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## VISITORS PROTOCOL

### Introduction

Under the provisions of the Health and Safety at Work Act 1974 the School has a duty of care to all its visitors.

This Protocol provides guidance and information for staff in relation to any Visitors that may attend the School's site including the confidentiality procedure that should be adhered to.

Visitors are to be made aware, by the member of staff that they have come to see, of any potential hazards to their health and safety within the area of the school they intend to visit. They are to obey all displayed warning notices and verbal instruction. All visitors are to be made aware of the emergency procedures in line with the Fire Safety Protocol.

The Governing Body has authorised the Headteacher, in exercising day to day management of the School, to determine who should have access to the premises. The Governing Body have determined that nobody (including governors, staff, students or parents) has an unrestricted right of access to the School premises except those with a statutory right to do so.

The School's buildings and grounds are private places and anyone entering without authority, including students, ex-students and parents, is trespassing and may be asked to leave by the Headteacher

Whether the Headteacher has determined that an individual is trespassing, a letter will be sent warning trespassers of the possibility of proceedings being brought against them. The maximum penalty for this offence is a fine of £500.

### Guidance and Information in Relation to Visitors

There are five categories of visitors to the School:

- Educational visitors and VIPs
- Casual visitors
- Contractors
- Ex-students
- Intruders

### Educational Visitors and VIPs

There is every reason to suppose that the School will experience high levels of Educational Visitors and VIPs.

Such visits need careful managing, if the benefits of showing our work to visitors are not to be overshadowed by negative feelings of disruption, distraction and dislocation to our central aim of delivering a high-quality curriculum to our students.

Any member of staff that is planning an event, whether it involves an external visitor attending site, should following the procedure set out on the "Request for event" form.

When the visit has been authorised, the initial welcome will be made on the day of arrival by the member of staff allocated, who should be briefed in advance by the individual member of the support or teaching staff who has been the initial point of contact. The volume of visitors will be continually monitored.

### Casual Visitors



As with all busy work places, there is a high level of casual visitors to the School during the course of a normal working day. These could be parents attending a meeting, consultants or commercial representatives going to particular areas within the school. Sometimes they are expected, more often than not, their visit is unplanned.

If the visit is expected by a member of staff their name should be given to the Receptionist if possible so that the Receptionist is aware of the visit and will be able to greet the person accordingly on arrival. The visitor will be signed into the Visitors Book and requested to read the Safeguarding Notice by the Receptionist. They will be asked to wait in the Reception Area, while the person expecting the visitor can be located. The member of staff should always come to Reception to collect their visitor.

For reasons of safety for staff and students, unknown visitors should on no account be allowed to wander through the School premises. Notices are displayed at main entrances requesting all visitors to report to the main Reception.

### **Contractors and Suppliers**

The School is responsible for the selection and management of contractors. It is the duty of the Site Services Manager to ensure that all contractors are made aware of the School's Health and Safety Policy and their obligations under it before commencing any work on site. A full site induction will be completed before a contractor enters site which includes checking all their documentation and insurances. This should be documented by the Site Services Administrator prior to appointment.

All contractors must have a booked appointment unless it is to deal with emergency works and this is to be dealt with under the supervision of the Site Services Manager.

All contractors are required to sign the Visitors Book in Reception as per the standard procedure; however, there is a further requirement to complete the Site Log Book which is located in the Site Services Office. No contractor is permitted to commence work until the Site Log Book has been completed.

### **Ex-students**

Often ex-students make social calls to the School. The relevant member of staff should be contacted and permission granted for the visitor to come onto the premises. Once permission is given the ex-student is required to sign the Visitors Book as per the standard procedure.

### **Intruders**

All staff are asked to take careful note of the following advice, which may help you to handle any difficult situations if you are confronted by an intruder or intruders on our premises.

Always aim to be welcoming and polite to all our visitors. If you see anyone that you think should not be on the School premises, do not approach them directly on your own unless you feel comfortable or inform Reception immediately and ask for support to be called. When you have identified the intruders, please remain present whilst they are asked, in a friendly way, their reasons for being on site. Staff should guard against questioning someone on the basis of stereotyped assumptions about people based on their appearance. If satisfied that they are on legitimate business, please accompany them to Reception to sign the Visitors Book as per the standard procedure.

If the person is unable to offer an acceptable reason for remaining, staff should politely ask them to leave in a clear and firm way.



**Never** touch the intruder, even lightly, as this can be misinterpreted and provoke hostile reactions. If they refuse to leave, staff should not attempt to force them to leave but request Reception to call 999 for the Police. Note that a member of the Senior Leadership Team should be made aware of the incident taking place as quickly as possible.

In this situation, try to remain calm and avoid raising your voice or being drawn into an argument.

If the police are called as a result of a physical assault, in serious cases they have the power to arrest the assailant and take legal proceedings directly. The DCSF issued guidance on 16 December 1997 which is still applicable "Academy Security: Dealing with Troublemakers". The guidance spells out the powers of the police and the criminal justice system to deal with troublemakers in and around Academies.

The School has a Violence at Work Protocol which details all aspects of the subject which is available for all staff in the Staff Handbook.

**REMEMBER**, the Governors of Newent Community School and Sixth Form Centre will provide the fullest support legally possible to staff in connection with alleged assaults, threats or criminal damage arising in the course of or out of the performance of their duties.

Some "Intruders" are ex-students, merely making a social call. Please advise them to go immediately to Reception as per the standard procedure.

### **Guidance and Information in Relation to the Confidentiality Procedure for Visitors**

This school always operates in a way that respects every individual and family's right to privacy. It is the school's intention to respect the privacy of children and their parents and carers, while ensuring they have access to high quality education, care and support. Our primary duty of care, however, is to the safety and welfare of the child. The best interests of the pupil will be maintained throughout all practice. It is customary that a pupil's best interests are usually best served by measures that offer the hope of prolonging life or preventing harm or damage to health. All our staff are therefore expected to work within the guidelines of this policy which conform to recent legislation and government guidelines and which protect confidentiality.

In practice this means:

- Making it clear that gossip is discouraged
- Keeping personal records confidential
- Not discussing pupil or family matters in a general way
- Using teaching methods that protect confidentiality
- Always encouraging pupils to talk to their parents or carers about any anxieties and issues they may have, while at the same time offering support for individuals and families and staff specialising in pastoral care.

### **Confidentiality Concerning Parents**

The school ensures that when parents/carers share information with a member of staff in confidence this information will only be used/shared with other members of staff if doing so will enhance the welfare of the child.

The school aims to consult with parents as much as possible about their children when referring to another agency. In general, parents will be asked if they wish to be referred, unless there is reason to think that in obtaining such consent may put the young person at risk. If the referral is about child abuse (or risk of it) rather than 'children in need', it is practice to consult Social Services BEFORE discussing the issue with parents, unless a parent has asked the school to make referral and is already aware of it.



At all times young people are encouraged to talk to their parents or carers and the school aims to give them support to do so. In spite of this approach, some young people may, for various reasons, at first feel unable to involve their parents. Under these circumstances the school has in place a system whereby staff can offer children help in a limited 'confidential' way. This could involve referring a child to a health professional without informing his or her parents.

Other related policies and documents: Sex and Relationship Education (SRE) Policy; PSHE Policy, Anti-Bullying Policy, Drug Education and Management Policy and Race Equality Policy.

### **Personal Disclosures**

- Staff will not discuss personal information given by parents with other members of staff except where it affects planning for the pupil's needs. Staff induction includes a focus on the importance of confidentiality;
- All staff are regularly trained with regard to child protection and Child Protection Policy;
- The school undertakes to ensure that pupils in the school are informed of all appropriate sources of confidential help, for example, the school nurse, counsellor, GP or local advice services;
- The teachers responsible for child protection issues are to be found in the Child Protection policy.

Students will be made aware that some information cannot be held confidentially and made to understand that if certain disclosures are made, certain actions will ensue. At the same time students will be offered sensitive and appropriate support. The following procedures will be adhered to by all staff:

- Disclosures (or suspicion) of possible abuse – the school's child protection procedures will be invoked which are detailed in the Child Protection Policy.
- Disclosures of pregnancy or suspicion of pregnancy or advice on contraception – students should be asked whether they can tell their parent(s) and whether they want help doing so.

If this takes place, subsequent responsibility then lies with the parent(s).

If the student refuses to tell their parents, the adult should refer them to a health professional. If confidentiality has to be broken at any time, Students will be informed first and then supported appropriately.

The adult should record and file the incident confidentially in school.

### **Confidentiality in the Classroom**

All teaching will be done in a way that reaffirms respect for everyone in the school and associated with it. The following strategies for maintaining confidentiality in a class situation should be used:

#### Setting Ground Rules

Teaching staff work with students to develop 'ground rules' for lessons and discussions and show why these need to be agreed and respected by everybody. These may include:

- No-one – teachers or students – has to answer a personal question or disclose any personal details; this is basic way of protecting oneself and is not negotiable;
- Everyone has the right to 'pass' on a question if they want to;
- No-one will be forced to take part in a discussion;
- Everyone has the right to be listened to and have their views respected;
- No teasing, jeering or bullying of any kind;
- No sexual harassment will be tolerated;



- If you don't want anyone to know about something either talk about it as though it was someone else or don't bring it up.

### **Depersonalising**

Teaching staff will protect students' privacy in the class by always depersonalising discussions. Students can then explore the issues being raised without having their personal lives or those of their families implicated or invaded and 'used' inappropriately by other students:

- use the third person to allow students to keep distance;
- collect answers anonymously on pieces of paper so that Students can express their feelings without risking exposure;
- collect 'group' ideas without identifying individuals;
- provide appropriate videos and written scenarios with invented characters to encourage students to imagine how the people would feel and discuss what they would do in their situation.

### **Other professionals working in school**

Students may come into contact with a range of professionals within the school, both those who work in the school and those visiting from outside, for example, Careers Advisers, School Health Advisers, Youth Workers, specialist drugs workers, Outreach workers, Extended Health Drop-in Centre. The involvement of these professionals raises a number of confidentiality issues:

#### Maintaining confidentiality in a classroom

Other professionals may need support in working with groups in a way that protects confidentiality. In a one-to-one setting it is good practice for other professionals to talk to a student personally, to make sure that their concerns are identified and that they understand the advice given. In a classroom it is not appropriate to talk to students directly about their personal experiences.

#### Professional codes of conduct

When working with individual student, other professionals are bound by their professional codes of conduct which tend to give the student the right to confidentiality and it would be unreasonable to expect a professional to act outside his/her professional code within a school setting. Confidentiality, in these situations, should only be breached in exceptional cases and not without first informing the student.

In a classroom situation, including small group work, the school's policies and procedures apply to teachers and other professionals alike.

#### Giving contraceptive advice and information

There is a difference between a teacher giving general information about contraception in the classroom and other professionals giving individual advice to students about different kinds of contraception. In a classroom situation, the school's confidentiality policy restricts teachers to general information only.

#### Sexual Identity and Sexual Orientation

The school aims to meet the needs of all students regardless of their developing sexuality. Staff are encouraged to deal honestly and sensitively with issues of sexual orientation, answer appropriate questions and offer support. Homophobic bullying is dealt with strongly yet sensitively. The school liaises with parents and carers on these issues to reassure them of content and context.



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## Giving drugs advice and information

There is a difference between a teacher giving general information about drugs in the classroom and other professionals giving individual advice to students about drugs and drug abuse. In a classroom situation, the school's Confidentiality Protocol restricts teachers to general information only.

### **Monitoring and Review**

The Senior Leadership Team shall review this protocol from time to time to ensure that it meets legal requirements and reflects best practice.

If Staff have any questions about this protocol or suggestions for additions that they would like to be considered on review, they may do so by emailing the Headteacher or Business Manager.

The School will continue to review the effectiveness of this Protocol to ensure it is achieving its stated objectives.

### **Date of Review**

April 2014