



VISITORS POLICY

This policy will be reviewed annually or in response to changes in legislation		
Created	September 2011	School Deputy Heads
Last Review	February 2024	Head of Compliance
Approved	March 2024	Education Board

This Policy applies to all year groups at Thomas's Schools, including the EYFS. Thomas's London Day Schools operates as a united group of schools with a similar ethos and values and as such is referred to as a singular body. However in some areas, it is appropriate for each school to adopt discrete procedures, acknowledging the individual identity of each school and its specific personnel and systems. These supplementary procedures can be found by clicking the name of the relevant school below the contents list of this Policy.

This Policy should be read in conjunction with Thomas's Visiting Speaker Policy, Safeguarding and Child Protection Policy.

SCHOOL SUPPLEMENTS

[Thomas's Battersea Policy Supplement](#)

[Thomas's Clapham Policy Supplement](#)

[Thomas's Fulham Policy Supplement](#)

[Thomas's Kensington Policy Supplement](#)

[Thomas's Putney Vale Policy Supplement](#)

1. INTRODUCTION

This policy was written to create an environment in which both the school community and visitors feel safe and where continuity of teaching is given priority.

A visitor is defined as any person entering the school buildings who is not an employee of Thomas's London Day Schools, e.g. parents, carers, contractors or activity organisers.

2. AIMS

- To ensure the safety of pupils, staff and other adults and young people on the premises.

- To keep an accurate record of all persons on the school site in the case of an emergency evacuation procedure

3. ROLES AND RESPONSIBILITIES

3.1 The Head

- To ensure that all the procedures outlined in this Policy and the individual school supplements are followed by all members of staff.

3.2 Office/Reception Staff

- To follow the procedures outlined in this policy to ensure all visitors are accurately signed in and out, correctly accounted for and accompanied where appropriate.

3.3 All staff

- To notify the Office Staff in advance of any visitors or deliveries expected at the school.
- To ensure all visitors for which they are responsible are correctly identified and accompanied at all times if required.
- To challenge any unknown persons within the building who are not wearing an appropriate lanyard with a phrase such as “May I help you?”
- To report to the Head or a member of the senior leadership team the presence in the school building or grounds of any person of whom they are suspicious, giving the best description they can of any such person. The Head will keep a written record of such reports and details and decide on appropriate action (report to other schools, the LEA, the police and alert all staff).

4. PROCEDURES

4.1 General Guidance

- No visitor may be on site without permission.
- All visitors should remain in the school only for the specific time and in the exact location relevant to their visit.
- All visitors must sign in when they arrive and sign out when they leave and wear a form of identification/visitors' lanyard at all times in the school.
- Thomas's staff visiting other schools within the group should sign in and wear their staff badge at all times. They may be unaccompanied on site.
- All visitors should be reminded that the school regulations apply to them, and in particular:
 - the school is a designated no smoking site;
 - the school does not allow nuts or sesame seeds to come onto the premises;
 - the fire evacuation, emergency lockdown and health and safety procedures;
 - that no photographing, filming or audio recording is allowed at any time, without the Head's permission;
 - that mobile telephones should not be used;
 - that dogs are only permitted onsite in line with the relevant parent handbook;
 - that information relating to pupils must remain confidential;

- that if there is any cause for concern this must be passed on immediately to a member of staff.
- All visitors should familiarise themselves with the School's information on Safeguarding including details of the Designated Safeguarding Leads.
- Pupils, parents or carers are asked not to open any outside doors for visitors.
- Pupils are taught to inform a teacher of any adult they do not recognise who is not wearing a visitors' lanyard.
- The Head has the authority to exclude from the school premises any person who disrupts or who appears likely to disrupt the normal running of the School. Any such individual shall be directed to leave the school premises immediately.
- Visits may be prohibited at certain times of the school year, such as at the start and end of term. Immediately before or after school breaks and while testing, examinations or other pupil assessments are taking place.
- The School has the right to adapt or set aside the usual procedures in the event of special activities such as examinations and assessment days, School events, Music, Sport, Art and Drama performances. These events will be risk assessed and a list of attendees gathered if applicable.

4.2 *Welcoming Visitors*

- Day to day unexpected visitors and callers should report to the School Office. On the occasion of unexpected visitors, the first point of contact should be with the school office, who will involve other staff and pupils as appropriate.
- All visitors should enter by the main entrance and sign in at the front office.
- The front office staff will establish:
 - the name of the visitor;
 - the purpose of the visit;
 - the designated contact at the school;
 - any required documentation or identification.
- The visitor and reason for the visit is checked against a list provided by the designated staff contact.
- The visitor is signed in and must wear a clearly visible visitor lanyard at all times: red lanyards for accompanied visitors; green lanyards for unaccompanied visitors.

4.2.1 Temporary Staff

- All temporary or occasional staff must sign in at reception. All temporary or occasional staff must have had the Safeguarding induction and be included in the Single Central Register. They will wear a green lanyard or be issued with a staff ID and lanyard

4.2.2 Volunteers

- Where a member of the PTA Committee has undergone appropriate safeguarding checks including an enhanced DBS check and Barred List check, they are permitted to wear a green lanyard and to supervise other members of the PTA (on red lanyards) without further supervision from the School.
- Where a parent reader has undergone the appropriate safeguarding checks, they are permitted to wear a green lanyard.

4.2.3 Visiting Speakers

- Refer to the Visiting Speaker Policy for further details.

4.2.4 Short term visitors

- If the visitor is delivering items or making an enquiry, there is no need to sign the visitor in or wear a lanyard. A member of the office staff will deal with the delivery or query at the front desk and organise for the delivery to be dealt with. The unknown person will not be allowed any further into the school and will speak to the office staff via the intercom before entering the building.
- Where a parent or carer enters the school to deliver an item or a message to a specific pupil, then the office will take the item or message, then contact the pupil via the class teacher at an appropriate time.

4.2.5 Contractors

- All contractors that are spending a prolonged time in school must sign in, wear a red lanyard and must be accompanied by a member of staff at all times. If they are a contractor or maintenance person (non-teaching), the caretaker, or an available member of the office staff, must accompany them at all times.

4.2.6 Red lanyard visitors

These visitors must be accompanied at all times whilst on the premises, except in designated visitor areas (such as waiting areas). The designated staff contact is responsible for:

- collecting the visitor from the Front Office area;
- accompanying and accounting for the visitor at all times;
- ensuring the fire evacuation and emergency procedures are explained or a leaflet provided;
- giving any other relevant guidance;
- collecting any material used at the end of the visit;
- ensuring the visitor signs out and leaves the premises.

4.2.7 Green lanyard visitors

There are some visitors who the School may assess to be able to move around the school unaccompanied. The School should keep a record of their decision by completing a visitor risk assessment.

For visitors who are going to be unaccompanied, the designated staff contact is responsible for:

- ensuring the fire evacuation and emergency procedures are explained or a leaflet provided;
- giving any other relevant guidance;
- collecting any material used at the end of the visit;
- ensuring the visitor signs out and leaves the premises.