

VI. VISITOR POLICY AND PROCEDURES

*Our mission is to develop happy, confident and successful children
who are well prepared for their future.*

ISSR no.	11
Policy Owner	Bursar
Reviewed by Bursar	06.10.25
Reviewed by Headteacher	08.10.25
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Introduction

From time to time, Westbrook Hay School will be visited by people or organisations who fall within various visitor categories. For example: educational visitors, regular contractors, Governors, Inspectors and others.

The purpose of this Policy is to set out the School's obligations when inviting visitors to the School and to set out the standards of behaviour expected from them.

This policy should be read in conjunction with the group's Safeguarding and Promoting the Welfare of Pupils Policy. The procedure the School has put in place ensures that all obligations are met when arranging for a visitor to be on School premises.

Overview

The Prevent statutory guidance expects Schools to have clear protocols for ensuring that any visitors are suitable and are appropriately supervised. This Policy and these procedures have, therefore, taken the Government's Prevent Duty guidance and the School's wider safeguarding obligations into consideration.

(<https://www.gov.uk/government/publications/prevent-dutyguidance>)

General Requirements

A visitor is described as any person over 16 seeking to enter the School premises who is not a pupil, employee or the School or the immediate family of resident staff. Visitors under 16 must be accompanied by an adult.

All visitors should enter the school via the main reception area in the Mansion and sign in at the front desk using the electronic signing in system (Inventry). A visitor's pass will be issued and must be worn and displayed at all times whilst on the School site. Visitors must return the visitors' pass when they leave the school.

Any member of staff must challenge any person they do not recognise and who is not wearing a lanyard or who is attending an event such as a match or parents' evening etc and not in a location of the school which is designated for that event with adequate staff supervision. See the unknown/uninvited visitor section later in this policy.

Procedures

Staff must firstly discuss all requests for visitors with the Headteacher.

Once a visitor has been initially approved, the member of staff organising the visit and the DSL will use the criteria in the following section to determine which category from those listed below the person or organisation falls in to, either:

Level One – Small-Scale, Staff led visits (Meetings, Guest Speakers)

Level Two – Mid-Scale Events (Plays, Coffee Mornings, Nursery Events)

Level Three – Large, uncontrolled Events (Matches, Tournaments, Speech Day, Sports Day)

They must then follow the correct procedure (1-3) as detailed in the next section. It is the responsibility of the person organising the visit to ensure that all relevant members of staff are aware that a visitor is on the School site.

Once a request for a visitor has been approved the member of staff **MUST** advise the Reception team of the name of the visitor and date of the visit.

Categories of Visitors

A visitor is a person or organisation who is not conducting regulated activity .

The definition of regulated activity (i.e. work that a barred person must not do) in relation to children comprises, in summary:

- regular work in Schools with opportunity for contact with children. Not work by supervised volunteers, for example; Teacher or Teaching Assistant (T.A.);
- unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/ guidance on well-being, or drive a vehicle only for children, if done 'regularly' ;
- relevant personal care, e.g. washing or dressing; or health care by, or supervised by, a professional. This applies to any child, even if done only once.

Westbrook + providers and peripatetic teachers , supply teachers and professionals providing personal care (e.g. trained professionals such as therapists, counsellors, nurses) are not visitors as they are carrying out regulated activity and all relevant safer recruitment checks (e.g. DBS) would have been completed prior to their visit.

However, they would show ID on their first visit and be given a grey lanyard to be worn at all times whilst on the premises.

Lanyards can be:

Dark Blue	Staff and Mill Hill Education Group visitor
Green	visitor with pre-approved DBS check (i.e. ISI Inspector) and fully 'onboarded' contractors i.e. peris, Westbrook + providers, catering
Red	visitor with no DBS (must be supervised at all times)

Level 1- Small scale, staff led visits (Meetings, Guest Speakers etc) - Visitor pass but no ID required (unless requested)

The following types of visitor should arrive at the main School reception and sign in using the electronic signing in system (Inventory). Some visitors which fall into this category, for example a social worker or occupational therapist, will be asked to show photo ID. All visitors who fall into Level One will be issued with a visitors' pass and lanyard which they must wear at all times whilst on the School site:

- parents/carers of WBH pupils with an appointment to meet staff in School time;
- former staff/pupils and parents known to someone from the staff;
- INSET speakers
- work experience pupils who are under 18 (e.g. DofE);
- prospective parents (e.g. tours, Open days);
- regular contractors known to the staff (e.g. plumber, electrician, photocopier engineer etc);
- Social Workers, Occupational Therapists etc;
- inspectors (not supervised);
- contractors not known to the staff;
- interview candidates;
- Food Standard Agency;
- photographers.

If Photo ID has been requested the visitor is expected to show original identification documents (valid passport or valid photo card driving licence) upon arrival.

Copies of the documentation must be taken by the member of staff who is responsible for the visitor and they must date and initial the copies as evidence. These copies will be given to the Bursar and retained by the School for our records. If the visitor does not have the required documentation, the Bursar and/or Headteacher should be informed so that the potential risk can be assessed. However, this should have been discussed prior to the visitor arriving at the School.

Visitors in Level 1 may be given a red or green lanyard depending on whether they are DBS checked and this has been seen by the host. If a red lanyard is issued the visitor must be accompanied at all times.

Level 2 Mid-scale Events(Plays, Coffee Mornings, Nursery Events)

These visitors should arrive at the designated entrance which has been communicated with the visitors prior to arrival. The visitors will be met by a member of school staff at the designated entrance (PAC, Lodge, Pre-Prep, Prep etc).

A paper register will be prominently placed at the entrance and a member of staff is responsible for making sure that all visitors sign in.

Wherever possible, a list of attendees should already be drawn up by asking parents if they will be in attendance at the event.

The event name and time of first arrival should be listed at the top of the register.

Each attendee completes the register by providing their own name and their child's name.

- The register fields include:

Event name.....

Arrival time of guests.....

Your name	Your child's name

The register is retained in a dedicated folder (E.g. Event Registers) and maintained by the School Secretary. This physical record helps to deter unauthorised guests and supports post-event audits.

Visitors who are in attendance for a Level 2 event will be supervised by members of staff at all times.

Level 3 – Large, Uncontrolled Events (Matches, Tournaments, Plays, Speech Day, Sports Day)

Visitors attending a Level 3 event will have received pre-event communication either in the form of a Program, Invitation or Email. The pre-event communication is to state 'Event Participant Notice – Photography and Safeguarding Guidelines must be adhered to whilst visiting Westbrook Hay School'.

Staff are to be positioned strategically around the venue to monitor visitor movement and help maintain boundaries and safety, the host is responsible for organising the staff. Staff presence helps ensure attendees remain within designated areas, providing both reassurance and oversight.

Event Participation Notice – Photography and Safeguarding Guidelines

Facilities

Facilities such as **toilets** are clearly marked around the venue—our staff and signage are available to assist if needed. Please ensure that you only use toilets marked for adults.

Venue Boundaries

For your safety and to ensure smooth event operation, please **stay within designated event areas** at all times.

Staff Oversight

Our team will be present throughout the venue to provide guidance, support, and to ensure safeguarding protocols are upheld. We kindly ask that you follow any instructions from staff, particularly in the event of an emergency or if plans need to be adjusted.

Photography & Video

You are welcome to take **photos or videos of your own child for personal use only**. Please **do not share or post any images or footage on social media or other public platforms if other children are visible within the images**.

Visitor Consent

"By attending this event, you agree to full compliance with the above safeguarding protocols."

Designated Safeguarding Lead (DSL)

The school's DSL is Mrs Samantha Taylor. If you have any queries on the above please ask to speak to her or contact her on samantha_taylor@westbrookhay.co.uk

Exceptions - No pass or ID required

The following visitors are exempt from signing in at the Front Office or at a designated entrance and wearing a lanyard:

- Parents/carers of Westbrook Hay pupils or other schools if attending fixtures
- deliveries/post;
- external vendors'/company employees attending WBH events **out of School hours** (e.g. Summer fete stall holders);
- emergency services.

Educational/Visiting Speakers

The School often invites speakers from the wider community to give talks to enrich our pupils' experience. The School recognises the enormous benefit gained by pupils from speakers from all walks of life. Both the School and pupils greatly appreciate the time and effort that Educational/Visiting Speakers put into their presentations.

The School's responsibility to pupils is to ensure that they can critically assess the information that they receive as to its value to themselves, and that such information is aligned to the ethos and values of the School and British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

Educational/Visiting Speakers may also come into school to meet with individual, or small groups of pupils to discuss their transition to their 'next school' or to meet with parents at a coffee morning. Staff must complete an Events & Trips form and a Risk Assessment in line with the Educational Visits Policy - see Staff Handbook/Blank Forms.

On arrival in school the Educational/Visiting Speaker will be managed in the same way as a Level One visitor.

Vehicles and parking

There is a strict speed limit of 10 mph around the site.

There are disabled bays in the main yard, these are clearly marked and are reserved for blue badge holders only.

Most visitors will be directed to park at the front of the School in one of the three marked visitor parking spots.

Disabled Access

Staff inviting visitors on site must enquire in advance if there are any additional mobility needs which will require additional assistance in order for the guest(s) to gain access to the areas of the School, and to be evacuated quickly in the event of an emergency.

Unknown/uninvited visitor

If staff come across a visitor who is not wearing an appropriate identity badge you should politely challenge them as to their business on the School site. If they have failed to sign in please escort them to the main reception. If they have no legitimate reason to be on site they should be politely asked to leave the premises.

Other

Photographs may not be taken without prior permission

Smoking (including e-cigarettes/vaping) is prohibited anywhere on site, including in the holidays.

Mobile phone use is not permitted in any area of the school where pupils are present except in an emergency. This should be explained to visitors by their host prior to their arrival on site.