

West House School

Visitor Policy and Procedures



Policy Title:	Visitor Policy and Procedures
Last Review:	August 2025
Next Review:	August 2026
Responsibility:	HR Manager, Bursar, Headmaster
Other relevant policies:	Anti-Harassment and Bullying Policy Diversity, Equity and Inclusion Policy Prevention of Sexual Harassment Policy Safeguarding Child Protection Policy

Introduction

West House School aims to provide all visitors a warm, friendly and professional welcome, whatever the purpose of their visit. The School recognizes that it has a legal and moral duty to ensure the safety and welfare of its pupils and staff. This duty is reflected in the School's Safeguarding and Child Protection Policy available on the school website.

Aims and objectives

The aim of this policy is to safeguard all pupils at the school from harm during school hours and during out of hours school activities taking place on the school site. The school also aims to protect its resources against theft, vandalism and misuse. The policy will provide a clear procedure for the admittance of external visitors which is understood by all staff, governors, visitors and parents, and adheres to child protection and safeguarding guidelines. These procedures also allow the school to maintain an accurate record of persons on site in the event of an emergency or practice drill.

Responsibilities

The Headteacher is responsible for the implementation and review of this policy, in collaboration with the Bursar, Designated Safeguarding Lead (DSL) and other relevant staff as appropriate. Failure by staff to adhere to this policy may result in disciplinary action.

Application of policy

This policy applies to:

- All governors of the school
- All staff, agency staff and volunteers at the school
- All parents/carers of current pupils at the school
- All external visitors to the school site, including:
 - Adults seeking employment at the school
 - Prospective parents/carers
 - Teachers, students and parents from other educational establishments on experience visits or attending fixtures or events
 - Student teachers on placement
 - Contractors or professional agencies
 - Former staff and pupils
 - Service providers
 - Advisors
 - Inspectors
 - Health professionals
 - Building and maintenance and all other independent contractors visiting the school.

The policy covers the school site within the designated boundary, and the playing fields at Richmond Hill Road.

Prior to visit

Where possible, staff should inform the Headmaster and reception staff in advance of any visitors, including the purpose of their visit and their arrival time.

Arrival

All visitors to the school should report to the main school reception, which is clearly sign posted on approach to the school. A member of reception staff should greet them and ask them to sign in using the Inventory system, and to put on their visitor sticker, unless they are excepted from this rule (see Appendix B). The sticker must be visible at all times during their visit. All visitors should read the summary Visitor Notice (Appendix A) which is clearly displayed in reception. The member of staff responsible for the visitor should greet them at reception and escort them to the meeting or appointment venue as necessary.

DBS check certificates

Visitors not undertaking regulated activity are not required to show DBS certificates to reception.

If a contractor or agency staff member is undertaking regulated activity (as per KCSIE) then arrangements will be made with their employer to confirm that they have carried out appropriate safeguarding checks. This will be carried out by the HR Department in advance of the visit or should the frequency of visits become regulated activity. On arrival to their first assignment, the contractor or agency staff member should show photo ID and their DBS certificate to the receptionist.

Deliveries and facilities/maintenance work

Deliveries should be made at the designated drop off points in a safe and compliant manner. Where possible, deliveries and service visits should be arranged out of regular school hours to minimise the risks to pupils.

Maintenance contractors should be escorted to their place of work. Depending on the location of their work, and the time of day, appropriate supervision should be put in place. This may involve periodic checks on the contractors to ensure they are staying within their designated work area, and that pupils are not able to access anything dangerous.

Where possible, planned maintenance work should be arranged during school holidays and shut down weeks to minimise the risks to pupils. Appropriate risk assessments should be completed and retained.

Challenging unknown visitors

All staff should feel confident in challenging unknown visitors wearing visitor stickers who are unescorted, or who are not wearing a visitor sticker. Staff should politely enquire if they require help or offer to escort them back to reception.

Should a visitor become aggressive they should be politely asked to leave the site immediately and a member of the SLT informed. If they fail to follow instructions the visitor should be warned that police assistance will be called for. Any incidents of this nature should be reported immediately to the DSL.

Open days and large-scale events

Visitor procedures do not apply to Open Days or other large-scale events hosted at the school. However, any activities involving pupils and visitors at these events should be supervised accordingly.

Visitor log

A secure record will be kept of visitors to the school, including their name, the purpose of their visit and their employer (if applicable), kept in line with the school's records management policy.

Leaving the site

Visitors should be escorted back to reception to sign out and return their visitor sticker.

Breach of Policy and Procedure

The purpose of this policy is to safeguard pupils at the school from harm. Breaches of this policy will be investigated thoroughly and could result in disciplinary action (for employees), exclusion (for contractors, volunteers etc.) or the banning of a member of the public from the site. These restrictions will be imposed by the Head or Bursar.

Information for Visitors

To help ensure your safety, we require you to read and comply with the information on this notice.

Safeguarding Information

Safeguarding and Child Protection are viewed as a collective responsibility at West House School. Visitors to the school are expected to adhere to the fundamental policies and procedures laid out below.

Visitors to the site are required to sign in at Reception (No.24 St James's Road) and must always display their Visitor sticker. Visitors will be accompanied throughout their visit or supervised in accordance with the Child Protection and Safeguarding Policy. The safety of any child transcends all other considerations so please do not be offended if you are challenged by a member of staff. Visitors must leave the site via the main entrance and sign out.

If, during your visit, you have any concerns about a child you should report these to a member of staff without delay. If you feel that a young person is at risk, or suffering any form of abuse, you should refer the matter to one of the Senior Safeguarding Team (pictured opposite).

If a child begins to tell you something that is happening to them, you should:

- Tell them that you want to make sure they are safe
- Say that you will have to tell someone what they say to help to keep them safe
- Listen carefully and try not to ask leading questions
- Refer the matter to a member of the Senior Safeguarding Team.

First Aid

If you encounter a child who appears to be injured or ill please inform a member of staff without delay and they will take appropriate action. In the case of an emergency contact the school office on 0121 440 4097 or dial 999.

Health and Safety

While you are on site please follow all Health and Safety advice and instructions. These will be shared with you as necessary. You have a responsibility to ensure that your actions do not endanger the pupils or staff in any way while you are in school.

In the event of a fire please evacuate the buildings by the safest route and assemble on the lower playground adjacent to the car park.

The school operates a no smoking (including vaping devices and e-cigarettes) policy within its buildings and there is no dedicated outdoor smoking area for adult visitors.

It is not permitted to take photos of the school site without the express permission of the Headmaster.

Equality and Respect

The School respects the rights of all, and particularly those with protected characteristics which relate to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. If you have any special needs or requirements please do not hesitate to advise your host on arrival.

Please ask to see our Child Protection and Safeguarding Policy if you require more information. The policy is available to view on our website www.westhouseprep.com.

Table of appropriate visitor sign-in procedures

Type of visitor	Should they report to reception?	Should they show photo ID? (professional ID badge, driving licence or passport)	Should they wear a visitor sticker?	Should they be escorted?
Governors	Yes	No	Yes (unless access card has been issued)	No (they will have had appropriate safeguarding checks)
Parents/carers of current pupils	Yes	No	No	Yes
Adults attending an employment interview	Yes	Yes (this will be organised by the HR Department)	Yes	Yes
Prospective parents/carers	Yes	No	Yes	Yes
Teachers/students/parents from other educational establishments	Yes	No	Yes (unless in a large group, escorted at all times)	Yes
Student teachers	Yes	Yes (on first day of placement)	Yes (until access card arranged if long term placement)	No (they will have had appropriate safeguarding checks)
Former pupils and staff	Yes	No	Yes	Yes
Contractors (facilities/maintenance)	Yes	Yes	Yes	Yes (to an appropriate level depending on nature of work and safeguarding checks)
Contractors (health/safeguarding professionals)	Yes	Yes	Yes	Yes (to an appropriate level depending on nature of work and safeguarding checks)
Service providers/delivery personnel	No (designated drop off/pick up points as arranged)	No	No	Yes
Visiting speakers, consultants, or VIPs	Yes	As appropriate	Yes	Yes
Inspectors	Yes	Yes	Yes	No

This table is intended as a guide; staff should use their professional judgement as to the relevant context and safeguarding implications of any visit and act appropriately on any concerns. Staff should contact the DSL and HR Manager if they need assistance.