

## School Visitors Policy

TreeHouse welcomes visits from all interested parties, parent/carers, family members, carers, professionals, volunteers, and pupils. For the visit to be successful for all concerned, we must ensure that there are procedures which are followed. Therefore, the purpose of this policy is to:

1. Protect TreeHouse School pupils' dignity and privacy.
2. Promote trust and confidence between all parties.
3. Ensure that disruption to the school is kept to a minimum.
4. Promote transparency of practice.

### Roles and Responsibility

The Head of School and Senior Leadership team are the members of staff responsible for the implementation of this policy. The person liaising with any visitor either for a planned or unplanned visit shall be responsible for contacting a member of the Senior Leadership team or Head of School if there is any breach in this policy.

This policy applies to the following:

- All staff employed by the school.
- All external visitors entering the school site during the school day or for after school activities (including Police Persons, inspectors, peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists).
- All governors of the school.
- All parents and volunteers.
- Other Education related personnel (County Advisors, Inspectors, Career advisors).
- Building & Maintenance and all other independent contractors visiting the school premises.
- Independent contractors who may transport students on minibuses or in taxis.

### Procedures

#### All Visitors

- Those wishing to visit the school should plan in advance with the relevant school personnel clearly stating the reasons for the visit. Where appropriate, visitors will be encouraged to attend one of the organised visits, either as a potential parent (Parent Visiting Meeting) or as a professional (Professional Visiting Meeting).
- The Head of School should be notified of all visits to the school other than the usual review visits made by parent/carers and a diary invite should be sent to PNC reception by any member of AaA staff who is bringing a visitor to PNC.
- All visitors, including parent/carers, must be signed into the building at Reception and wear a visitor's badge throughout their visit. The visitor's badge should be returned to reception before leaving the building.
- All visitors may be asked to bring formal identification with them at the time of their

Policy Owner	Head of School	Review Date:	April 2025
Policy No.	107b	Version No.	2.2

visit and may be asked to produce it upon request throughout their visit.

- Visitors must not be left unaccompanied in any areas accessed by pupils; this includes the minibus turning circle and garden. Visitors shall be escorted to their point of contact for the school, or their point of contact shall be asked to come to reception to receive their visitor. The contact will then be responsible for them while they are on site.
- Visitors may be asked to wait in the welcome / sofa area if there is a delay on pickup or Reception is busy with staff & learners.
- On rare occasions incidents may occur with pupils, the visitor's point of contact or relevant staff member will ask visitors to leave or redirect their route.
- School office staff will be aware of class timetables so the whereabouts of specific children and classroom staff are always known so they can be easily located. All visitors should speak to staff at reception to explain the reason for their visit.
- Tours should be restricted to corridors unless pre-arranged (but can enter non occupied classes / offices).
- Visitors must engage with our staff or pupils in a respectful manner considering any additional needs or necessary adjustments. If a pupil or member of staff does not want to speak to a visitor their wishes must be respected.
- Confidentiality must be a paramount consideration for visitors.
- Visitors must be mindful that staff will not give out any confidential information on pupils.
- Pupil issues must not be addressed with parent/carers, visiting professionals or between staff in communal areas; a confidential space should be found.
- Where possible, visitors should not be taken to the staffroom during break times.
- Photos or video footage must not be taken of the children by visitors. TreeHouse School will provide these if appropriate or taken by agreement for corporate purposes. See TreeHouse School's safeguarding policies and procedures for more information.
- Employees of Ambitious about Autism that are either hybrid working & visiting site for the first time / or on their first day will initially go through the same visitors process and any direct line manager would be expected to welcome them on arrival and support until a permanent AaA Fob has been issued.

### **Pre-arranged visitors to undertake occasional activity work within the school.**

For pre-arranged visitors who visit the school to carry out occasional activity work (speakers or career advisors, pet therapy or occasional learner sessions), come under the 3 days a month policy so do not require a DBS but a risk assessment is carried out one week prior to their visit and sent to Onboarding to review. They also need to:

- Present their ID to the reception staff.
- Follow all the procedures noted in the previous section for 'All Visitors.'
- Be accompanied for the entire time they are on site.

### **Unexpected visitors**

- Any visitor to the school site who is not wearing a visitor's badge should be challenged politely to enquire who they are and their business on the school site.
- If it is confirmed that the visitor should be onsite, they will be asked to sign in as a visitor where a badge will be issued. The procedures under "All Visitors" above will then apply. In the event that the visitor refuses to comply, they will be escorted off site immediately.

Policy Owner	Head of School	Review Date:	April 2025
Policy No.	107b	Version No.	2.2

and a member of the Senior Leadership Team or Head of School informed.

- The Senior Leadership Team member or Head of School will consider the situation and decide if it is necessary to inform the police.
- 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. For further information see the appendix 1.

### **Visitors Departure from the School**

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

- A member of staff should escort the visitor to the reception.
- Sign out of the reception 'Sign in' register.
- Return the identification badge to reception and depart through the front entrance.

### **Links to other Policies**

This policy should be read alongside the following TreeHouse School and Ambitious about Autism policies and procedures:

- Child Safeguarding and Protection Policy and Procedures.
- Adult at Risk Safeguarding and Protection Policy and Procedures.
- Accessibility Plan.
- Health and Safety Policy.

Policy Owner	Head of School	Review Date:	April 2025
Policy No.	107b	Version No.	2.2

## Appendix 1: Access to School Policy

### 1. Purpose

If a visitor to the site becomes aggressive or abusive towards any members of the school community this shall not be tolerated. All members of the school community have the right to work or be in school without fear of aggression or abuse from visitors. The Board of Governors and Trustees has a requirement to protect staff and students from such aggression, whether it is displayed in person or online.

In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have license to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

### 2. Scope

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents/carers of enrolled pupils have an 'implied license' to come onto the school premises and/or within its boundaries at certain stated times (e.g. during collection and drop off and/or through invitation to an event or meeting). It is for schools to define and set out the extent of such access and TreeHouse School will communicate this when required.

Please also note that no meeting at TreeHouse School may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

### 3. Legislation and guidance

This policy has been written considering the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

### 4. Definition of unacceptable behaviour

TreeHouse School maintains its power in common law to ban a person from its premises/boundaries and will decide to do so in circumstances where a person displays behaviours below on more than one occasion:

- Any kind of insult as an attempt to demean, embarrass or undermine.
- Any kind of threat.
- Raising of voice to be intimidating.
- Physical intimidation, e.g. by standing very close to him/her or the use of aggressive hand gestures.
- Use of foul or abusive language.
- Any kind of physical abuse.
- Allegations which turn out to be vexatious or malicious.

Policy Owner	Head of School	Review Date:	April 2025
Policy No.	107b	Version No.	2.2

We consider that aggressive, abusive, or insulting behaviour or language from a parent/carer presents a risk to staff or pupils. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media.)

### 5. Procedure

Stage	What happens
1. Meeting with Head of School	Head of School and visitor meet in order to de-escalate situation also clarify that further incidences of unacceptable behaviour will result in a ban. This meeting will be followed up in writing.
A further incident of unacceptable behaviour occurs.	
2. Ban, pending review	Head of School writes to impose ban (pending review) giving 10 school days for visitor to make representations.
3. Review and Decision (within 15 school days of the initial ban)	Director Education/Executive Head Teacher either confirms ban for a stated amount of time (six months or less) or ban is lifted – based on the information provided during the review.
4. Review of Decision (within six months)	A review is organised by the Head of School and Director of Education/Executive Headteacher by the date agreed at Stage 3 – ban is maintained or lifted.

Please note that any incidents of violence will go straight to Stage 2- an immediate ban subject to review.

Policy Owner	Head of School	Review Date:	April 2025
Policy No.	107b	Version No.	2.2