



Visitors Policy

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Document Owner: **Jacky Shackel (Head of Prep School)**

Description: This policy outlines the School's approach to the management of visitors to the School.

OUR SCHOOL AIMS

- ❖ *To be a safe and trusted foundation for our pupils to achieve their individual academic, social and creative potential.*
- ❖ *To cultivate the skills, knowledge, self-awareness and academic credentials our pupils will need to confidently meet the challenges of our rapidly changing world.*
- ❖ *To instil and nurture a strong sense of social responsibility, integrity and environmental awareness so our pupils positively contribute to a sustainable and just society.*
- ❖ *To guide each pupil in the discovery, delight and development of their individual gifts, talents and character.*
- ❖ *To create and sustain an inclusive and contemporary school culture, where diversity, difference and individuality are recognised and celebrated.*
- ❖ *To prioritise physical and emotional wellbeing across every facet of our school community.*

1.0 INTRODUCTION

- 1.1 Lingfield College assures all visitors a warm, friendly and professional welcome to the School, whatever the purpose of their visit.
- 1.2 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 School to ensure that this duty is uncompromised at all times.
- 1.3 In performing this duty, the School 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.

2.0 POLICY SCOPE

- 2.1 The Designated Safeguarding Leads (DSL) - the Head of the Prep School and the Deputy Head Pastoral in the Senior School are the members of staff responsible for implementation, coordination



and review of this policy. All breaches of this procedure must be reported to one or both of the DSLs.

- 2.2 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 and on school organised (and supervised) off-site activities.
- 2.3 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);
 - contractors visiting and/or working on the school premises, and delivery drivers;
 - independent contractors who may transport students on minibuses or in taxis.

3.0 VISITORS TO THE SCHOOL

- 3.1 The school expects respectful communications between parents and staff while on site or when communicating by phone/e-mail.
- 3.2 In exceptional circumstances, where parents are persistently or seriously abusive towards staff, the school reserves the right to apply appropriate sanctions.
- 3.3 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).
- 3.4 They must follow the procedure set out below during term time:
- once on site, all visitors must report to the Prep Office and Senior Office first. No visitor is permitted to enter the school via any other entrance under any circumstances;
 - at reception, visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request;
 - contractors report to the Contractor entrance using the intercom system; delivery drivers report to relevant delivery areas, e.g. Royal Mail to main Prep Office, Food deliveries to Holroyd Howe, large items to the Contractor entrance;
 - all visitors (except for delivery drivers) will be asked to sign in using the e-sign in application using one of the various terminals around the school. The Sign-In App keeps a record of their name, organisation (if applicable), who they are visiting and car registration
 - all visitors will be required to wear an identification badge with a coloured lanyard. The colour will identify visitors who can walk around the site unescorted, and those that should be escorted at all times. The badge must remain visible throughout their visit;
 - visitors will then be escorted to their point of contact OR their point of contact will be asked to come to receive the visitor. The contact will then be responsible for them while they are on site;



Additional procedure for the Senior school:

- If a visitor is in the building before 4pm, then they sign in with the office
- If a visitor is in the building after 4pm, then they do not need to sign in
- If the visitor is at a sports event, they do not sign in. The sports staff assume responsibility and will help direct in the event of a fire.

3.5 During the school holidays when reception at both school offices are closed:

- once on site, all visitors must report to their contact first. This contact will normally be the Head of Estates and Facilities or a member of the maintenance team. No visitor is permitted to enter the school via any other entrance under any circumstances;
- all visitors will be asked to sign in using the e-sign in application using one of the various terminals around the school making note of their name, organisation, who they are visiting, car registration and visitor badge number;
- all visitors will be required to wear an identification badge with a coloured lanyard. The colour will identify visitors who can walk around the site unescorted, and those that should be escorted at all times. The badge must remain visible throughout their visit;
- the visitor must not be allowed to move about the site unaccompanied unless they are registered on the Approved Visitor List.

3.6 Electronic sign in holds info about safeguarding and photos of DSLs

4.0 SIGN-IN APP VISITOR LIST

4.1 The Sign-In App will hold a visitor list for visitors who frequently visit the school site or who undertake work within the school (including contractors and supply staff).

4.2 To qualify for a DBS Verified lanyard, the visitor must have demonstrated, prior to the visit that:

- they have a current clear enhanced DBS check and a copy of this has been registered on the School's Central Record (a current DBS is defined as no more than 3 years old) **AND**
- they have the written authorisation of the Headmaster or the Head of Estates & Facilities to travel around the school site unescorted.

4.3 Contractors working on the School site will also have to comply with the School's Managing Contractors Policy (LP-GW-001). Such contractors can only be added to the Approved Visitor List by the H&S Manager once the conditions of the Managing Contractors Policy have been met.

4.4 Visitors on the Sign-In App **MUST** follow the same procedures on entry to the premises as detailed in section 3 above.



5.0 VISITORS DEPARTURE FROM SCHOOL

- 5.1 On departing the school, visitors **MUST** leave via reception (during term time) or see their contact (during the holidays).
- 5.2 Departing visitors must:
- Sign out via the e-sign device located in both schools.
 - return the identification badge to reception;
 - where practical 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).

6.0 UNKNOWN/UNINVITED VISITORS TO THE SCHOOL

- 6.1 Any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the school site, if the member of staff feels confident to do so. If they are not confident and/or concerned about the intentions of the visitor then the Headmaster should be informed immediately.
- 6.2 Visitors who are challenged and cooperate should then be escorted to the main school office to sign in and be issued with an identity badge. The procedures under “Visitors to the School” above will apply.
- 6.3 In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headmaster (or Deputy Heads, Head of Prep School or Head of Estates & Facilities) informed promptly. The Headmaster will consider the situation and decide if it is necessary to inform the police.
- 6.4 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.

7.0 GOVERNORS AND VOLUNTEERS

- 7.1 All governors and parent helpers must comply with the DBS procedures, and the School must check all governors and parent helpers certification is current (i.e. less than 3 years old). Ad hoc parent helpers must be supervised at all times and will act as an additional supervisory adult (similar to trips).
- 7.2 Governors should sign in and out using the Sign-In App. New governors will be made aware of this policy and familiar with its procedures as part of their induction.
- 7.3 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.



8.0 RELEVANT POLICIES

This policy should be read in conjunction with other relevant School policies, including

- Safeguarding and Child Protection (LP-PW-034)
- Health and Safety (LP-HW-001)
- Managing Contractors (LP-GW-001)
- Fire Safety (LP-HW-002)

Policy reviewed: December 2024 with additional review February 2025

Next review due December 2025