

# The Willows School Academy Trust



## Visitors Policy

Reviewed: October 2025

Next Review: October 2026

## **Introduction**

The Willows School Academy Trust Governors has agreed this Policy.

The Willows School Academy Trust assures all visitors a warm, friendly and professional welcome to its school, whatever the purpose of their visit.

The Willows School Academy Trust 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 Trust and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Willows School Academy Trust recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The Willows School Academy Trust 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 Academy site.

### **In performing its’ duty to keep its pupils and staff safe there is a protocol to follow for visitors:**

- invited to the Academy;
- on the premises;
- leaving the premises;
- phoning the Academy.

### **Visitors may come to the Academy 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.

For whatever reason a visitor comes to the Academy, 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 Academy on an ‘ad hoc’ basis demanding to see or speak to people.

### **The policy applies to:**

- All staff employed by the school
- All external visitors entering the school site during the school day or for after school activities (including peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
- 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

## **Protocol and Procedures Visitors to the School**

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 as set out below). They must follow the procedure below.

- At times when the security gates are closed, all visitors must stop at the gate and press the call button to gain access to site, explaining who they are and the purpose of their visit.
- 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.

### **Visitor Procedures for pre-arranged visits**

All visitors' names and the reason for their visit must be noted in the 'E-Reception Book' in reception.

The visitor will be given a lanyard which they must wear at all times whilst on the premises. The time of arrival and departure of the visitor, they should sign out of the 'E-Reception Book'. If the office staff have gone home then the teacher organising the visit should note the time of arrival/departure down. The visitor should be made aware that:

- Your safety and wellbeing during your visit are important to us;
- As a visitor you have a legal responsibility to care for the Health and Safety of yourself and others;
- The fire alarm is a continuous siren. If this should sound, leave the building by the nearest exit and proceed to the Academy playground;
- Should you discover a fire, operate the nearest alarm, and follow the exit procedure above;
- Visitors are not permitted in classrooms unless escorted by a member of staff;
- The Willows School Academy Trust operates a no smoking policy.

If a fire alarm does sound then the visitor should report to the office staff on the Academy playground.

### **Visitors to Classes/After School Clubs**

The Willows School Academy Trust 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 Academy to any involvement.

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. The visitor's aims and values should reflect those of the Academy and the class that they are visiting. The visitor should outline the content of the material prior to the visit. All staff should check with their Headteacher before inviting visitors into the Academy.

Some subjects have specific guidelines which must be followed-this is particularly so with regards to SRE (see list of policies below).

Visitors offering counselling/support to pupils should be vetted, work within the Trust policies, and follow the Child Protection Policy 1999. The agencies should provide copies of their own guidance and procedures where relevant. 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.

## Negotiating a visit

When negotiating a visit with the Academy the visitor should be made aware of the following points:

- How the visitors input will fit into the planned curriculum/framework (eg medium and long term plans);
- The Academy and Trust Mission Statement;
- How the work relates to the relevant policies, including acceptable /unacceptable language;
- Whether there are clear guidelines relating to the approach of sensitive issues such as sensitivity, confidentiality and Child Protection;
- The type of audience, outlining how the needs of all young people in terms of their age, gender, disabilities, ethnicity and religious beliefs will be met;
- How the skills and teaching approaches will be used in order to meet the learning objectives and needs of young people;
- The size/number of groups to be involved, range of ability and existing knowledge;
- What space is required by the visitor e.g. classroom, workshop and equipment ready in advance;
- How many sessions will be needed;
- What type of space will be required for the session/s. eg classroom or workshop;
- What the teacher/s role/s will be, eg observation, participation, joint representation, monitoring and evaluating input (***please note that the teacher is responsible for the behaviour and discipline of the young people in their classroom***);
- Procedure if support is required (behaviour/technical);
- That the teacher will take responsibility for the overall delivery of the programme to which the visitor contributes and is present at all times;
- That you have ensured that your input and any issues arising will be subsequently addressed?;
- How will your input be monitored and evaluated and how will you receive feedback?;
- Written confirmation of what has been agreed with copies of relevant policies should be forwarded to the visitor prior to the agreed date of visit;
- Charges incurred if relevant

## Governors and Volunteers

All Governors and volunteers should sign in and out using the 'E-Reception Book'.

New governors will be made aware of this policy and familiar with its procedures as part of their induction. This is the responsibility of the Headteacher, Chair of Governors or Clerk to Governors. New volunteers will be asked to comply with this policy by staff they first report to when coming into school for an activity or class supporting role.

## Staff Development

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

## Visitors Departure from School

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

- Enter their departure time in the 'E-Reception Book' alongside their arrival entry
- Return the identification badge to reception
- A member of staff should escort the visitor to the staff car park (ensuring the visitor does not re-enter the school site, potentially breaching security).

## **Phone Calls made to the Academy/Trust by intending visitors**

The Academy Office should take the name and number of visitors/agencies phoning the Academy Trust and place a note on the record of contact sheet. It is to be made clear to callers that staff will phone back at a time convenient to them. If staff are expecting a phone call and wish to speak to someone then staff should let the Academy Office know.

## **Contractors**

Contractors include people engaged to perform work who are not directly employed by the Academy/Trust. 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.

It is important that good lines of communication between the Academy and contractor are established *before* work commences to ensure that health and safety issues and supervision are appropriately managed.

*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 Academy'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.*

If the Academy is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the Headteacher. It is recommended that the Academy Site Manager confirms receipt and understanding of the Trust's Safeguarding policy from the Contractor. It will be the responsibility of the Academy Site Manager to ensure, in respect of contractors coming onto the Academy site, that he/she carefully monitors their activity to ensure that the policy is strictly adhered to.

In all cases the Contractor should ensure that each employee has individually confirmed in writing that he/she has read and understood the Trust's Safeguarding policy by signing and dating a copy before visiting the Academy. A copy of the confirmation should be kept by the Contractor with the employee's records. Additional copies of the Safeguarding policy can be made available. It is the responsibility of the Academy Site Manager to ensure in respect of contractors coming onto the school site that he carefully monitors their activity to ensure that the policy is strictly adhered to.

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 Academy 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 Academy activities eg 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 Academy premises;
- Timing of certain activities eg can it be done when students have left the premises;
- Areas of the Academy that will be affected, eg 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 Academy and contractor, eg regular meetings;
- Hand-over process at the completion of the work.

### **Uninvited Visitors to the Academy**

If an intruder comes onto the premises then the office staff should be alerted immediately. The Site Manager and a member of SLT should be contacted and they will identify and assess the risks. The intruder will be questioned and escorted off the premises. The Academy 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 Academy will work with the Police to confirm the circumstances in which they will pursue a prosecution against an assailant.

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 Headteacher or Deputy Headteacher. The visitor may leave appointment times with the office staff that will pass these times onto relevant staff member.

### **Visitors who display inappropriate behaviour**

The office should be alerted and the visitor should be escorted immediately to reception where help should be sought from a member of the SLT. If necessary the police should be called. The incident should be recorded and given to SLT.

### **Links to other policies**

- Equality
- Healthy Schools
- Child Protection
- Safeguarding
- Behaviour and Anti Bullying
- Home School Agreement
- Attendance
- SEN
- Teaching and Learning

Signed: Malcolm Shaw  
Headteacher

Bal Grant  
Chair of Governors

October 2025