



Visitors policy (and procedure) - Phoenix Academy

September 2020

Published date: September 2020	Next review deadline: September 2022	Non-Statutory	Executive Lead at ATT: Sarah Bloomer Director of Safeguarding
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Links to:	
<ul style="list-style-type: none">• Safeguarding and Child Protection Policy• Whistleblowing policy• E safety policy	<ul style="list-style-type: none">• Safer Recruitment Policy• Data protection policy

Our Vision

We have one core purpose:

To have the biggest positive impact in the varied communities we serve through ensuring top drawer education for our learners. #TransformingLives

How do we ensure this across our trust?

In all we do we are:

1. Ethical to the core, ensuring that education is always front and centre
2. Futures focused system leaders – never simply followers
3. Collaborative in every endeavour
4. Resolutely learner centred.

What does this look like across our trust?

Education

We are:

1. Ruthlessly ambitious for all who learn and work with us
2. Unwaveringly inclusive – determined on eradicating barriers to educational success
3. Committed to excellent teaching
4. Determined upon academic excellence for all in our communities
5. Compassionate, ethical and caring advocates for all in our communities
6. Outwardly facing and globally conscious

Operations

We are:

1. Committed to the very best people development and empowerment
2. Determined to shout loudly and share proudly our successes
3. The best professional and technical experts (supporting education) in the sector
4. Committed to the very best understanding and management of risk

Financial

We are:

1. Providing the best possible public service for the best possible value
2. Determined to supplement our public income with shrewd income generation
3. Building financially sustainable models of educational improvement in our communities
4. Demonstrably efficient in all we do

Our values

- We will work inclusively within our communities, embracing the varied localities we serve while sharing our common vision and values.
- We will develop the very best leaders of the future, working to improve education and transform lives.
- We will adhere unwaveringly to the ‘Nolan Principles’ of Public Service, which is made clear in our commitment to Ethical Leadership.

Contents

1	Statement of Intent	4
2	Scope and definitions	5
3	Roles and responsibilities	5
4	Monitoring and review	6
5	Complaints	6
	Appendix 2 - Visiting Agencies Procedures	11
	Appendix 3 - Visiting Speakers Procedures	13
	Appendix 4: Checklist External Speaker /Guest.	16
	Appendix 5: Visiting Speaker Log (Example)	18

1 Statement of intent

We assure all visitors a warm, friendly and professional welcome, whatever the purpose of their visit.

We welcome engagement from parents and work hard to ensure a positive relationship; we actively seek to engage with the local community including local support agencies and recognise the benefits to our learners to hear about local employment opportunities and charitable organisations in particular. We endeavor to ensure that our curriculum is enriched through the provision of external expert speakers and we welcome suggestions and approaches from individuals and organisations who feel that they can contribute to our work.

We have a legal duty of care for the health, safety, security and wellbeing of all learners and staff. This duty of care incorporates the duty to safeguard all learners from subjection to any form of harm, abuse or nuisance. It is our responsibility to ensure that this duty is uncompromised at all times.

In performing this duty, we recognise that there can be no complacency where child protection and safeguarding procedures are concerned. We therefore require that all visitors, without exception, comply with the procedures described here. Failure to do so may result in the visitor's escorted departure from site.

We will ensure that there is a clear protocol and procedure for the admittance of visitors to our academies which is understood by all staff, governors, visitors and parents and which conforms to child protection and safeguarding guidelines.

This policy seeks to ensure that staff are aware of the important contribution made by visitors to the life and work of our learners.

2 Scope and definitions

- 2.1 The Principal is deemed to have control and responsibility for our learners anywhere on the academy site (i.e. within the academy boundary fence), during normal academy hours.
- 2.2 The Principal also has responsibility for the welfare of learners during extracurricular activities that are organised by the academy, on or off site.
- 2.3 This policy applies to
- All of our colleagues
 - all external visitors entering the academy site during the academy day or for extracurricular activities (including peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
 - all those involved in the governance of the academy
 - all parents and volunteers
 - all learners
 - other education related personnel (e.g. advisors and inspectors) building, maintenance and independent contractors visiting the academy premises independent contractors who may transport learners on minibuses or in taxis.

3 Roles and responsibilities

- 3.1 The Local Academy Committee (on behalf of our Trustees) will
- ensure that a Designated Safeguarding Lead (DSL) is appointed from the senior leadership team, and is appropriately trained ensure that the academy leadership contributes to inter-agency working in line with statutory guidance
 - encourage the involvement of external agencies, parents and the local community in the life and work of the academy's staff and learners
 - monitor the implementation of this policy
- 3.2 The Principal and the SLT will
- ensure that all staff are aware of and follow the procedures contained within this policy
 - authorise visit requests made by members of the teaching staff
 - work with external agencies to promote the welfare of children and protect them from harm
 - allow access for Local Authority children's services to conduct, or to consider whether to conduct, a section 17 or a section 47 assessment
 - ensure that our safeguarding arrangements take into account the procedures and practice of the LA as part of the inter-agency safeguarding procedures set up by the Local Safeguarding Partners
 - ensure that visitors are welcomed within the academy and able to contribute fully to the life of its learners.

3.3 The DSL will

- liaise with any visiting agents
- update the Principal of any contact by visiting agents with regards to child protection concerns and police investigations
- ensure that staff are trained to understand the contents of this policy and understand what to do if an external agent visits the academy
- ensure that the policy is publicly available
- act as a source of support, advice and expertise for our staff
- ensure that the policy is reviewed and updated as required.

3.4 The deputy DSL(s) will

- cover the duties of the DSL with regards to visiting agencies, when the DSL is unavailable
- support the DSL with their work with visiting agencies.

3.5 All staff will

- Ensure that they understand and implement this policy at all times
- Encourage engagement from external visitors in support of the curriculum and the life of the academy's learners
- Challenge visitors who do not appear to be following the procedures and one another if they identify difficulties
- Notify academy leaders of any concerns in regard to this policy

4 Monitoring and review

4.1 This policy will be reviewed every two years or in the following circumstances:

- changes in legislation and / or government guidance as a result of any other significant change or event
- in the event that the policy is determined not to be effective.

4.2 If you have urgent concerns about the operation or effectiveness of this policy you should raise these to the *Director of Safeguarding* in the first instance for them to determine whether a review of the policy is required in advance of the review date.

5 Complaints

All complaints about the implementation of this policy will be dealt with under our complaints policy.

Complaints should be made in writing and will follow the procedures set out in this separate policy document.

Appendix 1 – academy visitor procedures for Phoenix Academy

The *Office Manager* is the member of staff responsible for implementation and coordination of this policy.

This person will also be responsible for liaising with the site and / or reception staff as well as the Designated Safeguarding Lead (DSL) as appropriate. All breaches of this procedure must be reported to the *Principal*.

Visitors are welcome to *Phoenix Academy* These procedures are designed to ensure

- that visitors can make a positive contribution to learners' experience
- that our learners are kept safe and we fulfil our obligations in this regard

Visitors' services or activities must have a clear educational purpose, add value and relevance to learner learning, complement the curriculum, and be undertaken in accordance with this policy.

All visitors must remember that the academy is a non-smoking area and smoking is not permitted anywhere on the academy site. These procedures apply to all types of visitors and the arrangements for specific groups of visitors are detailed below.

We welcome feedback from visitors either verbally or written.

Approved visitor list

We hold an approved visitor list for visitors who frequently visit the academy site to undertake work within the academy (including contractors, supply staff, Trust staff, social services, nurse etc). This allows such visitors to move freely around the academy.

Those on this list will be asked to provide a 'letter of comfort' that includes confirmation that the visitor has a current clear DBS check and the employer has undertaken all relevant safer recruitment checks and practices before issuing the person's photo ID badge.

Visitors on the approved list must follow the same procedures on entry to and departure from the premises (i.e. come to the main reception and sign in or out).

A copy of the approved visitor list is kept behind the main reception at all times to allow the receptionist to check the photo ID badge against the information held by us.

Visitors who are invited into to the academy

Any invited visitor to the academy will be asked to bring formal identification with them at the time of their visit.

All visitors must follow the procedure below.

- Once on site, all visitors must report to the main entrance reception before moving about the academy site. No visitor is permitted to enter the academy via any other entrance under any circumstances.
- At reception, all visitors must state the purpose of their visit and who is expecting them on site. They should be ready to produce formal identification upon request.
- All visitors must sign the visitors record book (or online system) which is kept in reception at all times. This record includes:
 - Visitors name
 - Organisation (if relevant)
 - Who they are visiting
 - Time of arrival

- Car registration (if the visitor is parked on site)
- Visitor badge number (if applicable)
- All visitors are required to wear an identification badge – the badge must remain visible throughout their visit. Some visitors will also be required to wear any official identification (for example Trust staff, Ofsted inspectors).
- Visitors will be given information about fire safety evacuation and child protection procedures and must read these prior to going into the academy.
- All visitors working with learners will be made aware of the academy’s confidentiality policy.
- Visitors must comply with the academy code of conduct and all other policies.

Visitors will then be escorted to their point of contact or their point of contact will be asked to come to reception to receive them. The contact will then be responsible for them while they are on site.

Visitors will not be allowed to move about the site unaccompanied unless they are registered on the approved visitor list.

Visitors’ departure from academy

- On departing the academy, visitors must leave via main reception. The visitor must
- enter their departure time in the visitors record book (or online system) alongside their arrival entry time
- return the identification badge to reception staff.

A staff member will escort visitors to the reception to ensure that they do not re-enter the academy site, potentially breaching security). This is also necessary for the purposes of a fire drill or emergency.

4.4 Specific rules for certain types of visitors

Contractors

Insurance details of contractors will be checked prior to working within the academy. Contractors employed for non emergency work should seek to be on the approved visitors list. We will carry out a risk assessment for situations where contractors are employed on an emergency basis and reach a decision about the level of supervision required.

The estates team (on the Principal’s behalf) must liaise with any contractor with regard to health and safety issues, for example, where the maintenance or works might affect learners’ normal use of the academy facilities.

The estates team will inform the contractor where learners will be working, walking etc. and will liaise with the Principal when (if relevant) any additional measures for safeguarding are required.

Governors

All those involved in the governance of the academy have an enhanced DBS check as per our safer recruitment policy. This includes Trustees and members of the Local Academy Committee (LAC).

Governors must follow the usual sign in and out procedures. New governors will be made aware of the policy and must familiarise themselves with its procedures as part of their induction.

All governors’ formal visits should have a clear focus and should be designed ahead of time to enable the conduct of governance activities. Visits must be arranged with a staff member in advance to make the most out of the time in the academy.

Visits by those involved in governance will normally result in a formal report which can be considered by the next meeting of Trustees or the Local Academy Committee.

Visitors working with learners

Teachers or other staff members arranging visitors to the academy for educational, safety, health or career purposes will collate the information presented in Appendix 5 and pass this on to the academy office for authorisation by a member of the *Senior Leadership Team (SLT)*.

Visitors to classes for the specific purpose of contribution to a topic are encouraged and welcomed. In arranging such visits, staff must consult with the Principal prior to finalising arrangements, the Principal must grant permission of any visitor who will be working with learners or within the classroom before the activity can commence. Staff should ensure that the visit causes minimum class and academy disruption.

Whilst visitors can bring a wealth of skills and expertise to learning within the academy, they may have no formal training in classroom management and teaching and learning strategies. As a result, visitors must not be left alone to work with learners. The teacher and visitors will share the experience in order to provide appropriate planning, deal with any issues that arise during the session(s) and as a result of the session(s).

Staff must provide the visitor with any necessary information prior to the visit to ensure that the session(s) is as valuable for the learners as possible and to make sure that the purpose of the visit remains focused. This may include, but is limited to, informing the visitor of the lesson plan, learners previous knowledge or experience on the subject, the age, number of learners and the aims / objectives of the visit.

Visitors must provide advance notice of any resources they may want to use so that teachers can check the suitability of the materials.

Those who wish to visit the academy independently

Individuals who would like to visit *Phoenix Academy*, but are not in contact with a member of staff regarding this, must arrange their visit through the academy office, who can be contacted *on 01922 712834 during office hours of 8.00am-4.00pm*.

The office will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they belong to where applicable. Visits must be approved by (same person as above).

Parents are discouraged from visiting the academy during academy hours unless for an academy event or emergency unless they have made an appointment with a relevant member of staff.

All visitors, however they arrive, must follow the procedures outlined above.

Any visitor to the academy site who is not wearing an identity badge will be challenged politely to enquire who they are and their business on site. All staff members have the responsibility to ensure that this policy is adhered to by all visitors.

Unidentified visitors will be asked to make their visitors badge / official ID visible. If they do not have one they will be escorted to reception to sign the visitors' book and be issued with an identity badge, once the visitor's appointment and purpose of visit has been confirmed by the appropriate member of staff.

In the event that the visitor refuses to comply, they will be asked to leave the site immediately and the Principal or a member of the SLT will be informed promptly. The Principal / SLT member will consider the situation and decide if it is necessary to inform the police.

If any visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the academy grounds, police assistance will be called for.

CCTV is in operation throughout the academy premises. This is an aid in preventing uninvited people into the academy both within and outside the normal operating hours.

Emergency procedures for visitors

In the event of an emergency that requires the building to be evacuated, visitors should assemble at the designated place, details of which are displayed around the academy site and will be communicated to visitors upon arrival. A staff member will bring the visitor's book to check all visitors are safely evacuated and accounted for.

Exceptions to the above procedures for academy events

Parents/caregivers/friends/relations etc. attending scheduled open days, sports events or other 'by-invitation' academy activities are exempt from the visiting procedures outlined above.

Anyone attending academy events must keep to the areas of the academy grounds where the events are taking place (for example the sports field, hall etc.) and must use only the designated adult facilities.

Appendix 1 - Visiting Agencies Procedures

There will be occasions where external agencies, such as the police and LA children's services, visit *Phoenix Academy* in relation to one, or more, of our learners.

We will meet our duties to cooperate with such agencies, but we are also conscious of our obligation to protect the rights and welfare of our learners at all times, even if they are suspected of an offence or an allegation has been made against them.

Types of agencies

Phoenix Academy may receive a request for access to a pupil from agencies including, but not limited to:

- Police
- LA children's services
- National Probation Service
- Youth offending teams

What to do when they arrive

The visiting agent will report to reception upon arrival, stating the purpose of their visit and offering proof of identification, as well as any supporting documents such as warrants or court papers.

The visiting agent will be turned away from the academy if they are unable to provide sufficient proof of identification, though the academy will make every effort to support the visiting agent in verifying who they are by calling their place of work if the identification is insufficient.

Where sufficient proof of identification is received, reception will contact the most appropriate member of staff, who will discuss with the visiting agent whether it is necessary to conduct the visiting agency's business on site. Final responsibility rests with the visiting agent to determine whether the agency business should take place at the academy.

Where it is deemed appropriate for the agency business to be conducted on the academy site, the DSL will escort the visiting agent to the **designated interview room**, where they will wait for the pupil. The designated interview room will have been risk assessed by the academy SLT for privacy and safety with an awareness that some agency meetings do not include academy staff. Where it is deemed appropriate for the visiting agent to conduct their business at the academy, they will wait in the designated interview room until the pupil arrives. Except in an emergency, the pupil will be called to the designated interview room, so that the visiting agent's contact does not occur in the presence of another learner. The designated interview room will not be publicised, in order to maintain confidentiality.

Where a learner has special educational needs or disabilities (SEND), the DSL will consult the SENCO or education and healthcare (EHC) plan or individual education plan, to determine if any reasonable adjustments need to be made for the pupil.

Where a pupil has English as an additional language (EAL), the DSL will determine whether a translator is required.

Before initiating any interview, the visiting agent will meet any legal requirements relating to advising the pupil of their statutory rights.

Where a pupil is an ex-offender, or is suspected of a new offence, they are entitled to the same safeguards and protection as any other pupil, and due regard will be given to their welfare at all times.

Emergency powers

The police have the power to enter the academy and remove a pupil to ensure their immediate protection, if there is reasonable cause to believe a child is suffering, or is likely to suffer, significant harm.

Parental rights

In most cases, the visiting agent will seek the consent of parents to contact the academy before doing so; however, where there are serious concerns about the safety of a learner, it may be necessary for the visiting agent to make contact without parental permission.

Where the parents have consented to the visit, and wish to be present, the DSL will request that the visiting agent wait at least 30 minutes for the parents to arrive.

If the parent is present and requests to witness the interview, the DSL will so advise the visiting agent.

If the parent is not present, the visiting agent will inform the pupil that, if requested, the DSL may remain in the room with the visiting agent and the pupil to witness the questioning.

The visiting agent may, depending on the circumstances of the investigation, disallow parents or staff presence during the interview.

If the DSL releases the pupil to the custody of a visiting agent (e.g. if the pupil is charged with an offence, or the visiting agent is in possession of a legitimate arrest warrant or court order), immediate steps to notify the pupil's parents will be taken by the agency or academy.

Where child abuse is suspected, and if the agency officer decides to take the learner into custody, the DSL will not contact the pupil's parents, but will provide the visiting agent with the address and telephone number of the parents in order to assist the visiting agent's compliance with the legal notice requirements applicable to such cases.

Visits by an external agency are recorded in the visitor's log.

Handling confidential information

Information in relation to a learner will be shared with external agencies, such as the police, if it enables them to undertake their duties.

Data Protection Laws are not a barrier to sharing information where failure to do so would result in a child being placed at risk of harm.

Decisions to share information will be recorded on CPOMS, citing what was shared and with who.

Any information that we receive from other agencies in relation to one of our learners will be handled in accordance with our data protection policy, and kept only for as long as is necessary, in line with our retention and destruction policy.

Appendix 2 - visiting speakers procedures

We believe in encouraging the use of guest speakers and external agencies to enrich the learning experience of our learners. We actively scrutinise speakers and agencies to ensure that they do not contradict our ethos or conflict with the legal framework outlined in the Prevent duty.

Phoenix Academy fully supports freedom of speech and is aware of the broad range of views and ideas that are needed in the course of a learner's development. *We* will endeavour to provide learner with a balanced view of events, ideas and beliefs.

The "Prevent" statutory guidance requires schools to have clear protocols for ensuring that any visiting speakers whether invited by staff or learner, are suitable and appropriately supervised.

The protocols are:

- All visiting speakers to have a nominated point of contact at the school (the Organiser)
- Submitting a proposal form for authorisation for the speaker in advance of the visit and allowing enough time to view any supportive materials prior to the visit.
- Conducting research on the person and organisation to establish whether they have demonstrated extreme views/actions.
- Maintaining a formal register of all visiting speakers. (This is attached at appendix 5)
- Ensuring visiting speakers are accompanied at all times and are not left unsupervised with learners at any point.

Any staff planning for a visiting speaker to attend the academy must complete the proposal sheet (Appendix 4) prior to confirming the speaker.

PREVENT Duty:

We do not tolerate any person who intentionally or unintentionally demeans individuals and groups defined by their ethnicity, race, religion, sexuality, gender, disability, age or lawful working practices.

We do not tolerate any speech that gives rise to an environment where people experience, or could reasonably fear, harassment, intimidation or violence.

We do not accept the use of offensive or intolerant language by guest speakers.

We do value freedom of speech and opinion, but recognise that, in the interest of the whole learning community, this must exist within formal guidelines.

We do recognise that extremism and exposure to extremist beliefs can lead to poorer outcomes for learner. We will use the power of education to counteract extremism through the promotion of British values, such as tolerance and freedom of speech.

We are aware that learners may sometimes express views or ideas that are discriminatory, prejudiced or extremist. All members of staff have been trained to deal with these instances appropriately and proportionally.

We will endeavour to provide a balance or alternative position to any political views shared by speakers within the academy.

Any people affiliated to a political party who are visiting the academy are prohibited from campaigning during their visit.

Assessing suitability

The PREVENT duty requires us to have due regard to preventing people from being drawn into terrorism; this includes violent and non-violent extremism, which can create an atmosphere conducive to terrorism, and can popularise views which terrorists exploit. We provide a safe space where learners can understand and discuss sensitive topics, including terrorism and the extremist ideas that are part of terrorist ideologies.

Before inviting an external agency or guest speaker, we conduct background research into the relevant parties, ensuring that:

- Any messages communicated to our learners support British values.
- Any messages communicated to learners do not seek to glorify criminal activity or violent extremism.
- The group or person is not attempting to narrow the views of learners through extreme or narrow views of faith, religion, culture or ideology.
- The subject matters being raised are appropriate for the specific age group.

All members of staff actively work to strengthen learner' abilities to engage in informed debate. We believe that the best way to combat extremism and intolerance is to empower learners to challenge these views in an active and constructive manner.

The *Principal* makes the final decision as to the suitability of any guest speaker or external group.

The *Principal* has the right to request a transcript from the speaker prior to any speech being made.

Other than safeguarding issues, there are a number of other factors that are considered when evaluating the suitability of a guest speaker or external group. We will consider whether or not:

- The visit will add value to the learners learning experiences.
- The speaker or group has requisite expertise in the subject they are delivering.
- The planned activities meet our health and safety guidelines.
- The individual or group has the required DBS checks.
- Relevant references have been provided and checked.

Before the visit, a full risk assessment will be carried out and submitted to the *Office Manager* (Appendix 4) which may be sent out to the visiting speaker in advance of their visit.

During the visit

- Guest speakers are made aware that their speech may be recorded or filmed.
- No recordings or videos are made public unless written permission is granted by the speaker.
- The **organiser** or a senior member of staff is present during the speech or group activity, to oversee that the relevant guidelines are followed.
- Intervention is considered if the member of staff feels it is necessary.
- Any reasons for intervention are recorded for future reference.

Balanced presentation

A balanced presentation of opposing views is important for ensuring our learners' spiritual, moral, social and cultural (SMSC) development. This is applicable when a guest speaker is expressing political or partisan views.

We ensure a balanced approach through:

- Discussions in class.
- Presentations by staff.
- Extra-curricular activities.
- Assigning homework to learners.
- Other methods we deem appropriate

The final decision as to whether the subsequent learning activities carried out after the visits have been balanced will be made by the Principal.

Appendix 3: Checklist External Speaker /Guest.

Proposal: Complete and submit to the Principal prior to confirming speaker				
Organiser's Name		Guest Speaker's Name		
Session Title		Date of Session		
Aim of the session (plus year groups involved)		Intended content of session		
Name and Address of organisation represented by guest speaker:		Name and Address of Organisation Confirmed		
Resources to be used by guest speaker (to be requested in advance):		Date resources to be received:		
Approval of speaker to be signed off by SLT:				
Signature:				Date:
If not signed: concerns raised for further consideration (e.g. reference request/DBS check):				
Return to:				
Resource Check: to be completed by organiser prior to speaker's visit.				
Once complete please forward to Office Manager for file.				

Date resources to be received:	Date:	Contents checked and suitable	Yes	No	If NO is ticked, you must inform a member of SLT prior to the visit.
If no, actions taken:					
Name of (at least one) member of staff who will meet the speaker and be present throughout visit: <p data-bbox="92 719 1485 779">PLEASE NOTE: IN THE EVENT OF YOUR ABSENCE, PLEASE ENSURE THE OFFICE MANAGER IS INFORMED OF ANOTHER PERSON WHO CAN ACT IN YOUR ABSENCE.</p>					

Appendix 4: Visiting Speaker Log (Example)

Name	Speaker/Subject/Topic	Any concerns noted during the visit	Staff who arranged	Date	Signed