

VISITORS PROCEDURE POLICY

Next Gen
Support
Services

Approved by: Omar Salahuddin **Date:** 08/08/25

Last reviewed on: 08/08/25

Next review due by: 31/08/26

SCHOOL VISITOR PROCEDURE

STATEMENT

The Governing Body assures all visitors a warm, friendly and professional welcome to Next Gen Support Services, whatever the purpose of their visit.

We have a legal duty of care for the health, safety, security and wellbeing of all young people and vulnerable adults and staff. This duty of care incorporates the duty to “safeguard” all young people from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Governing Body and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Governing Body recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The school therefore requires that **ALL VISITORS** (without exception) comply with the following policy and procedures. Failure so to do may result in the visitor's escorted departure from the school site.

RESPONSIBILITY

The Head of Services is the member of staff responsible for implementation, coordination and review of this procedure. This person will also be responsible for liaising with the site and reception staff and the Designated Safeguarding Lead as appropriate. All breaches of this procedure must be reported to the Head of Services.

AIM

To safeguard all children under this school's responsibility both during our hours and out of hours activities which are arranged by the LA.

OBJECTIVES

To have in place a clear protocol and procedure for the admittance of external visitors to the provision which is understood by all staff, governors, visitors and parents and conforms to Young Person and Vulnerable Protection and Safeguarding guidelines.

WHERE AND TO WHOM THE POLICY APPLIES

Next Gen Support Services is deemed to have control and responsibility for its young people/vulnerable adults anywhere at our centres (i.e. within the building boundary), during normal operating hours, during after activities and on our organised (and supervised) off-site activities. The policy applies to:

- All staff employed by Next Gen Support Services
- All external visitors entering the site during the working day or for after school activities (including Police Persons, peripatetic tutors, sports coaches, and topic related visitors e.g. authors, journalists)
- All governors of the provision

- All parents and volunteers
- All young people/vulnerable adults
- Other Education related personnel (County Advisors , Inspectors)
- Building & Maintenance and all other Independent contractors visiting the school premises
- Independent contractors who may transport students on minibuses or in taxis

PROTOCOL AND PROCEDURES

VISITORS TO THE SCHOOL

All visitors to our centres may be asked to bring formal identification with them at the time of their visit. They must follow the procedure below.

Once on site, all visitors must report to reception first via the entrance. No visitor is permitted to enter the provision via any other entrance under any circumstances.

At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.

All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times making note of their name, organisation, who they are visiting and car registration.

All visitors will need to read the safeguarding information when signing in and to sign that they have been informed of our procedures.

All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.

Visitors will then be escorted to their point of contact **OR** their point of contact will be asked to come to reception to receive the 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 are registered on the Approved Visitor List

APPROVED VISITOR LIST

The provision will hold an approved visitor list for visitors who frequently visit our site to undertake work within the provision (including contractors and supply staff).

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 this has been registered on our Central Record **AND**
- b) A current clear DBS children's barred check has been undertaken **AND**
- c) A letter has been received from the employer that pre-employment checks have been undertaken

Visitors on the Approved List **MUST** follow the same procedures on entry to the premises (i.e. come to reception and sign in the visitors' book). A copy of the approved visitor list will be kept behind reception at all times.

VISITORS DEPARTURE FROM THE PROVISION

On departing the provision, visitors **MUST** leave via reception and:

- A member of staff should escort the visitor to the reception.
- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the identification badge to reception and depart through the front entrance. If the visitor has parked in the Sports Hall car park, a member of staff should escort them through the school or the visitor can walk back around the school following the clearly marked signs.

UNKNOWN/UNINVITED VISITORS TO THE PROVISION

Any visitor to the provision who is not wearing a visitor's lanyard should be challenged politely to enquire who they are and their business on the school site.

They should then be escorted to reception to sign the visitor's book and be issued with an identity badge.

The procedures under "Visitors to the Provision" above will then apply. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a member of the Leadership Team informed.

The Senior Leadership Team member will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.

GOVERNORS AND VOLUNTEERS

All governors and parent helpers must comply with Criminal Records Bureau procedures, completing a DBS disclosure form (if not already held) via the School office.

Thereafter, procedures as per above should apply. Please note that Governors should sign in and out using the Governor signing in book.

New governors will be made aware of this policy and familiar with its procedures as part of their induction. This is the responsibility of the Head of Services.

New volunteers will be asked to comply with this policy by staff they first report to when coming into provision for an activity or class supporting role.

STAFF DEVELOPMENT

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

LINKED POLICIES

Young Person and Adults Safeguarding and Protection Policy

Health and Safety Policy

Complaints Policy