



# ROEDEAN MOIRA HOUSE VISITORS, GUESTS AND ENQUIRIES POLICY 2017-18

This policy is for the whole school including the Early Years Foundation Stage (EYFS)

## 1. Aims

The aims of this policy are to:

- Explain the school policy on visitors and guests to the school, its residential staff, and the pupils;
- Clarify how those standards are to be met by Roedean Moira House in its treatment of visitors;
- Set out the recording and reporting system for visitors;
- Explain the various responsibilities of the staff and pupils when visitors are on site.

All staff at Roedean Moira House are responsible for the safeguarding and wellbeing of the girls in our care. When visitors are onsite in any capacity, we must be vigilant in safeguarding the girls in our care and making sure that the appropriate guidance is followed.

## 2. Introduction

Roedean Moira House encourages parents and other people to visit the School and believes that there are many potential benefits which can result from increased interaction with the public. At the same time, the School has a legitimate interest in avoiding disruption to the educational process, protecting the safety and welfare of the pupils and staff, and to protect the School's facilities and equipment from misuse or vandalism. A balance must therefore be achieved between the potential benefits and risks associated with the presence of visitors to the School site and buildings. Achieving the desired balance will lead to increased external visitor involvement, a better understanding of how the School operates and the challenges facing the School, and an increased sense of collaboration and cooperation between the community and the School.

Limitations may be placed on visitors to avoid disruption to school operations and to prevent visitors from receiving a distorted view of those operations. The Principal has the authority to determine which visits are to be permitted as well as the discretion to set any appropriate conditions on the nature and extent of such visits. In exercising their discretion, the Principal considers the purpose of the visit, the impact of the visitor's presence and the relationship of any visitor to the pupils.

School personnel shall seek to assure that parents and other visitors are courteously received and that sincere efforts are made to provide them with information as may be needed to foster a cooperative relationship between home, school, and community.

## 3. Access to Site

Within the site, access to sensitive buildings is controlled either by means of an electronic key pad or locks. Other buildings have manned entry points or standard key locks when not in use. With the exception of boarding houses, which are strictly controlled, access to other areas is dependent upon individual members of staff either closing or locking doors and constant vigilance. Thus security within the site is managed at three levels:



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- 1 - Boarding Houses where there must be no unrestricted public access when pupils are present.
- 2 - Academic areas, such as classrooms or the library, where visitors may be present accompanied by a member of staff or designated guide.
- 3 - Public areas such as the Playing Fields, where visitors may be present unaccompanied.

The nature of this site is such that it is impossible to secure it completely. However, every effort is made by staff to ensure that visitors follow the appropriate policies and are issued with, and wear, lanyards/badges.

### 4. Usual Visitors

Visitors will normally fall into one of the following categories:

- Parents/Guardians/Carers of pupils in school and those interested in admitting
- Pupils
- Adults seeking employment in school
- Teachers/pupils from other educational establishments on experience
- Visits
- Pupils on placement
- Contractors
- Professional Agencies
- Governors
- Volunteers
- Former Pupils and Staff
- Service Providers e.g. postman, dustman etc.

### Reasons for Visits

The reason for visits can vary but would normally be:

- Invited to visit a specific lesson
- Taking a specific lesson
- Attending a specific meeting
- Attending a public event
- Attending sports events
- Working with specific pupils
- Working on site
- Visiting Staff and/or families
- Delivery or collection of goods



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### 5. General Requirements for Visitors

The following requirements apply to visitors:

- A visitor is defined as any adult person (over the age of 18) seeking to enter the school premises who is not a pupil, employee of the school or the immediate families of resident staff.
- Whenever possible, visitors should obtain authorisation from the School in advance.
- Visits may be prohibited at certain times, for example when important examinations or other assessments are being conducted.
- All school visitors must comply at all times with the School's policies, administrative rules, and regulations, including safeguarding procedures; a brief résumé of which will be given to all visitors to read when registering in the School Office.

#### Registration

All visitors will be required to register in the School Office on arrival.

- The School Office should have been informed of the date and name of the visitor, their host and the purpose of the visit.
- Notices shall be displayed indicating that all visitors are required to register with the School Office and obtain a school visitor's badge.
- All visitors shall report to the School Office when arriving or leaving the school premises and be signed in.
- Visitors will be asked to read a summary of the safeguarding regulations prior to being issued with a badge.
- All visitors shall be requested to wear and visibly display a Roedean Moira House Visitor's lanyard/badge or other approved identification, when on school premises.

#### Exceptions to Visitor Requirements

Parents or visitors who have been invited to visit the School as part of a scheduled open house, special event, scheduled performance by a class, team or group, or other adult participants in organised and school approved activities during school hours are exempt from the registration requirements above but will be issued with a label identifying the visitor as part of a wider event.

#### Visitors to classrooms and other instructional areas

Visitors may only enter classrooms or other instructional areas, such as the Library, if accompanied by a member of staff or a nominated guide.

### 6. Visitors to Boarding Houses

Access to boarding houses must be strictly controlled as this is not only the pupils' home but also areas where they may be changing or sleeping. No visitor is permitted to enter a boarding house unless they are accompanied by a member of staff.



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### **7. Visitors to Staff Residential Properties**

In view of the number of residential properties within the school boundary it is inevitable that several visitors will consist of family or friends of staff, who may remain either for the day, overnight or for longer periods. The responsibility for such visitors rests with the member of staff visited.

Resident staff are responsible for the behaviour and supervision of their visitors or their family's visitors, and all overnight visits must be requested from the Principal with the appropriate paperwork be filled in. Regular visitors are to be DBS checked in accordance with the school's safeguarding procedures.

#### **Overnight Visitors to Resident Boarding Staff**

An enhanced DBS clearance is received prior to anyone on the site having access to our pupils. If you have regular, frequent overnight visitors (i.e. family) they must be DBS checked. However, the School recognises that it is not necessary or practicable for private, irregular visitors to resident staff to be DBS checked. In such circumstances it is the responsibility of the resident staff member (who all have had comprehensive Safeguarding training) to ensure that all reasonable steps are taken to ensure that no risk is posed to pupils and staff, i.e. that visitors are supervised at all times.

These DBS checks must be completed by the applicant on site in person. They lapse if the visitor has not been on site for three months.

If you do have an overnight visitor(s), the form below must be completed by the resident staff member hosting the guest to show what steps have been taken to protect our pupils and property and minimise any risks. The completed form must be approved by the Principal prior to the arrival of the visitors.



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### Resident staff member (host)

Name \_\_\_\_\_

Job Title \_\_\_\_\_

House \_\_\_\_\_

### Visitor

Dates of Visit \_\_\_\_\_

Full Name \_\_\_\_\_

Previous Surnames (if any) \_\_\_\_\_

DOB \_\_\_\_\_

Permanent Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I confirm that:

- The visitor will not have unsupervised access to pupils.
- The visitor will not have unsupervised access to School property (buildings, data, communication systems).
- The visitor will be informed of safety procedures on site (e.g. speed limits, fire, H&S risks).

Does this visitor have any special needs of which the School should be aware? Yes / No

Is the visitor bringing a pet? Yes / No

Details \_\_\_\_\_

Vehicle details, if arriving by car (make, model, colour, registration)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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Please outline the supervisory arrangements that are proposed in respect of this visitor, and any other details that may be relevant.

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Please sign to say that you will take responsibility for your guest whilst on site and, should any irregularities arise, that you will make these known the School's management as soon as possible.

Date of risk assessment \_\_\_\_\_  
(Attach additional risk assessment if required)

Staff member's name \_\_\_\_\_

Staff member's signature \_\_\_\_\_

Principal: Approved / Not Approved \_\_\_\_\_

Date: \_\_\_/\_\_\_/20\_\_\_



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### 8. Visits by other Pupils

All requirements for visitors apply to pupils with additional considerations to be applied at the discretion of the Principal. Under most circumstances, pupil visitors are discouraged during the 'working day' unless accompanied by a parent. No pupil who is under suspension, expulsion or other form of discipline from any other school shall be permitted to visit the school without specific permission from the Principal.

### 9. Business Visitors

There are any number of business visitors who may have cause to wish to enter the Roedean Moira House's site. Business visitors must report to their 'host' on arrival. This will normally be in the main School Office.

#### Contractors

There are a number of visiting contractors who provide services to Roedean Moira House, its staff or pupils and which cover a wide range of scenarios. Contractors must report to the School Office on arrival.

#### Service Providers

Service providers is a generic term covering a wide range of situations where people seek to enter the school grounds, either to deliver goods to the school or residential properties or to provide a service to the community as a whole (e.g. postman, dustmen etc.). Certain of these service providers will have been DBS cleared by their employer, however, others will not. Vigilance by Roedean Moira House's regular staff is required.

#### Guest Speakers

As part of its effort to help members of the school community make informed, responsible decisions in the political, social, professional and personal aspects of their lives, Roedean Moira House encourages the hosting of speakers and programs from outside of the school. The following policy pertains to the invitation of off-school persons who will make presentations at Roedean Moira House to which members of the school have been invited. The intent of this procedure is to provide a broad exposure to a diversity of issues and perspectives, and to ensure that all members of the school community engage those issues and perspectives in a manner consistent with the mission and goals of the school. It is our responsibility to make sure that our students are listening to messages that are in keeping with the ethos of our Christian school.

The member of staff inviting the guest speaker is responsible for all planning and execution of the event and arrangements for and communication with the chosen speaker.

Guest Speakers shall:

1. Be given a copy of this policy prior to them coming into school.
2. Present a topic or subject area that is appropriate to the age and maturity of the student audience to be addressed and relevant to the enhancement of the students' educational development.



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3. Try to develop an appreciation for a subject area, topic, culture, or viewpoint and encourage critical thinking.
4. Not use language intended to promote hatred, bigotry or animosity between groups of people, or segments of society.

The member of staff organising the event shall:

1. Consider the following criteria when inviting a Guest Speaker:
  - Curricular or other educational objectives to be attained.
  - Approximate length, date and time of the presentation.
  - Knowledge, skills, or personal experience of the Guest Speaker as related to the topic.
  - The aims of Roedeane Moira House.
2. Consider the budget implications and get approval from the relevant budget holder.
3. Announce the visit of the Guest Speaker at least one week prior to the visit, and seek advice from the Principal based on any feedback given by the school community.
4. Book the Guest Speaker.
5. Ensure that individuals invited as Guest Speakers are provided with a copy of this policy prior to the presentation.
6. Inform the school community of the event through the weekly Strands newsletter.
7. Introduce the Guest Speaker to the Principal, or alternatively to a member of the school Senior Leadership Team.
8. Be responsible for staying with the Guest Speaker for the entire time he/she is on school premises, observing the Guest Speaker's presentation in its entirety, and take appropriate corrective action if this policy is violated by the Guest Speaker.
9. Ensure that a blue form and an invoice are submitted to the Finance Department (when payment is applicable).
12. Thank the Guest Speaker for their contribution to our community.
13. Ensure that an article and pictures about the event are included in the Strands newsletter and website.

### 10. Enquiries and phone calls

On receipt of an incoming call the member of the office staff:

- Will greet the caller and identify the School and themselves by name;
- Will ask how they can help the caller;
- Will take the appropriate action;
- Will take a message and promptly pass this on if necessary;
- Will not ask the caller to call again as this is discourteous;
- Will give the name and position of the person to whom a call is to be transferred.

### 11. Parents

In everything but detail, the School Office's policy for parental liaison and involvement reiterates that of the School. The importance of meaningful, regular and positive liaison between teachers and the parents of their pupils can hardly be overstated - this principle forms the foundation of the School Office's policy on liaison with parents.

N.B. The term 'parents' is employed throughout this policy to refer to parents, guardians, or others in loco parentis.



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For their part in this liaison, during a normal academic year, the office staff are involved in communicating with parents, directly or indirectly, by means of:

- Telephone
- A range of 'standard' letters either:
  - a. To parents typically regarding parents' evenings, open mornings, prize giving ceremonies, curricular changes, educational visits, visiting speakers and School or local exhibitions and workshops or;
  - b. To parents of individual pupils, concerning, for instance, achievement and progress, attendance, punctuality, or some commendatory or disciplinary matter;
- 'Personal' letters that address some matter(s) or incidents specific to the pupil concerned, e.g. parents are asked to give their consent to consultation with relevant health professionals and other agencies;
- The School's weekly Strands newsletter to parents, in which the work and activities of the School are regularly and substantially represented.

To help fulfil their important role in their child's education, and to be as informed as possible in any communications or discussions with teachers, parents are requested and encouraged to communicate via the School Office staff or to a particular teacher, any concerns or difficulties, interests or aspirations, that are either specific to, or that are seriously affecting their child's education. The office staff record and deal with this information in a confidential and professional manner.

With regard to this latter point, all communications with parents should strive to be as sensitive as possible, to the needs, apprehensions, and background circumstances of the parent(s) and the pupil. This means, among other important considerations, that in their communications with parents we:

- Pay attention to the form of address, so as not to exclude or embarrass one-parent families, or children being fostered or 'in care';
- Seek to employ a form and tone that is clear, straightforward, appropriately friendly, and not patronising;
- Be sensitive to the known home and family circumstances of a parent and their child(ren), and should exercise caution when those circumstances are not known, e.g. the parent's first language and culture are major considerations;
- Encourage apprehensive parents to visit the School, and to contribute as much as possible to their child's education;
- Use bilingual staff, interpreters or translators if necessary;
- Provide written information if the parents have severe difficulties with communication.



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Parents are encouraged to discuss any problems or concerns with their daughter's Personal Tutor in the first instance.

Appointments with the Principal are made directly with the Principal's PA.

### 12. Summary

Visitor access to Roedean Moira House must comply with the safeguarding requirements as given in DCSF document 'Safeguarding Children and Safer Recruitment in Education' (1st Jan 2007) now DfE (May2010) and the requirements of the National Minimum Standards for Boarding Schools published by the Secretary of State under the Children Act section 87C (1)1989.

### Related policies and documents

This policy should be read in conjunction with the following policies and documents:

- Employee Handbook
- Staff Handbook
- Code of Conduct for Employees
- Health Safety Handbook
- Boarding Staff Handbook
- National Minimum Standards for Boarding Schools
- ISI Handbook for the Inspection of Schools, Regulatory Requirements
- Teachers' Standards
- Departmental Handbook
- Keeping Children Safe in Education
- Safeguarding Policy
- Preventing Extremism and Radicalisation Safeguarding Policy
- Complaints Policy (Parents)
- Complaints Policy (Pupils)

POLICY REVIEWED BY SCHOOL: May 2018

POLICY REVIEWED BY SCHOOL COUNCIL: June 2017

NEXT REVIEW: May 2019