

## School Visitors Policy

### 1. Purpose

The Rise School welcomes visits from all interested parties, parents, family members, carers, professionals, volunteers, and students. For the visit to be successful all concerned, we must ensure that there are procedures which are followed. Therefore, the purpose of this policy is to:

1. Protect the pupils' dignity and privacy;
2. Promote trust and confidence between all parties;
3. Ensure that disruption to the school is kept to a minimum;
4. Promote transparency of practice.

### 2. Procedure

- Those wishing to visit the school should make arrangements in advance with the relevant school personnel stating clearly the reasons for the visit. Where appropriate, visitors will be encouraged to attend one of the organised visits, either as a potential parent (Parent Visiting Afternoon) or as a professional (Professional Visiting Afternoon).
- The Head of School should be notified of all visits to the school other than the usual review visits made by parents/carers.
- All visitors, including parents/carers, must be signed into the building at Reception and wear a visitor's badge throughout their visit. The visitor's badge should be returned to reception before leaving the building.
- Visitors must not be left unaccompanied in any areas accessed by pupils,
- On rare occasions incidents may occur with pupils and staff will ask visitors to leave or redirect their route. Answers to questions may need to be deferred.
- Tours should be restricted to corridors unless pre-arranged (but can enter non occupied classes / offices).
- Visitors should not engage with our staff or pupils unless invited or a social approach is made by a pupil.
- Confidentiality must be a paramount consideration for visitors.
- Visitors must be mindful that staff will not give out any confidential information on pupils.
- Pupil issues must not be addressed with parents, visiting professionals or between staff in common areas; a confidential space should be found.
- Where possible, visitors should not be taken to the staffroom during break times.
- Staff and pupils are to be prepared for the visitors to the fullest extent possible.
- The school will seek parent/carer permission before any professional visits to the school in relation to specific pupils are agreed. The only exception to this will be for Best Interest meetings and multiagency meetings.
- Office staff will be aware of class timetables so the whereabouts of specific children and classroom staff are always known so they can be easily located.
- Family members are welcome to visit and observe their children in class, but by prior arrangement only.

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- Photos or video footage must not be taken of the children by visitors. The Rise School will provide these if appropriate or taken by agreement for corporate purposes.

### 3. References

This policy should be read alongside the following The Rise School and Ambitious about Autism policies and procedures, which can be found [here](#):

- Child Protection Policy and Procedure
- Adult at Risk Safeguarding Procedure and Policy
- Health and Safety Policy
- Accessibility Plan

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## Appendix 1: Access to School Policy

### 1. Purpose

We welcome visitors to The Rise. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If a parent/carer has concerns we will always listen to them and seek to address them.

However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have license to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents. The board of Trustees has a requirement to protect staff and students from such aggression.

### 2. Scope

For the purposes of this policy, the term 'parent' means not just the child's natural parents, but also those with parental responsibility for the child, who have care of the child or who are a family member of the child. Please note, the policy is applicable to any visitor on site and the term 'parent' does include other visitors who are not relatives.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled pupils have an 'implied license' to come onto the school premises and/or within its boundaries at certain stated times (e.g. during collection and drop off and/or through invitation to an event or meeting). It is for schools to define and set out the extent of such access and The Rise communicates this when required.

Please also note that no meeting at The Rise may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

### 3. Legislation and guidance

This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

### 4. Definition of unacceptable behaviour

The Rise maintains its power in common law to ban a person from its premises/boundaries and will make a decision to do so in circumstances where a person displays behaviours below on more than one occasion:

- Any kind of insult as an attempt to demean, embarrass or undermine;
- Any kind of threat;

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- Raising of voice so as to be intimidating;
- Physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures;
- Use of foul or abusive language;
- Any kind of physical abuse;
- Allegations which turn out to be vexatious or malicious.

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media.)

### 5. Procedure

Stage	What happens
1. Meeting with headteacher	Headteacher and parent meet in order to de-escalate situation also clarify that further incidences of unacceptable behaviour will result in a ban. This meeting will be followed up in writing.
A further incident of unacceptable behaviour occurs.	
2. Ban, pending review	Headteacher writes to impose ban (pending review) giving 10 school days for parent to make representations.
3. Review and Decision (within 15 school days of the initial ban)	Director Education/Executive Head Teacher either confirms ban for a stated amount of time (six months or less) or ban is lifted – based on the information provided during the review.
4. Review of Decision (within six months)	A review is organised by the Headteacher and Director of Education/Executive Headteacher by the date agreed at Stage 3 – ban is maintained or lifted.

Please note that any incidents of violence will go straight to Stage 2- an immediate ban subject to review.

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