

## Visitor Protocol – September 2024

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## Introduction

This guidance applies to all academies and central team offices within Spencer Academies Trust and is intended to provide a framework for our academies and central team offices to manage visitors in a way that ensures the safety of children, young people, and adults whilst on site; the responsibility of which lies with the Principal/ Trust Senior Leader and Academy Leadership Teams.

## Guidance and Responsibilities

The Principal/ Trust Senior Leader are responsible for implementing this guidance and managing visitors to site. The day-to-day visitor arrangements need to be understood by all employees. We all have a responsibility to ensure that visitors to a Spencer Academies Trust site are properly welcomed and managed safely within. All employees should be made aware of this guidance and that it applies to all visitors equally, including colleagues in senior positions and those considered to be 'VIPs'.

## Health and Safety of Visitors

It is recognised that visitors to our premises may be at greater risk due to their lack of familiarity with the premises and our equipment etc. We accept our duty of care towards all visitors and encourage employees to always have regard to the health and safety of visitors.

It is our policy to:

- Appoint the Principal/Trust Senior Leader or their appointed representative to oversee the effectiveness of this policy.
- Ensure, as far as is reasonably practicable, the health and safety of all visitors to our premises.
- Ensure visitors are aware of our rules and procedures, as they relate to visitors. Rules for visitors are displayed in the reception area.
- Accompany visitors wherever possible or, if unaccompanied, warn them of any danger areas or foreseeable risks.
- Accompany visitors to the fire assembly point in the event of an evacuation of the premises.
- Control the access of visitors, including contractors, to ensure the health, safety and security of our employees.
- Record all accidents and injuries to visitors appropriately using our accident reporting procedures and carry out a suitable investigation into any incident.

## Types of Visitor

We welcome many different types of visitors who attend our sites each day:

- Visitors who attend our sites in connection with children and young people and who have a professional role i.e. Social Workers, Educational Psychologists, SEND Officers, Officers from the Fair Access Team, support workers or other health related professionals.
- Visitors attending to work with children and young people within an extra curriculum provision such as Peripatetic Tutors and Sports Coaches.
- Visitors who attend the site in connection with the building, grounds, or equipment i.e. Builders, Contractors, Maintenance staff or IT workers.
- VIPs.
- Other legitimate visitors i.e. Parents, Parent Helpers, Volunteers and Governors.
- Organisations which have input into the curriculum and learning and support, such as the NSPCC, Sports Specialists and Coaches, Music Tutors, Alternative Education Providers and PCSO's.

### Procedures for ALL Visitors

- Visits should be planned to ensure they run smoothly, considering the need to safeguard both children and young people, the reputation of our Trust and the visitor.
- Wherever possible, visits to academies should be pre-arranged and the Principal, Senior Leadership Team and your Office Manager should always be made aware of visits in advance.
- All visitors must always report to reception first and not enter the academy via any other entrance.
- At reception, all visitors should explain the purpose of their visit and who has invited them. They should be ready to produce formal identification and show the photo ID card their employing agency has issued them (where applicable). If there are any concerns in relation to the validity of this identification, reception colleagues must seek to confirm this with the employing agency before allowing the visitor on site.
- All visitors will be asked to sign in to the electronic visitor system which may include a photograph of the visitor being taken.
- If the visitor is part of a large group, a separate register may be utilised.
- A visitor's badge with the appropriate coloured lanyard must be always worn and displayed prominently.
- Visitors should wait in the reception area until they are met by an appropriate colleague to be escorted to their destination.
- All visitors should be accompanied by a member of staff. Visitors should not be alone with children and young people, unless this is a legitimate part of their role, for example a Social Worker seeing a child or young person. The academy must have assured itself that the visitor holds the appropriate DBS check (or the visitor's employers have confirmed that their staff have appropriate checks). Colour coded lanyards must be used to identify visitors who should always be supervised.

- If visitors find they are left alone with children or young people, when not permitted to be, they should report this to a member of staff or reception. This expectation should be explained to visitors as part of the safeguarding briefing provided on arrival.
- On departing, visitors should always leave via reception, sign out of the building, return their visitor badge and lanyard and be seen to leave the premises. Academy reception staff should check the signing in and out' records regularly to monitor compliance with these procedures.
- The Principal or Designated Safeguarding Lead (DSL) along with the nominated Safeguarding Governor should also monitor compliance with the agreed specified visitor's policy procedures. Should any shortfalls be found, these should be addressed as a matter of urgency, to ensure children, young people and visitors to our Trust are kept safe.

### **A Visitor who can be UNSUPERVISED:**

The Statutory guidance states - For visitors who are on site in a professional capacity, you should check ID and be assured that the visitor has had the appropriate DBS check (or the visitor's employers have confirmed that they have carried out the appropriate checks).

Where you have employer confirmation that states all required checks have been successfully completed (Letter of Assurance), you do not need to ask to see the DBS certificate. Visitors must produce photographic ID on their first visit and the ID presented needs to be recorded into a central visitor log. Please refer to the specific categories of visitors later in this protocol for any exceptions to this requirement.

Where you **DO NOT** have employer confirmation, you can ask to see their DBS certificate. You need to check that the DBS is an ENHANCED LEVEL DBS, with Children's Barred List completed. You should record the DBS information (Certificate number and date of issue) in your central visitor log and onto your SCR. You should never take a copy of this DBS certificate.

A **GREEN LANYARD** can be issued to any professional visitor for whom you have the assurance the correct checks have been completed AND have provided sufficient ID.

Any professional visitor who is engaged in regulated activity and is unsupervised on site, must be added to your SCR. You should remove the visitor from the SCR when they are no longer visiting your academy.

### **A Visitor who must be SUPERVISED:**

Where you do not have an employer letter (Letter of Assurance), OR, you have not seen an appropriate DBS, OR, the visitor does not provide suitable photographic ID (on first arrival), you must provide the visitor with an **ORANGE LANYARD**.

These visitors must always be fully supervised, or that you are satisfied the visitor will be working in a closed off section that is away from our children and young people.

Visitors on an orange lanyard are not engaged in regulated activity and therefore do not need to be added to your SCR.

**If you are ever unsure of the lanyard to allocate, please check with your Principal, DSL or the Central HR Team.**

The next section of this protocol explains visitor processes for each category of visitor.

## **Welcoming Specific Categories of Visitors**

### **Local Authority Council Employees**

Local Authority Council Staff who visit our academies and who have unsupervised contact with children and young people will have had an appropriate DBS check conducted by their employing service. If the nature of their work requires it, the service will also have applied the requirements of the Childcare Disqualification regulations.

You will usually receive an annual letter of assurance from your local authority, or the relevant department within the local authority. If this is not received, you are able to ask to see a DBS certificate on first arrival.

You will also need to see identification from visitors to confirm that they do work for their Local Authority and their accompanying personal photographic ID on first arrival. All Local Authority Council staff visiting our academies carry photo identification.

### **Social Workers**

Social Workers within Derbyshire / Derby City are covered under a 'Professional to Schools' Statement.

Social Workers in Nottinghamshire / Nottingham City will be covered by blanket letters of assurance issued by the relevant Children's Services departments.

You will be required to check their lanyard on arrival, but you are not required to request a DBS or additional photo ID. If you have any concerns, please check with your Principal, DSL or contact the relevant council department.

### **Employees from Other Agencies**

You will adopt the same requirements to either receive a letter of assurance from their employer or partner agency or you ask to see the DBS certificate (at Enhanced Level with Barred List). You must also check the employee's photographic ID on first visit.

### **NHS Nurses**

For NHS Healthcare Workers who attend your school to carry out vaccinations, you should receive a letter of assurance confirming the relevant DBS status. Nurses do not carry personal photographic ID whilst working in the community. They will always present an NHS ID card that will include their DBS number.

When a nurse leaves NHS employment or transfers to another department, it is a strict requirement that they return their ID card.

### **Agency Supply Employees**

KCSIE statutory guidance states:

*p286. Schools and colleges must obtain written notification from any agency, or third party organisation, that they have carried out the same checks as the school or college would otherwise perform on any individual who will be working at the school or college (or who will be providing education on the school or college's behalf, including through online delivery) In respect of the enhanced DBS check, schools and*

*colleges must ensure that written notification confirms the certificate has been obtained by either the employment business or another such business*

For any Agency Supply staff, they must not be allowed into a classroom until you have received the letter of assurance / confirmation of appropriate checks. You must arrange for internal cover of any classes until confirmation of appropriate checks are received and vetted. The agency person(s) must remain in a fully supervised location until you have received the vetting confirmation.

It is also a must that the person responsible for arranging agency cover checks and records the vetting details into the SCR as soon as possible. Recording the agency supply visitor into the SCR acts as the confirmation that all safer recruitment checks have been made and that you are confident the agency is carrying out all the required checks. You must add the agency supply person as soon as you have received the confirmed booking. You are required to add every agency supply visitor, even if just for half a day.

You are required to make a supply person a leaver within your SCR either when the decision is made not to hire their services again, or at the end of the academic year (if they are no longer considered as a regular supply employee). This ensures compliance with GDPR regulations.

### **Contractors**

KCSIE statutory guidance states:

*291. Schools and colleges should ensure that any contractor, or any employee of the contractor, who is to work at the school or college, has been subject to the appropriate level of DBS check*

*293. Under no circumstances should a contractor on whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity relating to children. Schools and colleges are responsible for determining the appropriate level of supervision depending on the circumstances.*

*295. Schools and colleges should always check the identity of contractors on arrival at the school or college.*

For building / maintenance contractors, our Director of Estates and Facilities or their appointed representative will work with Principals and Site Managers in setting out the safeguarding requirements as part of the contract. The contract will also cover a formal protocol regarding access to specific areas of the building, which may include physical separation i.e. fencing off the work areas to provide additional safeguards.

Before the contractor is engaged to work in our academies, the Estates and Facilities Team will receive the required letter of assurance. Academies should check the contractor list held within Every Compliance or your SCR. Letters of assurance that are added by the Estates and Facilities Team are also available to view within SharePoint/HR Hub folder.

For those contractors who academies engage directly, you must ensure you have either received the company Letter of assurance or verified the original DBS (at Enhanced Level). You will either need to attach the letter of assurance to your SCR, or add the details of the DBS checked into the relevant section of your SCR.

If you require further clarification regarding the required supervision control of a Contractor, your Site Managers also hold this information for each Contractor within Every Compliance. It is important that

you check with your Site Manager if you are unsure which colour lanyard and level of supervision is required.

Please remember that you must be recording the identity provided on first arrival, within your visitor log.

### Trainee / Student Teachers

KCSIE statutory guidance states:

*296. Where applicants for initial teacher training are salaried by the school or college, the school or college must ensure that all necessary checks are carried out. If these trainee teachers are engaging in regulated activity relating to children (which in most cases by the nature of the work, they will be), an enhanced DBS check (including children's barred list information) must be obtained.*

*297. Where trainee teachers are fee-funded, it is the responsibility of the initial teacher training provider to carry out the necessary checks. Schools and colleges should obtain written confirmation from the provider that it has carried out all pre-appointment checks that the school or college would otherwise be required to perform, and that the trainee has been judged by the provider to be suitable to work with children.*

As with other visitors where safer recruitment checks are completed by a third party, you must have received a letter of assurance from the trainee teacher organisation that **all appropriate checks** have been completed. You would add each trainee teacher to your SCR individually, attaching the letter of assurance provided. You must also ensure trainee teachers have completed the required safeguarding training.

The George Spencer SCITT operates in same way as an external teacher training agency and will provide you with written confirmation that all safer recruitment checks have been completed, including the required Level 2 Safeguarding training.

If the tutors of trainee teachers will not have unsupervised contact with children, they will not require a DBS check. If they do have such contact, then it will be the responsibility of their institution to undertake the same level of checks and to inform the academy that appropriate checks have been made. Where you do not have the assurance, an orange lanyard must be given and therefore the tutor must be fully supervised by a school employee or be within a meeting space that ensures no unsupervised contact with children.

### External Facilitators and Delegates for Training and Conferences

Where the Spencer Alliance for Leadership and Teaching (SALT) host events in our Academies, SALT will ensure clear communication with the Academy prior to any event to ensure safeguarding requirements are shared and agreed. All schools engaging in training provide a letter of assurance that all safer recruitment checks are in place. SALT also provide an employer reference for External Facilitators in addition to the letter of assurance.

Safer recruitment processes for SALT employees are completed in accordance our SAT Safer Recruitment and Selection Policy and Keeping Children Safe in Education. SALT employees can be verified within the Trust SCR (under Every Trust Overview / SCR).

### Directors / Members / Governors

Our Board of Directors / Members and Academy Governors should follow the same procedures as other visitors when coming into an academy. If they are to have regular unsupervised contact with children and young people (regulated activity), they will require a Children's Barred List check in addition to the mandatory Enhanced DBS.

Where you complete a DBS application for a Director / Member / Governor, UKCRB (our DBS Agent) may place your application on hold and seek further clarification that your applicant will be engaged in regulated activity. Please only state you require a barred list check where an applicant will be in school and unsupervised for more than 3 times within a month.

### Parents and Relatives

KCSIE statutory guidance states:

*300. Schools and colleges should not request DBS checks or barred list checks, or ask to see existing DBS certificates, for visitors such as children's relatives or other visitors attending a sports day.*

*301. Headteachers and principals should use their professional judgement about the need to escort or supervise such visitors.*

### Ofsted Inspectors

Ofsted have provided local authorities with written confirmation that all Ofsted staff who would visit a school have been through a DBS 'Enhanced with barred list information' check. They have also confirmed that all approved additional inspectors have also been through a DBS 'Enhanced with barred list information' check.

Academies will be notified between 10:30am and 2pm the day before the inspection is due to take place. The initial call will be from the Support Administrator who will discuss practical arrangements. The Lead inspector will then have a follow up call with your Principal.

All Inspectors will be ready to receive a safeguarding briefing on arrival and have their identities checked against the documentation issued ahead of the inspection. All Inspectors have official photo ID badges and will not be required to present any other form of identification. Inspectors should be provided with a visitor badge and green lanyard on arrival.

### VIPs

A VIP is usually an external visitor of importance or influence who would receive special treatment and may include:

- Royalty and Royal Representatives
- Government (Members of Parliament, including government ministers and politicians)
- Diplomats and Senior Public Servants
- Chairpersons/ Chief Executives Officers of major companies and organisations
- Senior Officers from Charitable Trusts
- Religious leaders
- Civic and local community leaders
- Notable academics, Olympians, Authors, high profile prize winners and those with celebrity status in particular areas such as sport, music, the arts, media including celebrities and who are likely to inspire others:

### Important considerations for VIP visits

An invitation to a VIP should be made in advance with sufficient time to enable appropriate planning for a safe and successful visit, recognising how the visit will be hosted and importantly who will be always escorting and supervising the visitor.

In general terms, VIPs should be treated in a very similar way to any other visitor, but a degree of common sense should prevail e.g. it is unlikely that a senior member of the Royal Family would be expected to show, or wear ID. Members of their entourage though should be expected to follow normal procedures.

All VIPs and any entourage must be always accompanied by a member of staff.

### **Implications of the Childcare (Disqualification) Regulations for Visitors – Primary Academies**

The Childcare (Disqualification) Regulations 2018 introduced additional requirements for staff who are involved with the education or care of children under 6 or with the out-of-school care of children under 8.

#### **Visitors who ARE covered by the ‘Childcare Disqualification’ legislation:**

- ✓ Peripatetic teachers and special needs teachers who work in reception classes or in childcare settings with children under 8.
- ✓ Agency, or third-party organisations, contracted to work in relevant childcare in our academies.
- ✓ Self-employed contractors employed to work in childcare provision.
- ✓ Trainee and student teachers.
- ✓ Volunteers and casual workers who work in childcare.

It is important to receive confirmation from your local authority, external agencies, Teacher Training Providers and third-party organisations that all employees in such roles will be subject to the appropriate checks under the Childcare Disqualification legislation.

Primary academies need to ensure checks are carried out for all volunteers and casual workers.

#### **Visitors who are NOT covered by the ‘Childcare Disqualification legislation:**

- ✗ Caretakers, Cleaners, Drivers, Transport Escorts, Catering Staff, Catering & Cleaning Managers, Office Staff and external catering and cleaning staff who are not employed to directly provide childcare.
- ✗ Health Staff, Speech Therapists, Educational Psychologists.
- ✗ Academy Governors
- ✗ Ofsted Inspectors

**It is important to note that it is our policy to request ALL employees in Primary Academies complete the Childcare Disqualification Declaration on appointment.**

### **Raising Awareness of Visitor Safety with Children**

Children and young people should be reminded on a regular basis and especially prior to any large event, VIP or celebrity visits, that they should remain with a staff member and not wander off or leave

an area which is not supervised by a member of staff. Any other relevant actions identified by a risk assessment relating to the visit should also be shared, where appropriate.

### **Concerns Related to a Visitor**

Children and young people, staff and parents should be made aware of who they should report concerns to or go to for help and advice if they have concerns about a visitor. This would be any member of staff in the first instance, who should then report the concerns to the designated person for safeguarding (DSL).

Any issues regarding the suitability of visitors to the academy should be noted by the DSL and promptly brought to the attention of the Principal.

### **Unknown, Uninvited or Malicious Visitors to the Academy**

Any visitor to the academy site who is not wearing an identity badge should be challenged politely by staff and escorted to reception to sign the visitor's book and be issued with an identity badge. Failure to comply should result in them being asked to leave the site and the Principal or other senior person informed. In extreme circumstances or if the person refuses to leave, the police should be called.

### **Monitoring and Evaluation**

Like all safeguarding policies, academies should monitor and evaluate its implementation and effectiveness of this protocol on a regular basis, informing the Trust Central HR Team of any actions or changes required.

### **Linked Policies and Guidance**

This guidance should be read in conjunction with the following policies:

- Safer Recruitment and Selection Policy
- Single Central Record Guidance
- Child Protection and Safeguarding Policy
- Health and Safety Policy
- Keeping Children Safe in Education

Appendix 1 – Visitor Supervision Flowchart

**Visitor Supervision Flowchart**

