



Enfield County School for Girls

School Visitors and Communication Policy

Respect, Responsibility, Co-operation, Equality and Generosity of Spirit

September 2025

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School Visitors and Communication Policy

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1 Policy Statement

The Governing Body, Headteacher and staff assure all visitors a warm, friendly and professional welcome to Enfield County School for Girls, whatever the purpose of their visit. All staff follow the Code of Conduct Policy when dealing with each other or communicating with parents/carers and other stakeholders.

The School has a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to safeguard all students, and staff from subjection to any form of harm, abuse or nuisance, whether this is in person or through communication via email or over the phone. It is the responsibility of the Governing Body, Headteacher and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Governing Body recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The School therefore requires that **ALL VISITORS, PARENTS/CARERS AND OTHER STAKEHOLDERS** (without exception) must comply with the school's visitors and communication policy and procedures. Failure to do so may result in a visitor being asked to leave the school site.

The Governors and Headteacher also have a duty of care to ensure that staff, while carrying out their duties at work, through face to face meetings, via communication over the phone or online are not abused or harassed in any way by parents, carers or members of the public. Interaction with parents/carers is always in keeping with our home school agreement where it states that parents/carers must respond appropriately to staff and other students and never use aggressive or confrontational behaviour around, or in the vicinity of the school premises or in their communication with members of staff or students.

Unacceptable behaviour is such that makes a member of staff or student feel threatened, humiliated or intimidated. This can be through face-to-face contact, via the telephone or in written communication (including social media)

- The following is not an exhaustive list but seeks to provide illustrations of such behaviour:
 - Any kind of insult as an attempt to demean, embarrass or undermine
 - Any kind of threat
 - Raising of voice so as to be intimidating
 - Physical intimidation, e.g. 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 that turn out to be vexatious or malicious
 - Using devices to record meetings without permission



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At Enfield County School for Girls the Governors and Headteacher have adopted a zero tolerance policy for this type of behaviour.

The Headteacher may decide to bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils and it is enough for a member of staff or a student to feel threatened.

In this instance the Headteacher will inform the individual that they have been barred or they intend to bar them, in writing and following this the individual must be allowed to present their case.

The school can either:

- bar them temporarily, until the individual has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline

After the individual's side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time and is decided by the school.

Should the situation be deemed unlawful the school will have no option but to inform the police of such behaviour, which could result in a criminal charge being brought against the perpetrator.

Policy Responsibility

The School Business Manager is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the Headteacher, Safeguarding Lead and the school's site staff as appropriate. All breaches of this procedure must be reported to the School Business Manager.

Aim

Our aim is to safeguard all children and staff both during school hours' curriculum and out of school hours' activities which are arranged by the school or when staff/students are within the vicinity of the school boundaries at the end of the school day. The ultimate aim is to ensure that students at Enfield County School for Girls can learn and enjoy extra-curricular experiences in an environment where they are safe from harm and that staff members are able to carry out their duties in a safe environment.

Objectives

To have in place a clear safeguarding protocol and procedure for the admittance of external visitors to the school to ensure they meet statutory safeguarding guidance.

To have in place a clear protocol and procedure for parents/carers and other stakeholders in relation to their communication with the school to ensure our staff and students are protected from unacceptable behaviour.



School Visitors and Communication Policy

To ensure the above objectives are understood by all staff, governors, visitors and parents/carers and conforms to child protection, safeguarding and school guidelines.

Where and to Whom the Policy Applies

The school is deemed to have control and responsibility for its students anywhere on the school site (i.e. within or just outside the school boundary fence), during normal school hours, during after school activities and on school organised (and supervised) off-site activities. This policy therefore applies to:

- All staff employed by the school
- All external visitors entering the school site during the school day or for after school activities (including, peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
- All governors of the school
- All parents/carers and volunteers
- All students
- Other Education related personnel (External Advisors, Inspectors)
- After school lettings
- Building & Maintenance and all other Independent contractors visiting the school premises
- Independent contractors who may transport students on minibuses or in taxis.



2 Protocol and Procedures - Visitors to the School

All visitors to the school will be asked to bring formal identification or provide their DBS certificate at the time of their visit (unless they are named on the approved visitors list). The following procedures must be followed:

Access to the School Building

- Once visitors have gained access to the school site via the school electronic gates intercom, which is managed by the reception, they must report to reception first. No visitor is permitted to enter the school via any other entrance or by any other means under any circumstances.
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification, if necessary, upon request.
- All visitors will be asked to sign in via the electronic visitors' system, at reception.
- A photograph of the visitor's face will be taken and a photo ID pass generated. The photo ID will be placed in a plastic holder and visitor lanyard provided, which must be worn around the neck and be clearly visible to staff and students at all times while on the school premises.
- All visitors working unsupervised with students will be asked to produce their DBS certificate together with photo ID, i.e. Passport or driving licence. Without this they will not be granted access. On each visit to the school visitors will be asked to sign in electronically.

Colour Coded Lanyards

- Visitors on the approved visitors list (see below) or who have produced a copy of their DBS certificate with approved photo ID, will be given a **Green** lanyard to validate their approved safeguarding status and will be able to move freely around the school.
- Visitors without a current DBS or formal identification will be required to wear a **Red** lanyard identification badge – the lanyard and badge must remain visible throughout their visit.
- Visitors with a **Red** lanyard will under no circumstances be allowed to meet with students on their own at any time.
- Visitors with a **Red** lanyard will be escorted from reception to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.
- A **Red** lanyard visitor **must not** be allowed to move about the site unaccompanied at any time and must be escorted everywhere if wearing a **Red** lanyard. It is the responsibility of the member of staff receiving the visitor to ensure this safeguarding procedure is followed. Anyone who is unclear of the procedures for visitors must contact the School Business Manager for further advice.
- Governors are on the approved visitors list and wear a white lanyard when on site.

Approved Visitors List

The School Single Central Record and the reception holds an approved visitor list for visitors who frequently visit the school site, such as Governors, social workers, medical personnel or contractors etc.

These visitors will have already met the relevant enhanced DBS criteria to meet the statutory guidance.



To qualify for the approved list visitors must have demonstrated prior to the visit that:

- They have a current enhanced satisfactory DBS certificate and a copy of the reference number has been registered on the school's Single Central Record (SCR) (a current DBS is defined as no more than 2 years old and the original must be shown with photo ID).
- External agencies via the Local Authority e.g. social workers, catering staff are on the approved visitors list and official letters, which are sent to the school annually from the Local Authority are kept with the Single Central Record. Unfortunately, we are unable to facilitate external agencies not supported by the Local Authority.
- Visitors on the approved list must follow the same procedures on entry to the premises (e.g. sign in via the electronic visitors' system, at reception following the requested information on screen e.g. their name, organisation, who they are visiting and car registration). A copy of the approved visitor list will be kept in the reception areas at both sites. Approved visitors will be given a Green lanyard. However, external agencies via the Local Authority will be allowed to wear their Local Authority approved lanyard.
- All visitors, even if in school for a short time during the day, will be recorded on the Single Central Record (SCR) visitors folder to meet safeguarding statutory guidelines.

Supply/Agency Staff

- Supply teachers must show a copy of their DBS certificate along with photo ID (passport or driving licence) at reception prior to gaining access to school areas.
- Supply teaching agencies will also provide a vetting checklist as evidence to confirm that they have carried out the required safeguarding checks for their staff. This will be sent to the Cover Officer who will add the enhanced DBS Reference Number to the schools Single Central Database.
- Supply teachers will receive a copy of the Enfield County Supply Information guidance prior to arrival or on arrival where safeguarding, health and safety and other procedures are outlined.

Governors and Volunteers

The school will check that all Governors' and parent helpers' DBS Certificates are current i.e. less than 2 years old. Governors and parents must sign in on the electronic visitor's system on arrival to school.

New Governors will be made aware of this policy and must ensure that they are familiar with its procedures as part of their induction. This is the responsibility of the Headteacher, Chair of Governors or the Clerk to the Governors.

New volunteers will be given a copy of this policy on arrival to the school.

Departure Procedures

All Visitors must log out of our visitor system at the end of their visit and return the lanyard and holder.



Safeguarding Guidance for Visitors to the School

Adults visiting or working on the school site play an important part in the life of the school. Visitors can play a part in keeping students safe whilst working at, or visiting the school by observing the following guidelines:

- Do not initiate verbal or physical contact with students unless it is appropriate and a part of the agreed reason for your visit.
- Do not give any personal information to students, such as your mobile phone number or address. Do not provide students with your personal email address, and only provide your professional work email if it is necessary as part of the reason for your visit - a member of the Senior Leadership Team must give authorisation for any professional work email exchange.
- If you have any concerns that a student may be at risk of harm, report it immediately to the senior designated person for child protection (Ms Julia Scott, Senior AHT) who can be contacted via the main school office. Do not discuss your concerns with a student, and do not carry out an investigation.
- If a student makes a disclosure to you, do not promise confidentiality. Explain that you will need to talk to someone else. Inform the designated senior person for child protection (Ms Julia Scott, Senior AHT) of your concerns immediately via the school office.
- All visitors must be mindful of the ethos and values of Enfield County School for Girls and not seek to indoctrinate or influence students in any way that opposes our commitment to equality, tolerance and the promotion of British values.

For further guidance, the school's Safeguarding and Child Protection policy can be found on the school [website](#)

Unknown and Uninvited Visitors to the School

Any visitor to the school site who is not wearing an identity badge should be challenged immediately in a polite manner to enquire who they are and their business on the school site.

In the event that a visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher, School Business Manager and Site Staff should be informed promptly. In the absence of the Headteacher or School Business Manager, please contact another member of the Senior Leadership Team.

The Headteacher/School Business Manager will consider the situation and decide if it is necessary to inform the police.

If an unknown 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.

Photographs

Visitors are prohibited from taking photographs whilst on the school site unless they gain permission from the Headteacher or member of the Senior Leadership Team.



Fire and Evacuation

At reception, the receptionist will make visitors aware of the evacuation procedures and the fire evacuation assembly point. However, the visitor's host will also explain what to do should the fire alarm be activate during a visit. The school's fire alarm is a continuous bell. Visitors must leave the building by the nearest exit and assembly by the Tennis courts. Staff staff wearing a high visual jacket will be able to support visitors' evacuation during an emergency.

Smoking

Enfield County School for Girls operates a no smoking policy. Please do not smoke anywhere on the school site internal or external areas.



3 Communication via Telephone, in Writing or Online (Microsoft Teams, Zoom etc.)

The expectation is that parents/carers and other stakeholders will follow the correct procedures when dealing with staff members via telephone, in writing or online via an online service e.g. Microsoft Teams or Zoom.

- The following is not an exhaustive list but is hoped that it will ensure clarity about what is acceptable and what is not in their communication with the school:
 - Always use appropriate language and never demean, distress or offend the decency of others e.g. making degrading, suggestive or insensitive comments or remarks.
 - Do not make derogatory comments or seek to undermine the Governors, the Headteacher or other staff members.
 - Respect the rights of others and treat them with dignity. Never threaten, or intimidate anyone.
 - Always be polite, responsive and treat people with respect and consideration.
 - Use appropriate language in written communication and do not write in capital letters or use exclamation marks as this could be interpreted as shouting or aggressive communication.

If the above procedures are not followed, then the school may have no option but to communicate with parents/carers or stakeholders via an intermediary from the Governing Body or/and support from the Local Authority.

Linked Policies

This policy should be read in conjunction with other related school policies including:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Code of Conduct
- DfE Guidance, Controlling access to school premises, 27 November 2018

Policy Review

This policy will be reviewed in September 2026 or earlier if required.