



Visitors' Policy

Policy and procedures for admitting visitors to

1. Aim

To have in place a clear policy and procedure, which is understood and implemented by all staff, Board members, visitors and parents. The aim is to ensure that pupils at our school can learn in an environment where they are safe from harm.

2. Policy statement

Visitors are very welcome to our school, however it is our school's responsibility to ensure that the security and wellbeing of our pupils is uncompromised at all times.

The school has a legal duty of care for the health, safety and wellbeing of all pupils and staff. This duty of care incorporates the duty to 'safeguard' all pupils from being subjected to any form of harm or abuse. It is the responsibility of the Board and the Principal to ensure that this duty is always implemented.

In performing this duty, the Board 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 this policy and procedure.

3. Policy responsibility

Our Designated Safeguarding Lead (Principal) is the member of staff responsible for the implementation, coordination, dissemination and review of this policy. All breaches of this policy must be reported to the Designated Safeguarding Lead (DSL).

4. Where and to whom the policy applies

The school is deemed to have control and responsibility for its pupils anywhere on the school site, during normal school hours, during after school activities, and on school organised (and supervised) off-site activities and trips.

4.1 This policy applies to:

- All teaching and non-teaching staff employed by the school.
- All external visitors entering the school site during the school day or for after-school activities (including supply teachers/peripatetic tutors/sports coaches and topic related visitors e.g., authors, journalists).
- All members of the Board.
- All parents (including parent helpers).
- All pupils.
- Other education related personnel (MOE staff, inspectors, health care professionals).
- Buildings and Maintenance Contractors.
- Other contractors

4.2 Types of visitor - there are a number of different types of legitimate visitors who may visit Downe House Riyadh:

- Visitors who attend the school in connection with children and who have a professional role (educational psychologist, part-time Learning Support, speech therapy, targeted support workers or health related professionals.)
- Visitors attending to work with children in roles such as peripatetic teachers (music & drama), sports coaches.
- Visitors who attend the school in connection with the building, grounds or equipment i.e. builders, contractors, maintenance staff or IT workers & technicians.
- VIPs – Very Important People
- Other legitimate visitors i.e. parents, parent helpers, board members, prospective parents.

5. Protocol and procedures

Visits should be planned to ensure they run smoothly considering the need to safeguard both children, the reputation of the school and the visitor. Where appropriate, risk assessments should be undertaken. The Principal or Senior Leadership Team should be aware of visits in advance (where possible).

5.1 Procedures for Parents and Carers

5.1.1 Drop – off and pick - up

Drop off is from 7:45am to 8:00am. Children who arrive at school after 8:10am are asked to report to the school office where they will collect a Late Slip and be recorded as late on the school register. (Please refer to Pupil Attendance and Punctuality Policy).

Pick up times are as follows:

2:45pm for Pre-School and Reception

4:15pm for Year 1 – 11

After-school care is available until 5:15pm

Parents and carers visiting the school must wear their lanyard when dropping off and picking up their child

All parents and carers must show their lanyard on entry to the school.

Any parent or carer who forgets their lanyard will be required to follow the visitors' procedure detailed in 5.2 without exception.

5.1.2 Parents and carers visiting the school during the day

Parents and carers visiting the school must wear their lanyard (each parent is given 2 lanyards for the purposes of entering the building) on every occasion. Parents or carers who forget their lanyard will follow the visitors

Anyone unfamiliar, even with a lanyard will be challenged by one of the security guards or member of staff.

Parents should wait in the reception if they have made an appointment to meet a teacher whereupon the teacher will be sought and brought to Reception to greet the parent and accompany them to a suitable meeting place.

Parents are not encouraged to stay in the school's Reception for any considerable length of time unless they are waiting for an older sibling.

5.2 Known/ planned visitors to the school

5.2.1 Procedures for all Visitors on foot:

All visitors (without exception) to the school on foot enter via the main doors where the Receptionist will swap their ID for a visitor lanyard.

Guards make a record of the following: Date, Name, Time In/Out, ID Number, Purpose of Visit, Person to see.

All visitors will be greeted by Reception Staff and asked who they are here to see.

Then visitors will be asked to sit and wait in the reception while the relevant member of staff is located and brought to the Reception – no visitor will be permitted to walk through the School unaccompanied.

5.1.2 Procedures for all Visitors arriving by vehicle:

VIP visitors may use the drop-off area at the front of the school.

The Security guard will accompany the VIP(s) to the main building.

Upon entering the main School building, VIPs will be asked to sign-in at the Reception Front Desk and given a Visitor's lanyard to wear. A security guard will supervise movement of any vehicle during these times, stopping any human traffic-flow.

For other visitors arriving by car, the Guards will walk them to the Main Entrance to sign in with Receptionist unless they already have a lanyard.

Please note: If a planned visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child.

5.1.3 Unknown/ unplanned visitors to the school

- Any visitor to the school who is not wearing an identity badge should be challenged politely to enquire who they are and their business at the school.

- They should then be escorted to the Reception Desk to sign the Visitors' Record Book and be issued with an identity badge. The procedures in 5.2 then apply.
- In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Principal and Deputy Head(s) (or the Teacher-in-Charge) should be informed promptly.
- Security Guards would be called at this point if the visitor refuses to leave.
- The Principal / Deputy Head(s)(or the Teacher-in-Charge) 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.

5.1.4 Board Members and regular volunteers/parent helpers

- All Board Members and regular parent helpers must comply with the school's Safeguarding (Child Protection Policy) and provide a DBS disclosure or ACRO/ICPC or police clearance certificate (if not already held) if they are in regulated activity via the School Office.
- All Board Members and parent helpers should follow the procedures as stated above.
- New Board Members will be made aware of this policy and be familiarised with the procedures as part of their induction. This is the responsibility of the Principal.
- New parent helpers will be asked to comply with this policy at their Induction meeting with the Principal and/or the DSL before coming into the school for an activity or class supporting role.
- Parents may be permitted to assist on an ad hoc / occasional basis (e.g. giving a talk to a class about their hobby/ job/new baby) as long as they are not left unsupervised. The Principal must give permission before any such visit takes place. All regular parent helpers must be DBS checked. Again, all parents should follow the procedures as stated above.

6. Contractors/ Workmen

- All contractors are to sign in at the Guard House unless they are working in an exclusive area designated for a particular building project away from the children.
- Checks on Contractors/ workmen should follow the procedures set out in Appendix 2 below. Third party contracts are required to provide the school with a letter confirming they have completed the correct identification, employment, and safeguarding checks for all the staff they deploy to the school. This letter and police / clearance checks on all staff should be stored with the HR Manager.
- The Management should be informed of any contractor who requires supervision when on-site so that they can organise it appropriately. Such visitors will be identified by a coloured lanyard and will be monitored
- Contractors to use designated toilets only and not to use mobile phones when on the school premises while children are on-site.

7. Staff Training.

As part of their induction, new staff will be made familiar with this policy for external visitors and asked to always ensure compliance with its procedures.

8. Policy History

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| Date of adoption of this policy | August 2022 |
| Date of last review of this policy | August 2022 |
| Date for next review of this policy | June 2023 |
| Policy owner (SLT) | Principal |
| Policy owner (Board) | Chair |

Appendix 1 Drop-off & Pick-up Arrangements

EYFS Drop-off:

- **No children in EYFS may be in School before 7.15am unaccompanied unless they have been handed over to Breakfast Club.**
- All EYFS children to be Dropped-off at their classroom door on the **outside** of the building.
- Classroom doors open at 7.15am.
- Classroom doors close at 7.30am.
- Any children dropped off at 7.30am are to be walked around to the EYFS Entrance where they will be let in and recorded as Late.

EYFS Pick-up:

- **Outside** Classroom doors open at 12.30pm (Pre-School dismissal) and 2.00pm (Reception dismissal).
- **Outside** Classroom doors close at 12.40pm (Pre-School) and 2.10pm (Reception).
- 2.10pm: EYFS Entrance opens for Kids Club and any late children that have been put into Aftercare 10 mins after their official end of session time.
- Parents to sign their child out from Aftercare when arriving late to acknowledge the late pick-up charge.
- Parents and children exit through EYFS Entrance when leaving from Aftercare & Kids Club.

Years 1 -3 Drop-off:

- 6.30am: Gates open for Breakfast Club children only. List provided for security to check against.
- 7.00am: Back gate **and** front gate (main entrance) open with a **security guard** present to check badges.
- Children to wait on green grass with parents until 7.15am.
- 7.15am: SLT to gates to greet children.
- 7.15am: External doors leading directly into the building open:
 - Years 1 & 2 - line up outside their classroom.
 - Year 3 - line up opposite palm trees by Specialist Exit.
 - Years 4 & 5 - line up outside Astro/Library entrance.
 - Class teacher on allocated downstairs door to greet children & parents as they arrive.
 - TA remains in classroom.
- 7.30am: Back gate **and** Classroom doors to close. Any children who arrive after 7.30am are considered 'Late' and will have to walk around to the main entrance, pick up a Late slip and go to class to be registered.

Year 1 - 3 Pick-up:

- 2.45pm: Gates open
- 2.50pm: External doors open as non-Club children are taken to outside doors/classroom doors.
- 2.50pm: TAs to take Co-curricular children to Clubs.
- Teachers and TAs of same year groups may have to double up in order to free up the class teacher who may be running a Co-Curricular Activity on a particular afternoon.
- Any children not collected by 3.00pm are taken to Aftercare and picked up by Late parents through EYFS Entrance.
- 3-3.30pm Internal & External doors remain locked.

- 3.30pm: Co-curricular Clubs end. Children dismissed from entrances/classrooms used at Drop-Off by class teachers.
- 3.40pm: Any children not collected by 3.40pm are taken to Aftercare and picked up by Late parents through EYFS Entrance.

Children should be handed over with a handshake, eye-contact and an acknowledgement of the parent to ensure for a safe 'handing over' procedure.

For procedures during the Holy month of Ramadan, please see below:

Timings during the holy month of Ramadan will be different to normal School hours. They may vary according to MOE stipulation and are subject to change, however a similar format to the content of the School day will follow. Generally, 30 minute lessons will be condensed to 20 minutes and there will be no playtime after lunch.

At Pick-up there will be no provision for any children who are considered 'Late'. Children will wait in the Foyer and parents will be contacted by 1.15pm.

Class teachers should not leave before their children have been handed over either to their parents or to the duty member of staff. It is an expectation that teachers hand-over their children appropriately, no matter the circumstance. This is after all considered to be their duty of care.