



**POLICIES AND PROCEDURES**

**VISITORS' POLICY**  
Version 1

# Dealing with Visitors

## 1. Reporting in

All visitors are expected to report to the main school reception. At reception they will be greeted and asked to sign in, at which time they will be given a visitor's badge, which must be worn at all times. Where the visitor has proof of a Disclosure and Barring Service (DBS) check, the visitor's badge will be issued on a black lanyard. Where there is no proof of DBS clearance, the badge will be issued on a red lanyard. The visitor is made aware of the safeguarding, health and safety, fire evacuation procedures via information on the reverse of the visitors' badge.

If a member of staff comes across a visitor at a different entrance or part of the school, they should never give the visitor directions or send the visitor to reception with a pupil. Instead the member of staff should escort the visitor personally to reception.

Pupils are instructed that if they see a stranger on the school site, and cannot see a visitor's badge, or they see an unaccompanied visitor with a red lanyard, they should immediately fetch the nearest member of staff.

## 2. Visitors Around School

The school has a central record of people who may visit the school and have received DBS clearance and a list of these people is retained on reception. When such a person arrives in reception they must be able to prove their identity if they are not known to school staff. Only visitors who have proven their identity and have been DBS checked can be allowed to move around the school to fulfil their engagement without being accompanied. These visitors are identified by the wearing of a black lanyard – see section 1.

For all other visitors, the receptionist will ask them to take a seat in the reception area and contact the member of staff they have come to see. This member of staff is responsible for ensuring that the visitor is accompanied at all times and is not free to wander about the school. These visitors are identified by the wearing of a red lanyard – see section 1.

## 3. Signing Out

All visitors should be escorted to reception and signed out when they are ready to leave.

## 4. Contractors

Any worker contracted by the school to undertake premises related work should report to reception, as above. The school's Premises Manager will be contacted and will meet the worker(s) concerned. If the workers have evidence of DBS checks and ID cards, the Premises Manager will escort the worker to the area concerned and, after ensuring safe working protocols are established, can leave the contractor to get on with the work. The Premises Manager will, though, continue to monitor the working practice of the contractor throughout the period of their stay. If the worker has no evidence of DBS clearance and/or no ID, the Premises Manager will arrange for them to be supervised at all times. As far as possible the school will endeavour to ensure that contracted work takes place in holiday periods to minimise all risks.

Routine maintenance repairs and other premises work is often commissioned by Spie, the PPP providers. Spie must supply the school with a list of their own maintenance team and evidence of DBS checks. Any maintenance worker must first report to the school reception and be checked against the list of approved workers after showing ID, if not recognised by school staff. Spie caretakers will be contacted to meet the worker in reception and take them to the area where they will be working. As above, after checking safe working protocols, the caretaker can leave the worker to get on, checking periodically on safety issues. If the worker is not known, and has not gained DBS clearance, they should be supervised at all times.

## **5. Other Categories of Visitors**

Former staff and pupils are to be classed as visitors and managed as above. The same applies to Governors, LA officers and staff from other schools.