

School Visitor Guide

Updated on 5th June 2023

This page provides guidance for Twyford staff receiving visitors, as well as for people and organisations visiting Twyford School



Visitors to Twyford School

People visit schools for a range of reasons: health professionals, counsellors, music examiners, contractors, volunteers and parents/carers are just some of the people who play an important role in schools and can enhance children and young people's learning. The guide below is what Safeguarding measures Twyford has in place for adult visitors who are not employed directly by the school (whether paid or unpaid). Visitors should comply with the schools' procedures and understand what they need to do to keep our students safe and should be managed in alignment with the schools' safeguarding arrangements.

Visitors with appointments

The School Office **must** be made aware of any expected visitors arriving for appointments at the school by emailing Office@twyford.ealing.sch.uk with the name of the visitor and who their Staff Liaison will be, date and time of the expected arrival and details of parking (if required). Staff Liaisons should direct them to the School Website in advance of their visit to review the visitation procedures and the [Emergency Procedures for Visitors leaflet](#), which includes crucial Health, Safety and Safeguarding procedures.

Vetting/Disclosure and Barring Service (DBS) check:

Anyone working with children **must** undergo the necessary vetting and barring checks. If they are undertaking "regulated activity" or "regulated work", they are required by law to have an enhanced vetting and barring check. Twyford Reception **must** have evidence that a recent check (within three years) has taken place either in advance of a scheduled visit and/or on the day of arrival. If a visitor is intending on visiting frequently and/or occasionally, Reception will photocopy the relevant documentation together with their ID to keep on file for reference upon future visits to the school.

Visitors representing organisations and/or who are self-employed should have their own safeguarding and child protection policies, procedures and training. Members of staff organising the visit may request this information in advance to ensure they meeting Twyford School's standards.

Any visitor with a valid DBS check (together with a verified photograph identification) should have a **white lanyard with a DBS checked identification card**. Frequent visitors may have a Twyford ID badge.

With regards to agency staff or contracted visitors who are employed by or volunteer with another organisation, statutory guidance states that Schools do not need to carry out their own vetting and barring checks, however, Twyford School **does require written confirmation** that visitors have been recruited according to safer recruitment practices - more specifically that a vetting/DBS process has been run. Agency workers & Contractors with confirmed DBS checks should have an **orange lanyard and 'Contractor' identification card**. Cover/Supply teachers sourced through agencies are subject to the same vetting/DBS process but are required to send the full DBS check/report to Cover@twyford.ealing.sch.uk instead of a confirmation email. Cover/Supply teachers have **temporary red lanyards with a 'Supply' identification card**.

If a visitor has **not** undertaken the relevant vetting and barring checks, a risk assessment must be completed by the member of staff responsible for their visitor prior to their arrival and arrangements **must** be made so that visitors are never left unsupervised (this includes toilet breaks). **Supervised Visitors without DBS checks should have a yellow lanyard and a Supervised Visitor (No DBS check) sticker detailing their name, staff liaison and department.** They should be accompanied at all times - if you see them around site without a member of staff escorting them, please bring them to Reception.

Lanyards and badges/stickers should be visible at all times throughout the visit and should be returned to Reception once the visit has completed. Visitors without an identification badge should be politely challenged by school staff.

Photographic Identification:

Upon arrival in Reception, visitor's working with children will be asked for a form of photographic identification for comparison against their DBS documentation.

Unplanned visitors

All visitors to the school including those arriving without appointments must sign in with Reception and although are subject to the same arrangements as visitors with appointments, **are not guaranteed an appointment with a member of staff.** Unplanned visitors are unable to leave the Reception area without being escorted by a member of staff.

Code of Conduct for Visitors & Key Procedures (Health & Safety, Emergency & Safeguarding)

All visitors, planned or unplanned, will receive a hard copy of the [Emergency & Safeguarding Procedure leaflet](#) for reference throughout the duration of their visit. The leaflet contains key Emergency & Safeguarding information, however full key policies can be found [here](#) on the school website (inclusive of Safeguarding & Whistleblowing and Privacy Notice). The First Aid & Support for Students with Medical Conditions Policy, Managing Abusive Parents, Carers and Members of the Public can be found on the Twyford Academies Trust website [here](#).

Unless special arrangements are made in advance with the relevant consent/permissions from Parents/Carers and the School Office, **no students are to be photographed and/or filmed for any reason.**

Any **Health & Safety concerns should be reported** to Staff Liaisons or to the School Office to be logged with our Facilities Manager, Twyford's Health & Safety Lead.

Accessing School Site & Disabled Car-Parking

Appointments for visitors can only be made during hours of the school office's operation 8:00am to 4:30pm. There is no on-site parking available for visitors before, during or after school hours. There are limited disabled parking spaces that can be arranged for visitors in advance; we cannot guarantee this parking's availability for unplanned visitors.

Visitors should enter the Pedestrian Gate off of Twyford Crescent; visitors requiring disability parking should enter via the Deliveries Gate off of Uxbridge Road. **All visitors must** make their way straight to Reception in the Elms Office Building (the red brick building at the front of the campus) to sign-in.