

## Visitor Policy

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All guests are welcomed as Christ

*Rule of St Benedict 53*

### Ampleforth College

<b>Persons Responsible for the Policy</b>	<b>Chief Operating Officer</b>
<b>Ratified by</b>	<b>Head</b>
<b>Version Number</b>	<b>v3.1</b>
<b>Date Approved</b>	<b>September 2023</b>
<b>Next Review Date</b>	<b>January 2024</b>

#### Policy: At a glance

- This policy is about the appropriate controls and supervision of visitors to the Ampleforth College staff
- The policy sets out the use of lanyards to identify staff, trustees, volunteers, registered contractors and visitors
- The policy sets out the general policy and identifies when the policy does not apply
- The policy applies to all visitors who are not current members of Ampleforth College staff, students, trustees, registered contractors or volunteers

## **1. Policy Statement**

### **1.1. This policy applies to ALL visitors ie those who are not staff or students.**

Visitors include:

- 1.1.1.1. Parents;
- 1.1.1.2. Professional advisors, including medical professionals;
- 1.1.1.3. Visitors for resident staff;
- 1.1.1.4. External contractors/maintenance workers (irregular);
- 1.1.1.5. Staff and students from visiting Colleges;
- 1.1.1.6. Prospective parents and prospective students.

## **2. Aims of this Policy**

- 2.1.** The purpose of this policy is to contribute towards the safeguarding of all students and staff. In the interests of safeguarding, all members of staff should feel empowered to and must challenge visitors appropriately.

## **3. The Objectives of this Policy**

- 3.1.** The key objectives of this policy are: to ensure that visitors to the school are properly welcomed and managed safely when on the College site; to have in place a clear protocol and procedure for the admittance of external visitors in order to prevent unsuitable people from working with or accessing children, young people and adults at risk. The policy is to be understood by and adhered to by the staff, trustees, parents, visitors and conforms to Ampleforth College's safeguarding guidelines.

- 3.2.** The policy should also be read in conjunction with the following policies:

- St Laurence Education Trust Child Protection and Safeguarding Policy
- Employee Code of Conduct & Professional Standards
- Contractor Code of Practice
- Whistleblowing Policy

## **4. General Rules**

- 4.1.** All visitors are directed by clear on-site signage and by pre-appointment correspondence, to the main College Reception or Estates Reception for tradespersons. Information for visitors is found here: <https://www.ampleforthcollege.org.uk/college/contact-us/how-get-us>
- 4.2.** Parents and guardians of current students may go directly to boarding houses without first signing in at reception if they are dropping off or picking up their child/children, or if they have a pre-arranged meeting with the relevant houseparent about a current student.

- 4.3. All other visits must be pre-arranged with a named member of staff who will take responsibility for managing the visit. Any unannounced visitors, not registered, not wearing the relevant lanyard and/or not in the company of a host must be taken to the main Reception.
- 4.4. No visitor will be allowed to leave Reception without a host member of staff. The only exceptions to this are:
  - Visitors who are registered as “regular contractors” who will be issued with a green lanyard;
  - Prospective Parents and other pre-arranged visitors on a tour of the school who are accompanied by a minimum of two identified students; or
  - Current parents visiting who may be accompanied by their own child singly.
- 4.5. The host staff members should notify Reception of ALL expected visitors, at least 24 hours before their arrival.
- 4.6. Visitors (not tradespersons) arriving by car or taxi must be directed to the main College entrance; at the entry barrier they should press the buzzer. This will connect to the College Reception who, if they are expecting the visitor, will raise the barrier. Following the signs, drivers should proceed at no more than 10mph to the signposted visitor parking on Theatre Square. Visitors should proceed to Reception. CCTV monitors the drive from the main entrance to the parking and the walk from the parking to Reception.  
*Please note:* this applies to all visitors (not tradespersons) to site including those who are making a private visit to resident staff.
- 4.7. Tradespersons contracted to work on site for a short period of time must report to the Estate office.
- 4.8. At the Reception point visitors are asked to sign in, provided with a name badge lanyard and welcomed by the member of staff who is hosting them.
- 4.9. Hosts will make visitors aware of visitor protocols in confirmation e-mails. Reception staff will reinforce the message and brief all visitors on the appropriate visitor protocols.
- 4.10. For visitors arriving outside Reception’s normal working hours, the host must make appropriate arrangements to meet and escort the visitors when on the College site. The host should arrange for a visitor lanyard prior to the visit and return this to Reception after the visit. Transport, Logistics and Security (TLS) Office can issue visitor badges when Reception is closed.
- 4.11. At the end of their visit, visitors must return to the relevant Reception point accompanied by the host, to sign out and return their visitor lanyard.
- 4.12. Non-return of visitor lanyards should be reported by Reception staff to the host. Reasonable attempts should be made to retrieve the visitor lanyard; hosts must ensure the Visitor Policy is being correctly adhered to and can expect disciplinary action if they do not.

4.13. Reception holds a log of visitors, including names, person visiting, company representing, time in/out, car registration and badge number.

4.14. A poster highlighting all designated Safeguarding Leads is clearly displayed in Reception and in other key areas across the Ampleforth estate. Security Office can be contacted on:

Day (Security Manager) 01430 766790

Day 07803 239600

Night 07973 932409

4.15. A guide to safeguarding best practice whilst on the Ampleforth College site is made available to all visitors on arrival (at Appendix A – Information for Visitors).

## 5. Housekeeping Matters Pertaining to Visitors

### 5.1. Fire

- In the event of fire, the fire alarm will sound and the host member of staff will ensure that escorted visitors are accompanied to the nearest assembly point.

### 5.2. First Aid

- A central first aid point and defibrillator is located just off Main Hall accessible in an emergency via Bell Passage. Signs indicating its whereabouts are displayed in Central Building. There is also another first aid point and defibrillator located at St Alban's Centre, and a further defibrillator on the side of the main Cricket Pavilion.
- The Infirmary is not to be used for administering first aid for general visitors. In these cases, the Emergency services should be called.

### 5.3. Vehicles

- All visitor cars are to be parked in the nominated car parking areas.
- Upon registration the car number plate must be recorded in the visitor log.

### 5.4. Smoking

- Smoking and vaping is only permitted in designated smoking areas.

### 5.5. Dogs

- Visitors' dogs are allowed on the estate, but not in any residential or other restricted areas, unless the dog is a registered assistance or therapy dog. In these cases, permission must be requested at the time of booking.

- All dogs must be on a leash at all times. Dogs must not be exercised on the bounds and sports fields.

## 6. Identification of Visitors

- 6.1. All staff should feel empowered and able to challenge any visitor on the College site who is not displaying the appropriate visitor identification lanyard.
- 6.2. Students should not challenge unaccompanied, unidentified visitors, but should make a member of staff aware, who will follow the Visitor Policy protocol.
- 6.3. Any unescorted and un-identified visitor in a designated private area **MUST** be challenged politely to enquire who they are and their business. They should then be escorted to the relevant Reception point to register the visitor and wait for their host. When Reception is closed, staff must escort visitors away from designated private areas and Security contacted, who will ensure the host is made aware of their visitor's arrival.
- 6.4. In the event that the visitor refuses to comply and/or they become abusive or aggressive, they should be asked to leave the estate immediately and Security contacted if necessary. Security will deal with the individual. If a child or adult is at imminent risk of harm, the police should be called immediately.
- 6.5. Students and staff should not put their own safety at risk and if they have any concerns, they should report them immediately to either the relevant Reception point or Security.
- 6.6. The required lanyard and permissions for visitor access to the College site are set out below:

Visitor Type	Colour of Lanyard	Permissions
Visitor	Red	Must be accompanied by a host With the exception of: Prospective Parents and other pre-arranged visitors who may be accompanied by a minimum of two identified students and Current Parents who may be accompanied by their own child.
Other Contractors	Red	Must be accompanied by a host

Registered Organised Groups	Red	Must be accompanied by a host
Registered Contractor	Green	Do not need to be accompanied by a host. Regular Contractors must sign in at the Estates Office Reception. Regular contractors working for other departments, will sign in at the Main Reception and make themselves known to the person who has contracted them.
Registered Volunteer	Yellow	Do not need to be accompanied by a host.

## 7. Raising Awareness

- 7.1. All staff, trustees, registered contractors and volunteers are made aware of this policy as part of their induction. They are expected to make themselves familiar with the policy and its procedures.
- 7.2. All staff, trustees, registered contractors and volunteers will be provided with ongoing relevant and appropriate training in relation to this policy.
- 7.3. All students will be made aware of this policy by their Housemistress/Housemaster and through regular reminders in assemblies.
- 7.4. The Chief Operating Officer is responsible for ensuring that the policy is published, implemented, reviewed and updated. Staff are responsible for ensuring they understand and adhere to this policy.

## 8. Specific Procedures for Visitor Segments

### 8.1. Red Lanyard

- In addition to the procedures as identified in clause 6 above, if the visitor is a visiting professional, representative of an external organisation, or a professional guest speaker, Reception staff will request to see the individual's proof of identity and/or photo ID. This includes teachers accompanying groups of students. Prior to the visit, assurance will be sought by the host that the visitor has had the appropriate DBS check (or the visitor's employers have confirmed that their staff have appropriate checks).

- There is an additional Visiting Speaker Risk Assessment and protocol for organising staff to follow which ensures that any visiting speakers who might fall within the scope of the Prevent duty, whether invited by staff or students, are suitable and appropriately supervised. This includes an assessment of the educational value, the age appropriateness of what is going to be delivered and whether relevant checks will be required.
- Prospective Parents will be met at Reception by a member of the Admissions Team. However, their visit will include a tour of the College accompanied by a minimum of two identified students or their own child, if a current student.
- Visitors to the College **MUST** be accompanied at all times and are not allowed unsupervised access to students, unless they are visiting professionals working individually with a child and the arrangement has been pre-approved and logged by a member of Ampleforth College's Designated Safeguarding Team, or unless they are parents of a student at the College who is accompanying them, or unless they are pre-arranged visitors who are having a tour of the College as part of their visit. Prospective Parents and other pre-arranged visitors may be accompanied by a minimum of two identified students.
- Access to Boarding Houses is strictly controlled and protected by keypad, for which the code is issued on a "need to know" basis. No visitors are routinely allowed beyond the ground floor reception area/HsM study of each house and the visitors' toilet. There is a visitors' sign-in book in each House, so that a log is maintained of the entrance and exit of visitors to each Boarding House.
- The Head's Department must be notified by completion of the [online form](#) of all overnight guests of staff resident on site; visitors invited by residents are the responsibility of the host and must be accompanied at all times during term time. A log is maintained and monitored by the Head's Department.

## 8.2. Contractors – **Green** or **Red** Lanyard

- All Estates Department contractors (including regular contractors) are required to sign in at the Estates' Office Reception.
- All contractors/visitors working for, or, meeting with a member of the catering in Upper building or within the college grounds on behalf of the catering team are required to sign in at the Facilities office.
- All contractors are required to sign to say they have read, understood and agree to the Contractors' Code of Practice, which includes the Prudence Code for Access to Sensitive Areas.
- All contractors are to be escorted by an appropriate member of the staff, unless they hold an appropriate and valid enhanced DBS certificate, in which case they are authorised to work without supervision and given a **Green** lanyard.
- All other contractors must advise the Ampleforth staff member who appointed them when they are on the estate and confirm arrival and departure times.

- When a contractor's contract of work ends, the contractor must hand in all issued lanyards to either the Estate Department or the Ampleforth staff member who appointed them.

### **8.3. Event Guests – No Lanyard Required**

- Members of the public (including parents/relatives of students) attending performances or events at the Theatre or Performing Arts Centre are admitted through a ticket system and given clear directions about where to park and how to find the venue. When deemed necessary, additional security or assistance with directions and monitoring of parking is provided. A specific risk assessment is created in order to help manage and mitigate the risks associated with such events.
- Parents, friends and relatives of students who are taking in part in sport events on the estate will be provided with information about the event, including clear directions about where to park. When deemed necessary, additional security or assistance with directions and monitoring of parking is provided.
- Outdoor, organised events on the Ampleforth estate open to the general public will have appropriate measures in place to ensure the safety of students and other vulnerable groups. A Safety Advisory Group will be in place with key members of staff working the event properly and appropriately briefed.

### **8.4. Trustees – Black Staff Lanyard**

- Appointed SLET Trustees are DBS checked before appointment and are issued with a black staff lanyard, which they must wear at all times during their visit to the Ampleforth estate.
- Appointed AAT Trustees are issued with a red lanyard, and accompanied as guests.

## **9. Special Situations**

Certain situations will fall outside this policy, for example start and end of half terms/Exeats, Sunday Mass, Parents Day, Exhibition and matches. These are risk assessed and managed separately.

On occasion a parent/carer may need to visit their child in the infirmary or to collect them from there. When arranging this the infirmary staff will inform the TLS department who will grant access to the parent through the infirmary barrier on their arrival. A parking space will be reserved adjacent to the infirmary building and the parent/carer will be escorted by infirmary staff during the visit.



## 10. Visitors outside of term time

The security team is informed of any planned visitors to school (for example; prospective parents and students, Old Amplefordians, guests of staff). They are directed to park in Theatre Square and are always met and accompanied by a member of staff when on site.

Visitors to the Procurators Department are instructed to park on Top Road and are met by a member of staff in the Procurators Yard.

No visitor lanyard is required out of term time.

## 11. Lettings groups out of term time

College buildings are regularly let to external groups during the school holidays. The following conditions are in place specifically for these organised groups:

- Prior to attending the group leader/organiser must provide the lettings team with the appropriate risk assessments, safeguarding information and dietary requirements
- A list of attendees by house/room to be provided in advance of arrival which forms part of the Fire Warden information pack to be used in the event of an emergency/evacuation in order to carry out a roll call.
- Each group must appoint a fire warden and delegate responsibility to others within the group to undertake a sweep by floor
- TLS will be notified of any groups arriving by coach to allow access. Groups arriving by car to provide car registration details and advised on appropriate car parks during their stay and issued with barrier codes
- On arrival the group leaders will be met at an agreed point for check in where lanyards will be issued on arrival and collected upon their departure.
- Group leaders and adults will be issued with a blue lanyard. Under 18's within the group will be issued a coloured wrist band to be worn during their stay, except for visiting cricket groups due to the need for team players to wear gloves. All coaches etc will be issued lanyards.
- All door codes to be changed from school codes in ready for visiting groups and issued on arrival; codes will be changed again immediately after the group departs.
- Instruction on the fire panel will be given on arrival with a full evacuation scheduled 48hours of their arrival for groups staying longer than 2 nights
- A daily meeting is scheduled with the visiting group leaders to discuss any issues and record and report any incidents/accidents/safeguarding concerns

## 12. COVID

Visitors will be made aware of the restrictions and controls in place by their host at the time of their visit for their own safety and that of others.

## Appendix A: Information for visitors



AMPLEFORTH COLLEGE

### Information for Visitors



Ampleforth College  
York, YO62 4ER  
01439 766000  
[reception@ampleforth.org.uk](mailto:reception@ampleforth.org.uk)

# Welcome to Ampleforth College



I would like to welcome you to Ampleforth College. Adults visiting or working at the College play an important part in the life of the school; hospitality is one of our six Benedictine Core Values. Everyone has a part to play in ensuring the safety and wellbeing of our community whilst working at, or visiting, the College. The following key operational procedures and measures are in place to safeguard everyone on site. Please take and moment to read them and ensure you adhere to them at all times during your visit.

*Peter Roberts, Head*

## *For your safety and security, please note the following:*

- All visitors and contractors coming onto the College site must **sign in** in Reception where you will be met by your host. You must sign in on each occasion you visit the school
- Ensure that you **wear your visitor's badge at all times**
- Where visitors have parked on the College site, they must ensure their **registration details** are provided when they sign in.
- All visitors must **sign out** and hand in the ID badge and lanyard provided when leaving the College site.
- All visitors attending site in a professional capacity should be prepared to provide formal identification and, where required, evidence of their Enhanced Disclosure and Barring Service (DBS) Check (this may be a letter from an employer to confirm the appropriate DBS check has been obtained).

- As a visitor you have a responsibility to care for your own Health & Safety and that of others
- If the **fire alarm** sounds, comply with all instructions given by the appointed Fire Wardens and evacuate the building by the nearest exit
- If you discover a fire, raise the alarm and follow the evacuation procedure posted in your area
- All accidents and near misses must be reported to Reception or host employee who will follow Ampleforth College's notification of accidents procedures
- Ampleforth College operates a **no smoking** policy. Please do not smoke anywhere on the College site.
- If you need **first aid or feel unwell**, please alert your host employee who will contact the infirmary (6760)

### *As a visitor to the College you must:*

Adopt high standards of personal conduct when working with pupils and behave in a manner which is a role model to students.

Not discuss or make inappropriate or insensitive remarks to students. Avoid confrontation, demeaning or humiliating behaviour.

Treat information about students confidentially

Avoid physical contact with students.

Avoid where possible one-to-one situations with students. If this is not possible, ask for guidance.

If you are one-to-one with a student, ensure there is visual access or an open door so that others can see you. Where possible advise a colleague.

## *Safeguarding guidance for Visitors to the College*

All visitors to Ampleforth College have a responsibility for the safeguarding of pupils. All adults must remember that the welfare of the children is the paramount consideration in our College.

Ampleforth College has a clear Safeguarding policy that is updated annually in line with Keeping Children Safe in Education and other official guidance. This and other material is available upon request from reception.

If you have a safeguarding concern or concern for the welfare regarding a child, young person or adult at risk please alert an Ampleforth College member of staff immediately. Do not discuss your concerns for the student, and do not carry out an investigation.

If a student makes a disclosure to you, please speak to the Designated Safeguarding Lead or a Deputy Safeguarding Lead immediately. If you need to record a disclosure:

- Use the child's exact words
- Do not promise confidentiality
- Reassure them that they have done the right thing
- Do not investigate - record information and pass to the Designated Safeguarding Lead or a Deputy Safeguarding Lead immediately



## *Our Safeguarding Team*



Alastair Dunn  
Designated Safeguarding Lead  
(DSL), Prevent Officer  
01439 766077 or 07896 006862  
[ajd@ampleforth.org.uk](mailto:ajd@ampleforth.org.uk)



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*Thank you for your cooperation. Should you have any further queries during your visit, please direct them to Reception.*



AMPLEFORTH COLLEGE

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