Old Palace & Children's House Federation

VISITORS POLICY

ADOPTED AUTUMN 2025

Visitors Policy

1. Purpose

Children's House Nursery and Old Palace Primary School assure all visitors a warm, friendly and professional welcome, whatever the purpose of their visit. The federation also has a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This duty of care incorporates the duty to safeguard all pupils from subjection to any form of harm, abuse, nuisance or inappropriate influence. In performing this duty, the federation recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The federation therefore requires that all visitors (without exception) to comply with the following policy and procedures. Failure to do so may result in the visitor being escorted from the school premises.

2. Aims

- To have in place a clear protocol and procedure for the admittance of external visitors to the schools within the federation, which is understood by all staff, governors, visitors and parents and adheres to child protection and safeguarding guidelines.
- To enable the federation to account and care for all visitors to the site in the event of an emergency or practice drill.

3. Where and to Whom the Policy Applies

The federation is deemed to have control and responsibility for its pupils anywhere on the site of its schools (i.e. within the school boundary fence), during normal school hours, during after school activities and on school organised (and supervised) off-site activities.

Visitors are defined as all people other than current staff members, pupils and parents/guardians involved in the task of delivering or collecting pupils at the start or end of the school day.

The policy applies to:

- All governors of the federationl.
- All external visitors entering either school site during the school day or for after school activities (including tutors, sports coaches, and topic related visitors e.g. authors, journalists, musicians and artists).
- All parents and volunteers.
- Other education related personnel (advisors, inspectors, health professionals).
- Building & maintenance and all other independent contractors visiting the school premises.

4. Protocol and Procedures

4.1 Visitors Invited to the school:

a) Before any visitor is invited to the school, the Headteacher, Head of School or a member of the senior leadership team, should be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time of the visit. If agreed the proposed visit should be entered into the school diary and the School Business Manager at Old Palace or the Office Manager at Children House informed. They will then complete a google search using the name of the visitor and the organization they represent to ensure there are no reasons to deny entry.

b) When inviting visitors to either school the member of staff hosting the visit should ensure that the visitor is asked to bring formal photo identification when they visit

c) The following procedure will apply:

- Members of staff arranging for and hosting visitors must inform the school office in advance so that this information can be entered into the school diary
- Where DBS clearance has been provided prior to the visit a member of the admin team will update the approved visitors list.
- All visitors must report to the relevant school office.
- At the office, all visitors must state the purpose of their visit and who has invited them. They will be required to produce formal photo identification.
- They will be asked to sign the school's visitor register making a note of their name, organisation, who they are visiting and the time and date.
- The appropriate visitor's badge will then be assigned (White Badge = DBS Cleared) (Pink Badge = Non DBS Clearance)
- All visitors are required to wear the visitor badge for the duration of their visit.
- All visitors will be given basic safeguarding & health and safety information; this is also printed on the reverse of the visitor's badge.
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to the school office to receive them. The contact will then be responsible for them while they are on site. Visitors without a DBS (those wearing a PINK badge) must be supervised at all times.

d) On departing the school, visitors should leave via the school office and:

- Sign out.
- Complete an evaluation form (optional).
- Return the visitor badge to the school office.

4.2 Approved Visitor List

Each school will hold an approved visitor list for visitors who frequently access the school site (including contractors, supply staff, reading volunteers and health professionals).
This will be updated by the office staff in each setting.
To qualify for this list the visitor must have demonstrated, prior to the visit that:

a) They have a current clear enhanced DBS check and a copy of this has been recorded on the Schools Single Central Record AND

b) A current clear entry on the DBS children's barred list.

Visitors on the Approved List will be required to sign in and out at the school office and will be issued with the appropriate visitor's badge

The only exception is for catering and cleaning staff who have separate signing in/out procedures and id badges managed by their employer, in consultation with the federation.

4.3 Governors

All Governors are required to have an Enhanced DBS check once they have been appointment. They will be required to sign in and out at the school office and will be issued with the appropriate visitor's badge

4.4 Regular Volunteers & Students

Please refer to the Volunteers and Students Policy
Volunteers are work placement students will be required to sign in and out at the school office and will be issued with the appropriate visitor's badge

4.5 Buildings and Maintenance Contractors

Contractors follow the procedures as set out in 4.1. When pupils are on the premises, the contractors must be supervised at all times by the Premises Manager or, if he / she is unavailable, by another member of staff. No contractor / engineer is permitted to work in, or move around the school, unsupervised when pupils are on site. The only exception is where the contractor is named on the approved visitors list, when procedure 4.2 will apply.

4.6 Parent Visitors

Partnership with parents is a strong feature of Children's House and Old Palace which each school wishes to preserve. At the same time, the safeguarding and wellbeing of pupils and staff must be maintained. The schools have clear procedures for managing the movement of parents at the start and end of the school day in the playground areas.

Parents wishing to access the interior of the building must report to the school office, where they will be asked to make the purpose of their visit known. They will then be escorted to their point of contact OR their point of contact will be asked to come to the school reception to receive them. The contact will then be responsible for them while they are on site and will escort them off the premises at the end of the visit. At no point, should the parent be left unsupervised or be allowed to move around the site unaccompanied.

If the parent does not have a contact, but still needs to enter the school interior (for example to check on an unwell child) they will be escorted by a member of the office staff or directed to a specific waiting area until an appropriate member of staff is free to come and collect them.

Exceptions to this are when there is a planned school or classroom event (for example, Family Learning Events, Parties, Performances & School Fetes), in which case school staff will be assigned to steward parent visitors to the event and to undertake all reasonable precautions to ensure that visitors to the school are genuine.

4.7 Ex Pupils

The same procedure as that set out for parents above will be followed for ex-pupils wishing to visit the school. They must be supervised throughout the duration of their visit.

4.8 Ex Members of Staff

Ex members of staff wishing to visit the school should contact the Executive Headteacher in advance to request a visit. Once this has been agreed, the Executive Headteacher will enter details in the school diary. The procedure set out in 4.1b will be followed and the appropriate visitor badge provided. If a PINK badge is provided, they must be supervised throughout the duration of their visit.

4.9 Unknown/Uninvited Visitors to the School

Any visitor who is not wearing a visitor badge, should be politely challenged in relation to who they are and their business on the school site. They should be escorted to the school office where a visitor's badge can be assigned if appropraite.
In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Head of School/Office Manager or School Business Manage/Headteacher will be informed. They will assess the situation and decide if it is necessary to inform the police.
If an unknown/uninvited visitor becomes abusive or aggressive, they should not be directly confronted. Inform the school office immediately who will notify a senior leader and arrange for the police to be called for assistance.

4.10 Under the Summary Offences Act, the Executive Headteacher reserves the right, and has the authority to prohibit any potential visitor from entering or remaining within the school.

5. Staff Development

As part of their induction, new staff will be made conversant with this policy for visitors and asked to ensure compliance with its procedures at all times.

6. Linked Policies

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

- Child Protection
- Code of Conduct
- Healthy and Safety Policy
- Fire Safety Policy

7. Monitoring

At Children's House, the Head of School and Office Manager will be responsible for monitor the effective of this policy, At Old Palace, this responsibility will be undertaken by the Executive Headteacher & School Business Manager.