



Visitors Policy

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The Prince Albert Community Trust
Visitors Policy

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School Visitors Policy and Procedures

Policy Statement

The Board of Trustees assures all visitors a warm, friendly and professional welcome to all schools within the Prince Albert Community Trust.

The Trustees have a legal duty of care for the health, safety, security and wellbeing of all pupils, visitors and staff. This duty of care incorporates the duty to safeguard all pupils from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Trustees and Senior Leadership Team to ensure that this is uncompromised at all times.

In performing this duty, the Trustees recognise that there can be no complacency where child protection and safeguarding procedures are concerned. The PACT therefore requires that ALL VISITORS (without exception) comply with the following policy and procedures. Failure to do so may result in the visitor being escorted from a school site.

Each school has a responsibility to ensure that all signage clearly directs visitors to the Main Reception Area in order that the staff can implement the procedures detailed below. No visitor is permitted to enter the school via any other entrance under any circumstances.

Visitors (Upon Arrival):

- a) All visitors are requested to:
 - Sign in using the Visitor Management system, stating who they are visiting.
 - Provide their car registration, regardless of where their vehicle is parked.
Parking facilities at our schools are often limited and visitors may have to park on one of the local side roads. Therefore, visitors are asked to park considerately and not obstruct areas such as:
 - Emergency exits, on or off site;
 - On or off-site access areas, including drop kerbs for wheelchair and pushchair users;
 - Other parked vehicles, on or off site;
 - Local resident access, such as driveways.
 - Provide photographic identification (non-production – will be referred to the Head of School or CEO. However, this may lead to the termination of the visit until suitable ID can be provided).

All visitors must be escorted throughout the full duration of their visit, apart from visitors who have presented the appropriate safeguarding documentation and identification.

Supply agencies must provide a comprehensive vetting sheet that includes a photograph, for all agency staff. Agency staff also need to present their original DBS certificate to the Office Manager on arrival.

Visitors who intend to be in school for more than three times in a thirty-day period, must provide written confirmation from their employer confirming that the appropriate safeguarding checks have been carried out (non-production of such documentation will be evaluated depending on the nature of the visit. However, it is highly likely that the visit will be terminated until satisfactory confirmation can be provided).

- b) All visitors will be required to wear a name badge and lanyard which must remain visible at all times throughout their visit. Visitors must be asked to familiarise themselves with the information detailed on the lanyard and other Visitors' Information that they are given.
- c) The school holds an approved visitor list for visitors who frequently visit the school site (once a week or three or more times in a thirty-day period). To qualify for this list, the visitor must have demonstrated, prior to the visit that they have a current clear enhanced DBS check and this has been/will be registered on the School Single Central Record. A printed statement, presented on a company letterhead, confirming that all safeguarding and right to work (if applicable) checks have been completed on the named individual, is required in support of the Single Central Record.
- d) Unknown Visitor/Failure to Wear a Visitor Lanyard – any visitor to the school site, who is not wearing the visitor lanyard, will be politely challenged and escorted to the Main Reception where the procedures in item 'a' (above) will be carried out.
- e) All **agency** staff have a responsibility to:
 - Familiarise themselves with the school's evacuation procedure
 - Identify the nearest fire exit for their class
 - Ensure that they are familiar with the school's CP and safeguarding procedures
- f) On occasions contractors are permitted onto the school premises outside of school hours. It is the Site Managers responsibility to ensure that they have seen proof of identification and must ensure that the Office Manager is given the details for their records. If a contractor has not provided the school office with the appropriate safeguarding documentation, they must be supervised by a member of the site team at all times.

All remaining visitor regulations apply.

Contractors working in school during the holiday period:

It is the Site Managers responsibility to ensure that all safeguarding checks have been carried out prior to the work being completed and the school office closing for the holiday. Although pupils will not be on site, it is vital to maintain the safety and security of the premises and staff that are working during the holiday periods.

Visitors (Departure from School):

On departing the school, visitors **MUST** leave via the Main Reception.

Upon leaving the premises, all visitors are required to:

- Sign out of the Visitor Management system;
- Return the lanyard; and
- Return any key card(s) issued.

Reception Staff

1. All visitors will be required to sign in via the Visitor Management system which is located in the Main Reception.
Presentation of safeguarding information – inspect relevant safeguarding information and photographic identification. All queries relating to this must be referred directly to the Head of School.

Photographic identification must always be provided.

Ensure that all visitors have recorded their name, organisation, who they are visiting and car registration onto the system.

Where a visitor has no Safeguarding Documentation / Photographic Identification – It is imperative that staff are informed that their visitor must be escorted at all times.

2. All visitors must be issued with a lanyard – green if safeguarding checks complete, red if not sufficient confirmation of safeguarding checks has been received and the visitor needs to be escorted at all times whilst on the school site.
3. Key cards/fobs may be issued to visitors providing they meet the safeguarding and vetting criteria.
4. All visitors (agency staff and regular DBS cleared visitors) will be given a Visitor Information Pack and Safeguarding Leaflet. Visitors will be required to read these and sign to confirm they understand the contents.
5. Visitors must be escorted to their point of contact or their point of contact will be asked to come to the Reception to receive their visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless they have been registered as DBS cleared (i.e. a vetting sheet has been received and details recorded on the Single Central Record) and they have been issued a green lanyard.

Administration

Each school has a responsibility to ensure that frequent visitors (weekly or 3 or more times in a 30-day period) are recorded in a visitor file and the Single Central Record. Supporting documentation from the visitor's establishment must also be obtained.

Senior Leadership Team

Have a responsibility for ensuring that all agency cover staff have:

- Familiarised themselves with the schools safeguarding procedures, including evacuation and child protection
- Identified the nearest fire exit for their class

All Staff

Unknown Visitors - any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the school site. They must then be escorted to the Main Reception to ascertain that identification checks have been carried out and a lanyard issued.

Site Staff

Site staff have a responsibility to ensure that all signage is checked regularly and steps are taken to repair or replace where necessary.

See note referring to contractors in school outside of normal school hours.

PACT CST - UNITY HOUSE (upon arrival):

1. Access to Unity House is via the main front entrance. All visitors are requested to:

- Sign in using the Inventory system, located through the second door on the left-hand side
 - Provide their car registration, regardless of where their vehicle is parked
- Parking facilities at Unity House are often very limited and visitors may have to park on one of the local side roads. Therefore, visitors are asked to park considerately and not obstruct areas such as:
- Emergency exits, on or off site
 - On or off-site access areas, including drop kerbs for wheelchair and pushchair users
 - Other parked vehicles, on or off site
 - Local resident access, such as driveways
- Provide photographic identification
 - Refer to the site information leaflet that details a site plan, evacuation procedures and mobile phone policy
2. The member of staff in charge of the visit must ensure that:
- Be available at the relevant time in order to greet their visitor(s);
 - Ensure that their visitor(s) have signed in using the Inventory System (or manually if there is a system failure);
 - Made the visitor(s) aware of any planned fire drills;
 - Only provides the visitor access to the relevant areas within Unity House.

In additions to point 2:

- a) Agency Staff - Supply agencies must provide a comprehensive vetting sheet for all agency staff that includes a photograph of the individual.
 - b) Contractors who frequently visit Unity House (once a week or three or more times in a thirty-day period) must provide a printed statement, presented on a company letterhead, confirming that all safeguarding and right to work (if applicable) checks have been completed on the named individual(s). Failure to present this evidence may result in the visit being cancelled.
3. All visitors will be required to wear a name badge which must remain visible at all times throughout their visit.

Unknown Visitor - Any visitor to Unity House who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the premises. Anyone found to have unauthorised access into the building/grounds will be immediately escorted off the premises.

Unity House (Departure):

Before leaving Unity House:

- All external visitors must be escorted to the Inventory system in order to sign out.
- All PACT employees, trustees etc. must ensure that they have signed out before leaving Unity House. Failure to do so will result in an inaccurate fire register that may compromise the Trust's evacuation procedures.

The PACT Operates a Zero Tolerance Policy

The Prince Albert Community Trust operates a zero-tolerance policy. Our staff treat all visitors, children and staff with dignity and respect and therefore expects to be treated the same. Anyone found to be using threatening behaviour, physical, verbal racial abuse or discrimination will be asked to leave the premises and this may be reported to the police and lead to prosecution.

Review

This policy will be reviewed biennially, or more regularly in the light of any significant new developments or in response to changes in guidance.