



Policy Reference H08

Visitor and Contractor Policy

Every school within Cumbria Futures Federation aims to provide a safe and hardworking environment where every child can be successful, whatever their abilities.

Our Values

- Courage and Compassion
- Inclusion and Equality
- Respect and Courtesy
- Optimism and Perseverance
- Forgiveness and Tolerance
- Ambition and Achievement

Version No	Author/Owner	Date Written	Note of amendments made	Authorised by	Date
01-2018	JR	August 2018	New policy created from model policy plus elements from Beacon Hill and Solway's existing policies		

Policy Summary

- Before allowing visitors into any of our Schools, staff must ensure that the identity of any visitor has been confirmed by checking of photo ID badges or otherwise checking with an appropriate person or organisation (e.g. contacting the company head office, parent or member of staff expecting the visitor, if that visitor is already known to them).
- All visitors must be issued with a Visitor Badge, and their attention must be drawn to the health and safety information on the rear of the badge.
- Visitors may be unaccompanied only if we have previously received confirmation from their employing organisation that they have had a DBS check, and the school is willing for that person to be in the school unaccompanied. They will receive a blue visitor badge.
- All other visitors will receive a red visitor badge, and must not be left unaccompanied at any time.
- All contractors carrying out work in the School should be met and a site induction carried out by the Site Manager or Business Manager before work commences.

Introduction

The purpose of this policy is to safeguard all pupils, teachers, support staff, governors, parents, visitors and on-site contractors while they are on the school premises.

The ultimate aim is to ensure that pupils, teachers, support staff, governors, parents, visitors and on-site contractors can enjoy an environment where they are safe from harm.

The Policy applies to:

- All teaching and support staff employed at the school
- All external visitors entering the school site during the school day or for after school activities (including peripatetic tutors).
- All parents
- All pupils
- Building maintenance contractors

Visitors Invited to the School

- a) Before a visitor is invited to the school the Headteacher or a Senior Member of Staff must be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time of the visit. Permission must be granted by the senior member before a visitor is asked to come into school. Staff will provide details of visitors to the main office.
- b) Maintenance contractors will primarily be engaged to work during out of school hours. They must meet with the Site Manager or Business Manager when they arrive on site. They must complete the Contractors Induction and be shown the Asbestos Policy for the school, approve hot works and issue permits. Contractors should also supply a copy of their insurance documents prior to commencement of work. All contractors carrying out emergency work during term time will be accompanied by site staff at all times. The process for engaging and managing contractors onsite is detailed in the Contractors and Works On Site Policy.
- c) Visitors must report to the main school reception first. They must not enter the school via any other entrance. This will include excluded or suspended pupils who are escorted by staff when on site.

- d) At reception, all visitors must report to a member of Office Staff and must state the purpose of their visit and who has invited them. This will be verified by the receiving member of staff. The receiving member of staff must ensure that they have confirmed the identity of the visitor. For example, for a contractor, the receptionist will confirm identity via a company ID badge, or by ringing the company head office. If the visitor is a member of a pupil's family who is unknown to the office, their identity should be verified by the parent of the pupil.
- e) All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times. Vehicle registration numbers must be noted in the visitor book.
- f) All visitors, including contractors will be required to wear an identification badge. The receptionist must point out the Health and Safety information on the back of the ID badge. Red badges will be given to members of the public and other visitors. Only regular, checked and vetted visitors will be given a blue badge and be allowed to remain unaccompanied.
- g) Visitors must be escorted to their point of contact by a member of staff (if prior notice of the visit has been received), OR their point of contact will be asked to come to reception to receive their visitor (if the visitor is unexpected).

Visitor Health and Safety Information
<ul style="list-style-type: none"> • As a visitor you have a legal responsibility to care for the Health and Safety of yourself and others. • Any accidents, near misses or defects you observe must be reported to the School Office. • Visitors must be accompanied at all times. • The School operates a no smoking policy.
<ul style="list-style-type: none"> • The fire alarm is a continuous siren. If this should sound, leave the building by the nearest exit and proceed to the assembly point (netball / tennis courts). • Should you discover a fire, operate the nearest alarm, and follow the exit procedure above.

- h) Visitors with red badges must not be unaccompanied unless expressly agreed with the Head Teacher or Business Manager. The visitor's point of contact is responsible for ensuring that the visitor remains with them and adheres to School Health and Safety Policies while on site.
- i) If the alarm sounds all staff must immediately escort their visitors to the assembly point at the rear of school.
- j) On departing the school, visitors should leave via the main school reception and:
- Enter their departure time in the Visitors Book alongside their arrival/ entry.
 - Return identification badge to reception staff.

Unknown/Uninvited Visitors to the School

- a) Any visitor to the school site who is not wearing an identity badge, or if wearing a red badge and unaccompanied, should be challenged politely to enquire who they are and their business on the school site.
- b) They should then be escorted to the main school reception to sign the Visitor's Book and be issued with an identity badge. The above procedures then apply.

- c) In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher and Assistant Headteacher should be informed promptly.
- d) The Headteacher/Assistant Headteacher / Business Manager will consider the situation and decide if it is necessary to inform the police.
- e) If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.

Parent Helpers/Volunteer Staff and Governors

- a) All parent/ helpers, volunteers and Governors must comply with Criminal Records Bureau procedures, completing a CRB disclosure form (if not already held) via the Business Manager.
- b) The School must check all helpers and volunteers CRB certification is in date at the beginning of the academic school year.

Thereafter, procedures as above should apply.

- c) New helpers will be asked to comply with this policy by the member of staff who they first report to when coming into the school for an activity or class supporting role.

Contractors

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 pupils or staff while the school is in operation.

- a) 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.
- b) 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.
- c) Each contractor badge includes a 'code of conduct' card which outlines the code of conduct which should be adhered to while on site.
- d) If the school is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the school Business Manager.
- e) The Business Manager and/or School Site Manager are responsible for ensuring that a site induction, including information about safeguarding, is shared with Contractors who visit the site.
- f) 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 photographic identification.

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 pupils 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.

These and other issues are covered by the Contractor and Works On Site policy.

Staff Development

As part of their induction, new staff will be made conversant with the policy for visitors and asked to ensure compliance with its procedures at all times.

This policy will be available to all staff and parents on the website and also included as part of the Staff Handbook.