitor turns up to talk to a member of staff without an appointment then they should usually be sent away having been told to make an appointment. If in doubt contact the Pastoral Office staff. The visitor may leave appointment times with the office staff who will pass these times onto a relevant staff member.

9. Visitors who display inappropriate behaviour

- i. The office should be alerted and the visitor should be escorted immediately to reception where help should be sought from a member of the Leadership Team. If

necessary the police should be called.

ii. The incident should be recorded and details passed onto the Leadership Team.

10. Other related policies/documents

- Site Security Policy
- Health and Safety Policy
- Fire Procedure
- Anti-Bullying Policy
- Sex and Relationships Education for Life Policy
- Drugs Education and Substance Abuse Policy
- Safeguarding (Child Protection) Policy
- Behaviour for Learning Policy
- Home School Agreement
- Attendance Policy
- Special Educational Needs Policy
- Lettings Policy
- Visitor Booking Form

