

## Visitor Policy

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### Record of changes

Version	Date	Changes

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## **Aim**

To have in place a clear protocol and procedure, which is understood and implemented by all staff, Directors, visitors, and parents.

The aim is to ensure that learners at our settings can learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

## **Policy Statement**

Visitors are very welcome to The Outdoors Group settings; however, it is our responsibility to ensure that the security and well-being of our learners is uncompromised at all times.

The company has a legal duty of care for the health, safety and wellbeing of all learners and staff. This duty of care incorporates the duty to 'safeguard' all learners from being subjected to any form of harm or abuse. It is the responsibility of the proprietors and the School Principal to ensure that this duty is always implemented.

In performing this duty, the proprietors recognise that there can be no complacency where child protection and safeguarding procedures are concerned. The company therefore requires that all visitors (without exception) comply with the following policy and procedure.

## **Policy Scope and Audience**

The company is deemed to have control and responsibility for its learners anywhere on our managed sites, during normal operational hours, during any after school activities, and on any organised (and supervised) off-site activities.

### **The policy applies to:**

- All teaching and non-teaching staff employed by the company
- All external visitors entering our sites during normal operational hours or for after school activities (including supply teachers/peripatetic tutors/sports coaches and topic related visitors e.g., authors, journalists)
- All proprietors of the company
- All parents and carers (including parent helpers)
- All learners
- Other education related personnel (County Council staff, Inspectors, health care professionals)
- Buildings and maintenance Contractors

## **Protocol and Procedures**

### **Planned Visitors**

All visitors to the school may be asked to provide formal identification at the time of their visit. Where possible the school office/reception staff/setting managers should be informed of all pre-arranged visitors.

All visitors must report to the school office/managers first and should not enter the school or site via any other entrance.

At the school office/when being met, all visitors must state the purpose of their visit and who has invited them. Visitors should be ready to produce formal identification.

All visitors will be asked to sign the Visitors' Record Book, making note of their name, organisation, who they are visiting, date and time of the visit. All visitors will be required to wear an identification badge, the badge must remain visible throughout their visit

All visitors should be made aware of whom the designated safeguarding officer is and that any safeguarding concerns should be reported to them.

Visitors will then be escorted to their point of contact, or their point of contact will be asked to come and collect the visitor. The contact will then be responsible for them while they are on site.

### **On departing the school, visitors should leave via the school office/site manager and:**

- Enter their departure time in the Visitors' Record Book
- Return the identification badge to the school office/ reception/manager

Please note: If a planned visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a learner.

### **Unknown/Unplanned 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 at the school/setting (all staff at The Outdoors School have been issued radio's and are required to inform the school office on channel 2 and the rest of the team channel 12 to ensure all learners are safeguarded).

They should then be escorted to the school office/site manager to sign the Visitors' Record Book and be issued with an identity badge. The same procedures for planned visitors the apply.

If the visitor refuses to comply, they should be asked to leave the site immediately and the Principal/Site Manager (or Teacher-in-Charge) should be informed promptly. The Headteacher/Site Manager 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 or setting, police assistance will be called for. In this instance all learners are to be moved to a different part of the school or setting to reduce the risk and safeguard them.

## **Regular Volunteers/Parent Helpers**

All regular parent helpers/volunteers must comply with the Disclosure and Barring Service (DBS), by completing an enhanced DBS disclosure (where not already held) if they are in regulated activity, this will be arranged by the People and Culture Team.

All parent helpers/volunteers should follow the procedures as stated for planned visitors.

New parent helpers/volunteers will be asked to comply with this policy at their induction meeting before coming into the school/setting for an activity or class supporting role.

Parents and carers may be permitted to assist on an ad hoc / occasional basis (e.g., giving a talk to a class about their hobby/ job/ faith) without having undertaken a DBS check, so long as they are not left unsupervised. The Headteacher must give permission before any such visit takes place. Again, all parents and carers should follow the procedures as stated above for planned visitors.

## **Contractors**

All contractors will be booked by the Head of Operations who will inform the school in advance of planned works. Contractors should follow the procedures set out above for planned visitors.

## **Related Policies**

**This policy should be read in conjunction with other related policies, including:**

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Volunteer Policy

Policies are available via the Whole Company SharePoint or on our website at:  
<https://www.outdoorsgroup.co.uk/about-us/our-policies/>