



RGS SURREY HILLS

Visitors, Site Access and Visiting Speaker Policy

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Date Reviewed By Author:

August 2026

Next Review Due:

September 2026

Date Approved By Governing Body:

Pending September 2026

Next Review by Governing Body Due:

September 2027

I. Authorised visitors

Introduction

RGS Surrey Hills encourages parents and others to visit the School where this supports pupils' education, wellbeing, co-curricular opportunities, community engagement or the effective operation of the School.

The School has a public footpath running through its grounds, and Boarding Houses on the opposite side of Old London Road. As such, the School needs to be particularly conscious of the associated security and safety issues in order to safeguard pupils, staff, visitors, the local community and the School.

Limitations may be placed on visitors to avoid disruption to School life or to protect pupils' safety and welfare. The Head, or delegated senior leader, has the authority to determine which visits are permitted and to set appropriate conditions on the nature and extent of such visits.

School staff should ensure that all visitors are courteously received in a friendly and efficient manner. However, safeguarding and site security take priority at all times.

This policy applies to all visitors, including parents, Governors, alumni, contractors, delivery staff, visiting speakers, online speakers, volunteers, hirers, sports centre users, guests of resident staff, visitors to Boarding Houses and other adults who come onto the School site or engage with pupils through School-arranged activities.

Access to the School

The School's aim in relation to safeguarding children and controlling access to the site is to channel visitors to Reception, or another approved registration point, where they can be briefed, badged and met by their host.

The School acknowledges that, given the open nature of the site, it cannot seal off the site entirely. However, all reasonable measures are taken to brief those seeking to gain access and to direct them to Reception.

Within the School site, access to individual buildings is controlled by means of identity passes, keypad entry, swipe-card access, locking buildings when not in use, staff supervision and CCTV monitoring.

House Parents remind pupils regularly:

- to ensure that all outer doors to buildings, particularly Boarding Houses, remain closed so that access is only possible by swipe card or keypad entry
- never to admit anyone whom they do not know into a Boarding House
- if someone claims to be a parent, relation or friend of a pupil, the House Parent or Duty Staff should be contacted first and the visitor should be taken to that adult member of staff
- if anyone is worried about the actions of a visitor on site or is approached in an inappropriate way, they should contact a member of staff immediately.

All persons visiting boarding accommodation are kept under sufficient staff supervision to prevent them gaining unsupervised access to boarders or their accommodation.

Challenging unauthorised visitors

All staff have a responsibility to be vigilant and to enquire of those they do not recognise the nature of their business on site.

Members of staff are encouraged to challenge strangers who are not wearing a visitor badge or lanyard, or who they believe should not be in the area. Staff should approach such strangers in a professional manner and politely ask if they can help.

Staff should not challenge any person who they believe may cause them personal harm. In this case, staff should contact Reception, a senior member of staff, the DSL or the police, as appropriate. A senior member of staff is always on duty and should also be contacted. If in doubt, the Head should be contacted.

As the School is on an open site, there may be occasions where legitimate visitors are challenged, for instance people hiring facilities or parents visiting boarding pupils. In this circumstance, the challenging staff member should politely explain that the School takes security seriously because of its duty to safeguard pupils.

Significant concerns, security incidents or near misses involving unauthorised access should be recorded and reported to a senior member of staff so that site arrangements can be reviewed.

General visitor requirements

The following requirements apply to visitors:

- A visitor is defined as anyone seeking to enter School premises who is not a pupil, employee of the School or part of the immediate family of a resident staff member.
- Wherever possible, visitors should obtain authorisation from the School in advance.
- All visitors to the School must comply at all times with the School's policies, procedures and regulations.
- Visitors must not have unsupervised access to pupils unless the School has authorised this and completed the required checks.
- Visitors must not photograph, film or record pupils without prior permission.
- Visitors must use mobile phones and personal devices appropriately and must not use them in toilets, changing areas, boarding accommodation or other sensitive pupil areas.

Procedure

It is School policy to ensure that all members of staff playing host to a visitor take responsibility for that visitor for the duration of their visit.

Whenever possible, Reception should be given at least 24 hours' notice ahead of the arrival of the visitor. Hosts are to instruct visitors to report to Reception on arrival, where they will be met by the host.

Visitors will be asked to sign in using the School's visitor system, provide identification where appropriate, give car registration details where required, and will then be issued with a visitor badge or lanyard which is to be worn and displayed at all times.

Visitors will receive key safeguarding and emergency information, including:

- the name and contact details of the DSL and Deputy DSLs;
- what to do if they have a safeguarding concern;
- what to do in the event of a fire or emergency;
- the requirement not to have unsupervised contact with pupils unless authorised;
- expectations around mobile phones, photography and recording.

It is the responsibility of the host to ensure that all visitors are appropriately escorted and supervised throughout their visit to the School.

On completion of the visit, the visitor must be accompanied back to Reception, or to another approved registration point, where they will sign out. The host should then ensure that the visitor leaves School premises.

Visitor logs are retained in accordance with School procedures.

Visitors outside of Reception hours

For any visitor who is expected to arrive outside Reception hours, the host should arrange a visitor badge in advance and ensure that they are available to meet and sign in the visitor and supervise them throughout their visit.

If the visitor is due to leave the School outside Reception hours, the host must, depending upon the time, either access Reception to enable the visitor to sign out, or sign the visitor out on their behalf in accordance with School procedures.

Parents, relatives or friends who are visiting boarding pupils should report to the member of staff on duty in the appropriate House, where they will be asked to sign the visitors' book and be issued with a visitor badge. Visitors will then receive, from the member of staff on duty, the parameters which apply to their visit.

Events

Staff may organise events which bring outside visitors onto the site during term time or during holiday periods when pupils are on site. Such events include, for example, conferences, open events, events for prospective parents, alumni events and community events.

Such events can hold great value, but they must be managed effectively to ensure the safety and welfare of pupils.

The event organiser must ensure that the event is approved by the Senior Leadership Team. The event organiser is expected to have considered the arrangements for:

- registration and identification of attendees;
- supervision of pupils and visitors;
- access to restricted areas;
- toilets;
- parking and traffic management;
- fire and emergency procedures;
- first aid;
- safeguarding arrangements;
- use of photographs, filming or recording;
- any visiting speakers or external providers.

These arrangements should be recorded in the event risk assessment or event form and approved a senior leader in advance in line with School procedures. The event organiser should continue to liaise with the Deputy Head Pastoral, DSL or other relevant senior leader about any safeguarding requirements for the event.

On occasions when it is not practical to issue individual badges at Reception because of the numbers attending, a badge, sticky label or other form of identification may be issued at a registration point by the event organisers to identify the individual, the date and the activity they are attending. This arrangement must be agreed in advance with a senior leader.

Public performances

Visitors attending a public performance or event at the School may be exempt from signing in or out and wearing an individual visitor badge where this is not practical.

Those organising such events must speak to the Deputy Head Pastoral, or relevant senior leader in advance to ensure that appropriate safeguards are put in place to prevent access to unauthorised areas of

the School campus. These safeguards may include staffing, signage, locked areas, restricted routes, event stewards and event-specific risk assessments.

All actions taken should be documented in the event risk assessment.

Parents

Parents, siblings and other close relatives of pupils are welcome at the School by arrangement and at School events, subject to the School's safeguarding and site access procedures.

Parents are ordinarily expected to sign in at Reception. This applies to parents attending meetings, appointments, matches or other School activities unless alternative event arrangements have been approved.

Parents visiting Boarding Houses may report to the House Office if they have a pre-arranged agreement for this. Parents are not permitted free access to the pupils' side of Boarding Houses; however, they may be given a tour by a member of staff.

At the start and end of each term, parents may be allowed access to relevant parts of the School site. Boarding Houses will have House Parents or duty staff on hand to monitor the arrival and departure of pupils.

Parents who are visiting the School for large School events may be exempt from the usual registration requirements where separate event arrangements are in place. In such cases, the School will ensure that sufficient members of staff are present to provide appropriate supervision and access control.

Governors

Governors, trustees or proprietors who have undergone the appropriate checks are expected to wear appropriate identification while on site.

Governors should still be recorded as being on site for safeguarding, fire and security purposes, unless separate arrangements have been approved for a formal School event.

Where Governors are visiting in a formal capacity, Reception or the relevant host should be informed in advance where possible.

Former Students

Alumni may unexpectedly visit the School. They must follow the registration requirements.

Once Reception or any other member of School staff has identified a visitor as an alumnus, it is important that the Marketing or Alumni team is contacted.

If staff in the Marketing or Alumni team are unavailable to conduct a tour, then consideration should be given to other staff who may be able to do so.

Alumni must be accompanied by a member of staff while on site, regardless of how recently they left the School or how well known they may be to staff, unless they are currently employed by the School or otherwise authorised under School procedures.

Visitors to Boarding Houses and staff accommodation with a direct link to a Boarding House

Access to Boarding Houses must be strictly controlled as this is the pupils' home. No visitor is permitted to enter a Boarding House or staff accommodation that has a direct link to a Boarding House unless they are authorised, recorded and accompanied by a member of staff.

Staff who live in accommodation with a direct link to a Boarding House are permitted occasional visitors when pupils are in residence, but such visits must not compromise the safety or privacy of boarders.

If a member of staff who lives in accommodation with a direct link to a Boarding House is to have an overnight or recurring visitor, they must notify the relevant senior leader and Head sufficiently far in advance. An assessment will be made as to whether a DBS check, risk assessment or other arrangements are required.

This policy must be applied to all such visitors and responsibility for them rests with the member of staff being visited. Resident staff must ensure that their guests are aware of the need to observe the School's safeguarding requirements and understand the relevant arrangements for access to School premises and interaction with pupils.

All guests must be told that they should not have unsupervised access to pupils, to the Boarding House or to other School buildings at any time. The School has the right to require any visitor to leave the accommodation at any time should they not abide by the relevant arrangements.

Guests making a brief visit, for example to drop children off, should check in with Reception or the relevant House staff to explain their presence and the reason for their visit. Visitors who are on site for a longer period must obtain a visitor badge and be appropriately escorted.

House visitor logs should record the visitor's name, host, arrival time, departure time and purpose of visit.

Deliveries

All deliveries are received by Reception, except for deliveries to the Kitchen or other approved delivery points, where delivery is supervised by appropriate staff.

Delivery staff are not permitted to access School premises beyond Reception, the catering offices or another approved delivery point unless authorised and supervised.

Deliveries are not made directly to Boarding Houses or staff accommodation unless specifically authorised. Delivered goods must normally be collected from Reception by the recipient.

There may be exceptions where large items such as furniture need to be delivered to the building where they will be stored or used. Where this is the case, the School will try to arrange delivery outside term time. If this is not possible, delivery staff will be received by Reception in the normal way and supervised while they have access to the delivery point.

All deliveries are to be received by an adult.

Visiting speakers

As part of educating our pupils, the School frequently invites speakers from the wider community. We are fully supportive of fundamental British values, which include democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs

The School has regard to its duty to prevent people from being drawn into terrorism. This duty must be considered when inviting visiting speakers to the School, including online speakers, or when encouraging pupils to attend lectures or events arranged externally.

The School will not offer a platform to individuals who might espouse racist, homophobic, sexist, ageist, extremist or otherwise discriminatory views, or to those who might incite young people to violence, terrorism, unlawful activity or extremism of any form.

The School recognises its duty to establish clear protocols for ensuring that any visiting speakers, whether invited by staff or by pupils, are suitable, appropriately checked and appropriately supervised.

The School does not seek to prevent pupils from learning about political views or discussing political issues. This is an important part of pupils' development towards becoming independent thinkers with a clear awareness of their place in society. However, the School will not encourage pupils to support particular political viewpoints. Where a particular political viewpoint is represented, the School will take all reasonably practicable steps to ensure that pupils are offered a balanced presentation of opposing views.

A visiting speaker will only be invited with the permission of the Head or a delegated senior leader. If at any point a member of staff has concerns about the suitability of the speaker, they must raise this with the DSL.

The member of staff who has invited the speaker will obtain such formal or informal background information about the visiting speaker as is reasonable in the circumstances, to decide whether to invite and/or permit a speaker to attend the School.. This may include internet searches, review of the organisation to which the speaker is affiliated, and/or contacting other schools or organisations where the person has spoken previously.

Where possible, speakers should be invited from an established company, charity, professional body or other organisation whose aims are well documented.

The member of staff who has invited the speaker must brief them on the age range and maturity of the audience. The speaker must also understand that they will be expected to discuss the content of the presentation with staff before the event, and that the presentation may be brought to an early end if the content proves unsuitable.

All staff organising visiting speakers must complete the Visiting Speaker Form (requested from reception) at least 7 working days before the event. This allows checks to be made by the DSL, HR and/or other relevant staff. The Reception team has oversight of the Visiting Speaker Form and will confirm that the check has been completed and is satisfactory. A central register of speakers is maintained.

When assessing the suitability of speakers, the School will have regard to the Prevent Duty Guidance and the definition of extremism set out in Keeping Children Safe in Education. The School will ensure that the content of presentations is agreed beforehand.

All visiting speakers will be subject to the School's Visitor Policy. It is the responsibility of the member of staff who invited the speaker to ensure that this happens. This includes signing in and out at the School, providing photo ID on arrival for the organiser to verify the Speaker's identity, wearing a visitor's badge or temporary ID on a red lanyard, reading the safeguarding information provided by Reception, being escorted by a fully vetted member of staff and not being left unsupervised with pupils at any point.

It should be noted that, in the event that a presentation does not meet the expectations listed below, staff have the right and responsibility to interrupt and/or stop the presentation. Should the supervising member of staff feel this course of action to be necessary, they will emphasise to the audience that the School supports safeguarding, respectful debate, fundamental British values and balanced consideration of opposing views.

The expectations are that the presentations of any visiting speaker:

- must not incite hatred, violence, terrorism or the breaking of the law;
- must not encourage, glorify or promote acts of terrorism or extremism;
- must not spread hatred or intolerance of any group in the community;
- must not undermine fundamental British values;
- must not promote partisan political views without appropriate balance;
- must be suitable for the age and maturity of the pupils attending;
- must not raise or gather funds for any external organisation or cause without express permission from the Head.

Any concern arising before, during or after a visiting speaker event must be reported to the DSL and the relevant senior leader.

Hire of School facilities

All use of School facilities by outside individuals or groups is to be arranged with the Operations Manager. It is the role of the Operations Manager to carry out due diligence on any group to ensure that we are not providing facilities to a group that might promote extremism, discrimination, hatred, violence, unlawful activity or views incompatible with the School's safeguarding duties.

Before confirming any booking for an event that is scheduled to take place whilst there are pupils on site the Operations Manager must provide details of the event to the Senior Leadership Team who will carry out a review of the risk assessment. The risk assessment must consider access to pupils, supervision, safeguarding,

toilets, parking and drop off procedures, emergency arrangements and restricted areas. The Operations Manager will inform the individual or group of these arrangements.

Where School premises are hired or let to external organisations, safeguarding requirements must be included in the hire agreement. Hirers must provide assurance that they have appropriate safeguarding and child protection arrangements where children are involved. Failure to comply with safeguarding, access or supervision requirements may result in termination of the hire agreement.

The organiser or hirer must inform attendees of arrangements for registration, restrictions on access to the site, toilet facilities, dropping-off procedures for younger groups, parking and any other relevant controls.

Sports Centre

Members of the public who visit the Sports Centre are not required to have School checks where they are using the facilities under approved arrangements and do not have access to pupils or the wider School site.

However, it is the responsibility of the Operations Manager to ensure that these visitors are made aware that they should park in the Winthrop Young car park and access the Sports Centre via the path running between the Dining Room and Medical Centre. They should not enter the rest of the School site without an official invitation or reason.

These restrictions also apply to adults dropping off children, they may stay and watch the activity from the viewing gallery if permitted by the event organisers. Visitors to the Sports Centre will be supervised by a member of School staff.

Contractors

There are a number of visiting contractors who provide services to the School, its staff or pupils and which cover a wide range of scenarios. Guidance on the management of contractors is available in the Contractor Policy.

2. Unauthorised Visitors

Definition

Unauthorised visitors, for the purposes of this policy, include any person(s) on School grounds who do not have permission to be in that particular area. This could therefore include members of the public, or staff, pupils, parents and authorised visitors who stray from recognised and acceptable routes. This policy therefore forms part of our wider procedures for safeguarding, health and safety and security.

Trespass and access to School grounds

The School borders residential and openly accessible areas on most sides and as such we may experience varying degrees of undesirable behaviours ranging from occasional trespass through to criminal acts such as property damage, theft or assault.

Due to the range of such behaviours, the School will respond appropriately to each situation depending upon the circumstances.

Where the unauthorised access is low-level and does not present an immediate safeguarding, safety or security risk, the School may choose to take a proportionate approach. However, repeated unauthorised access, access to pupil areas, concerning behaviour or any safeguarding issue must be reported to a senior member of staff.

Wherever possible, the School will support its local community and share its grounds responsibly, but this must not compromise safeguarding, pupil welfare or site security.

As the controller of its buildings and grounds, the School has to meet the requirements of occupiers' liability legislation. This means that the School must use reasonable measures to ensure that users and visitors, both invited and uninvited, are not put at risk from entry onto School grounds or into School buildings.

Where there are areas where persons could be at risk of harm, the School will take precautions to reduce or remove the risk. This may include fencing, signage, locked access, supervision or other controls. This duty is more pronounced where there is a history of unauthorised access.

Preventing access to our buildings

Unauthorised visitors may attempt to enter School grounds or buildings.

School buildings have appropriate access control arrangements, which may include punch-code locks, swipe entry, security locks, staff supervision or locking buildings when not occupied.

These arrangements protect pupils, staff, property, authorised occupants and unauthorised visitors who may not appreciate risks within certain areas, for instance maintenance areas or grounds sheds.

Boarding Houses are a particular focus for security because of residential pupils. Entry is by keypad lock and/or swipe card, and restrictors or security locks are installed on ground-floor and other vulnerable windows where appropriate.

It is the responsibility of House Parents to ensure that Houses are secured at night. It is the responsibility of all School staff to ensure that their areas of the School are appropriately secured at the end of each day with our Estates Manager checking all buildings at 6.30pm each day.

Cold callers

Cold callers, especially salespeople who call at Reception, should be invited to leave a business card and/or literature. They should not be allowed into School premises or be given names or locations of staff unless authorised by a senior member of staff.

Serious security issues

The School takes all reasonable steps to ensure the safety of those in its community.

In the event of a serious security issue, the Senior Leadership Team will be responsible for ensuring that the police are contacted where appropriate and that the School's Critical Incident, Lockdown or Incident Management procedures are followed.

Staff should not put themselves at risk. Where there is immediate danger, emergency services should be contacted.

Records and review

Visitor logs, speaker forms, event risk assessments, hire agreements, contractor records and records of concerns will be retained in line with School procedures.

This policy is reviewed annually, or sooner following a safeguarding incident, security concern, significant event, change to site arrangements, change to boarding provision, or update to relevant statutory guidance.