



Policy for the handling of “Invited visitors” to the Heptonstall School

1. Introduction

This policy relates to the handling of high profile and other visits to Heptonstall School.

This policy aims to ensure that all visits are handled appropriately and service users are protected from any potential safeguarding issues relating to visitors to Heptonstall School.

The policy covers visits from, for example, celebrities, ministers, royalty, and charities etc., which are organised by Heptonstall School employees. It covers both requests to the organisation from individuals who want to pay a visit as well as requests from employees for visits to be made.

During any year there may be a number of visitors to Heptonstall School either through their own request, e.g. to make charitable donations, or through a request from a member or team of staff. Every such visit must follow the procedures within this policy to ensure that appropriate safeguarding arrangements are in place for service users.

2. Purpose

This paper sets out a policy on the handling of visitors to Heptonstall School.

The policy covers any visitor to the organisation who may come into contact with service users but are not families and friends of the service users or regulators/commissioners on organisational business. Examples include VIPs such as Ministers and Royalty, celebrities such as tv/radio personalities, visits from Santa or local mascots, Mayors, sports personalities etc.

3. Duties (Roles and responsibilities)

It is the visit organiser’s duty to ensure that this policy is followed for all visits including gaining the correct consents and ensuring that visitors are accompanied throughout their visit.

Further advice can be sought from the Headteacher should any clarification be needed.

It is the Headteachers responsibility, once they have been notified of a potential visit, to ensure that they liaise with the relevant area to make sure that the visit is appropriate and ensure that any photographs/filming that takes place is done so with the consent of the service user (parent or guardian in the case of a minor).

4. Procedures

The following procedures must be followed by any member of staff organising a visit to the organisation.

4.1 Prior to the visit

All requests for visits or planned visits should be directed to the Headteacher at the earliest opportunity. If individuals are approached directly the visits must be approved by, or organised through the Headteacher.

Any member of staff wishing to invite a visitor to their work area, should contact the Headteacher before approaching the potential visitor.

The Headteacher will liaise with the requestor to understand the purpose of the visit and liaise with relevant personnel to ensure that it is clinically appropriate to visit the areas on the proposed dates. The Headteacher will also arrange for any internal or external publicity in respect of the visit, should it be appropriate.

4.2 On the day of the visit

All visitors should be met and escorted to the visit area by a named member of staff (chaperone) and that member of staff should stay with them throughout their visit.

Visitors arranged by the organisation should **at no time** be left unattended with service users and their families. If appropriate, and if media representatives are present, a member of the communications team will also be in attendance throughout the visit.

If the visit is a group visit and the group is split to visit different areas then each group should be chaperoned throughout that part of the visit.

Any photograph taken of the visitor with a service user or their family should be done so with the express permission of the client or family (and parent or guardian in the case of a minor). Any photograph taken by a member of the organisation or the communications team of a service user or their family will require the completion of a consent form.

The staff chaperone must ensure any protocols/ procedures in place to protect service users are observed by any visitor to the area.

Should any concerns arise about safeguarding, advice should be sought from The Headteacher.

4.3 Royal Visits

Any request for Royal Visits must be made to the Headteacher who will make a request on the organisation's behalf to the Lord Lieutenancy office. Should the request be successful (name of who is responsible for liaising) will continue to liaise with the Lord Lieutenancy office and the Police to ensure the appropriate security arrangements are in place. Other staff will be involved as appropriate by the (name of who is responsible).

The Royal visitor, and their accompanying party, will be accompanied by the Headteacher or another member of staff as appropriate throughout their visit.

The Headteacher will be the central liaison point throughout.

4.4 Ministerial Visits

Any request for a Ministerial Visit must be made to the Headteacher who will make a request on the organisations behalf to the Minister's Private Office.

If the visit is agreed the Headteacher will liaise with the Private Office with regard to an itinerary and to ensure that security, if appropriate, is in place.

The Minister will be accompanied on their visit by the Headteacher or another member of staff as appropriate throughout their visit.

The Headteacher will be the central liaison point throughout.

4.5 Visits organised directly by service users and their families

The only time the procedures above may not be followed would be if the service user or their family has organised a visit themselves and not involved the organisation. These visitors would be treated the same as any other visitor to the service user.

However, should the service user or their family organise for the media to visit them to take a photograph then the visiting media policy must be followed.

5. Training and Implementation

There is no training requirement for this policy. However, all staff members should be made aware of this policy and the procedures within it.

6. Equalities Statement

Heptonstall School aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is

discriminated against by reason of their gender, race, disability, age, sexual orientation, religion or religious/philosophical belief or marital status.

7. Monitoring Compliance with this Procedural Document

The School Business Manager will keep a record all external visits to the organisation.

If any member of staff should hear of any visits taking or that have taken place that have not followed the Policy, these will be reported to The Headteacher.

If there are any concerns that service users have been in a vulnerable position with regard to safeguarding then (name of who it should be reported to) must be informed immediately.

Ratified at Full Governing Body AGM October 2016

Date of Review: October 2022

Date of next review: October 2023