

Policy Number: 13		
Title: Visitors policy		
Compiled by: Lucie Edwards		
First Issue Date: 8 th June 2010		
Responsibility of: Blue Nolan, CSO		
To be reviewed: November 2020		
Reviewed Date:	Version:	Changes:
November 2019	0.1	<ul style="list-style-type: none"> • Front page changes. To included 'version number' and 'documented changes'. • Sec 10; Change to parent access to car parking near residential houses (Mansell, Murray and Sixth Form). A new traffic barrier has been installed, reducing traffic in pupil occupied areas. No unauthorised vehicles are allowed passed this point. • New Deliveries section 34-38; This section should bring the policy in line with the National Minimum Standards (NMS), Standard 14.4.

Contents

Policy Statement	3
Policy responsibility	3
Aim	3
Objective	3
General requirements for visitors	3
Visitor arrival	4
Visitor departure from school	5
Where and to whom the policy applies	5
Vehicles and parking	5
Access levels	5
Visitors to facilities within Mary Hare	6
Identification badge colours	6
Private visiting time with pupils	7
Pupils invited to leave the premises	7
Unknown/Uninvited visitors	7
Deliveries	8
Arlington Manor Site	8
Mill Hall Site	8
Residential Houses	8
Blount Hall	8
Arlington Arts	8
Contractors	8
General practice	8

This policy and procedures should be read in conjunction with other related school policies, including:

- Child Protection Policy.
- Health and Safety Policy.
- Site Management Policy.

Date ratified by Governors: 6/11/19

Signed:



MARY HARE SCHOOLS VISITORS POLICY

Policy Statement

1. The Governing Body assures all visitors a warm, friendly and professional welcome to Mary Hare Secondary School and Mary Hare Primary School. 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 from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Governing Body and senior staff to ensure that this duty is uncompromised at all times.
2. In performing this duty, the Governing Body 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 visitor's escorted departure from the school site.

Policy responsibility

3. The Site Management Group are responsible for the implementation, coordination and review of this policy. The school's Designated Safeguarding Lead sits on this group, with the Facilities and Estates Manager, representatives from Care, Development Office, Education and Finance. All breaches of this policy and the procedures within must be reported to this group.

Aim

4. To safeguard all children under the school's responsibility both during school curriculum hours and residential hours, including any activities arranged by the school. The ultimate aim is to ensure the safety of the children, allowing them to learn, enjoy and progress in an environment where they feel safe and secure.

Objective

5. To have in place a clear protocol and procedure for the admittance of external visitors to the school which is understood by all staff, governors, visitors and parents and conforms to child protection and safeguarding guidelines.

General requirements for visitors

6. A visitor is defined as any adult person (over the age of 16) seeking to enter the School premises who is not a pupil, employee of the school or the immediate families of resident staff.
7. Visiting members of the public to the Arlington Arts Centre, see section below; *Visitors to facilities within Mary Hare.*

8. Whenever possible, visitors should obtain authorisation from the school in advance, visits may be prohibited at certain times, for example when important examinations or other assessments are being conducted, or during an emergency exercise or situation.

Visitor arrival

9. All visitors to the school may be asked to bring formal identification with them at the time of their visit, to be shown when signing in at reception, or shown to a member of care staff when entering a residential house.
10. Visitors to the secondary school, are requested to use the main school driveway, located off the Old Oxford Rd, near the M4/A34 junction, following the signs to the visitor parking spaces (located in car park one) outside the main manor house and reception. Parents wishing to directly visit one of the residential houses, can park in the appropriate car park near to the desired house. Please note there is no visitor vehicle access for Mansell and Murray House.
11. Visitors to the Primary site, are to enter the main gate and park in front of the School.
12. All visitors during 08:00-17:00 must follow the procedure below:
 - Once on site, all visitors must report to reception first. No visitor is permitted to enter the school via any other entrance under any circumstances.
 - At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
 - All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times making note of their name, time of arrival and departure, organisation, who they are visiting and their car registration.
 - All visitors will be required to wear a visitor identification badge – the badge must remain visible throughout their visit.
 - All visitors to our school, either as a supply teacher, agency worker or someone who has come to work with our children in any capacity, will be given the school's Child Protection Procedure Leaflet at reception.
 - Visitors will then be escorted 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 not be allowed to move about the site unaccompanied.
13. All visitors after 17:00, or parents visiting the residential houses must follow the procedure below:
 - Once on site, all visitors must report to the care office of the residential house, or make themselves known to a staff member. No visitor is permitted to enter the school via any other entrance under any circumstances. Parents and visitors must not be allowed to move about unaccompanied.
 - All visitors apart from parents will be required to wear a visitor identification badge – the badge must remain visible throughout their visit.

Visitor departure from school

14. On departing the school, visitors MUST leave via reception (during the school day) and:
- Enter their departure time in the Visitors Record Book alongside their arrival entry (if arriving before, but leaving after 17:00, the Visitors Record Book will be located in the Manor care office).
 - Return the identification badge to reception.
 - A member of staff should escort the visitor to the car park (ensuring the visitor does not re-enter the school site, potentially breaching security).
 - Arriving after 17:00, visitors and parents leaving the residential houses should inform staff of their departure.

Where and to whom the policy applies

15. The school is deemed to have control and responsibility for its pupils anywhere on the school site (i.e. within the school boundary fence), during normal school hours, during after school activities, in the residential hours and on school organised (and supervised) off-site activities.
16. The policy applies to:
- All staff employed by the school.
 - All external visitors entering the school site during the school day, residential hours or for after school activities (including therapists, sports coaches, and topic related visitors e.g. artist, musicians).
 - All governors of the school.
 - All parents and volunteers.
 - All pupils.
 - Other Education related personnel (County Advisors, Inspectors).
 - Building & Maintenance and all other Independent contractors visiting the school premises.
 - Independent contractors who may transport students on minibuses or in taxis.

Vehicles and parking

17. Parking for visitors is strictly restricted to the main school car park unless permission is granted to park in other areas around the school which will be authorised prior to the visit, or for contractors, by the Facilities and Estates Department.
18. Staff cars should display a Mary Hare parking sticker and be parked in the allotted staff parking areas.

Access levels

19. With the exception of residential houses, which are strictly controlled by coded key pad entry systems, access for visitors to other areas is dependent upon individual circumstances and staff guidance either opening or closing doors and a need for constant vigilance.

20. Security access at Mary Hare is managed in three key areas:
- Residential Houses – There must be no unrestricted public access when students are present. ALL visitors and parents should be accompanied by a member of staff.
 - Academic Areas – Such as meeting rooms, therapy rooms, classrooms, the school grounds, or the library, where visitors may be present, should be accompanied by a member of staff or designated guide.
 - Public Areas – Such as Arlington Arts or organised use of the swimming pool, visitors may be present and unaccompanied. NO ACCESS to academic, or residential buildings/areas.

Visitors to facilities within Mary Hare

21. Visitors using the swimming pool facilities under the management of *Swim Expert, operating under the HydroKidz banner*, a swimming education company. An agreement is in place, covering parking and access to the site. Information regarding this is given at the time of booking the facilities and there are clear signs directing users to the car park.
22. Other users of the facilities, request use through the Site Management group and are subject to agreements, which cover parking and access to the site. Information regarding this is given at the time of booking the facilities and there are clear directions to car parking.
23. Access to the school grounds by users of the Arlington Arts Centre is managed by signage clearly marking areas not accessible to the public. Visitors should follow signs to Arlington Arts reception. As part of the terms and conditions of booking a ticket to a live event at the arts centre, visitors are not to seek access to areas beyond the centre and associated parking facilities. This is included on the terms and conditions page on the Arlington Arts website, the booking information printed in all season event guides and is included on the reverse of all tickets. Staff are directed to challenge anyone not wearing a visitor's badge, encouraging visitors to return to the appropriate areas. This would include Arlington Arts guests found elsewhere on site.
24. Other visitors to Arlington Arts, who are not ticket holders, are required to sign in to their Visitors Book and are issued a yellow lanyard visitors badge.

Identification badge colours

25. At Mary Hare, we have three different colour lanyards to identify trusted adults and visitors, they are as follows:
- **Blue** – Mary Hare staff and trusted adults that have a current DBS check and are registered on our central Record.
 - **Yellow** – Visitors (including, but not exhaustive; educational professionals, LEA representatives, inspectors). Where possible, pupils should be introduced to visitors by a member of staff wearing a blue lanyard.
 - **Red** – Training department students and lecturers. They have no interaction with our children and young people, unless accompanied by a member of staff at all times.

Private visiting time with pupils

26. Each house has quiet areas where families may visit pupils. If a visitor who is not a member of the immediate family wishes to spend time alone with a pupil, parental consent must be given. If parents cannot be contacted, the visitor is not allowed private access to the pupil.
27. Visitors are asked to visit at reasonable times. If any situation arises that care staff feel unable to manage, the Head of Care, Vice Principal or Principal should be consulted.

Pupils invited to leave the premises

28. Parents wishing to spend time with their son or daughter away from the premises, must inform care staff of their intention and are recommended to return the pupil by 21:00. Once on site the above 'visitor procedures' must be followed. Pupils invited to leave the premises with a visiting friend or another pupil's parents must have parental consent for this to happen. If parents cannot be contacted, the pupil is not allowed to leave the premises.

Unknown/Uninvited visitors

29. Any visitor to Mary Hare who is not clearly wearing an appropriate identity badge should be politely challenged to enquire who they are and their business on the school site.
30. For example; "Can I help you?", "Can I direct you to the main reception, who are you here to visit?". They should then be escorted to reception to sign the visitors book and be issued with an identity badge, or returned to the appropriate location such as, Arlington Art, or the swimming pool. The procedures under 'Visitor arrival' above will then apply.
31. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a senior member of staff should be informed promptly. The senior member of staff will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they should be politely asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.
32. Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. Therefore, trespassing on the premises does not constitute the offence in itself.
33. It is the responsibility of ALL employees to verbally and respectfully challenge any individual on the school campus who is not wearing a staff or visitors' I.D Badge.

Deliveries

Arlington Manor Site

34. All deliveries (other than to Blount Hall and Arlington Arts; *See below*) report to reception during the working day 08:00 – 17:00. Deliveries are stored at reception for collection, or the Visitor arrival procedure is followed as above, ensuring delivery drivers are under sufficient staff supervision. Reception will email the recipient, with all deliveries being signed for internally at collection.

Mill Hall Site

35. All deliveries (Inc. Arlington Laboratories) report to reception during the working day 08:30 – 16:30. Deliveries are stored at reception for collection, or the Visitors arrival procedure is followed as above, ensuring delivery drivers are under sufficient staff supervision. Reception will let the recipient know their delivery is ready for collection, with all deliveries being signed for internally at collection.

Residential Houses

36. Residential Houses do not require deliveries outside the working day, apart from organised take-away food evenings. Staff and pupils are to follow the guidance below to safeguard against unauthorised visitors and unsupervised access to residential houses and children:
- Take-away orders are restricted to Saturday (for all houses), Tuesday and Thursday (Sixth form only) and some special occasions such as; birthdays and ends of term.
 - You must order through the staff and use cash only (no cards).
 - You are not permitted to use ordering apps such as; Just Eat and Deliveroo. Pupils suspected of not using the correct procedure will not be able to order in the future.

Blount Hall

37. Deliveries to Blount Hall are made directly to the rear door of the kitchen, which is in a restricted area for all pupils. The delivery is controlled by the Head of Catering or nominated kitchen staff.

Arlington Arts

38. Deliveries to Arlington Arts are directed through the Arlington Arts reception. Depending on the nature of the delivery, visitors are provided with a yellow visitor's badge and are accompanied by a member of Mary Hare Staff during the delivery.

Contractors

39. Contractor visits are controlled by the Facilities and Estates Department. See Contractors code of conduct.

General practice

40. Mary Hare Schools both have an open campus. The following practice is in place to minimise the risk of unauthorised visitors:
- Pupils are educated about 'Stranger Danger' and posters are visible in all houses supporting this.

- Pupils are informed of the 'Out of Bounds' areas on campus, through education, signs and posters. Sanctions are in place for any breaches of this.
- Staff routinely monitor the external areas of the campus, including areas that are out of bounds.
- Staff who live in on-site accommodation are made aware that any personal visitors must not be unsupervised on campus.
- There are no persons living in the same premises as pupils that are not employed by the school.

