

# Visitor Policy

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## Record of changes

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## *Policy Aim*

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

The aim is to ensure that learners and customers at our settings can enjoy 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 always ensure that the security and well-being of our learners and customers.

The company has a legal duty of care for the health, safety and wellbeing of all learners, customers, and staff. This duty of care incorporates the duty to 'safeguard' all learners and customers from being subjected to any form of harm or abuse. It is the responsibility of the Company Directors (the proprietors) and the head teacher at the school 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 to The Outdoors School, Forest School, and Transitional Learning Programme (TLP) sites comply with the following policy and procedure.

## *Policy Scope and Audience*

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

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

- All staff (employees, freelancers, and volunteers) employed by the company
- All external visitors entering our sites during normal operational hours or for after school activities
- All parents and carers (including parent helpers)
- All learners
- Buildings and maintenance contractors

# Protocol and Procedures

## **Planned Visitors**

When planning an External or Internal Site Visit, refer to the relevant Standard Operating Procedures (SOP) – [see below](#).

All visitors to the school and our Forest School and TLP sites may be asked to provide formal identification at the time of their visit. Where possible the site staff should be informed of all pre-arranged visitors.

All visitors must report to the school office or site staff before entry.

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 or provide the necessary information for our staff to complete an online record, 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 and the badge must remain visible throughout their visit.

All visitors should be made aware of whom the Designated Safeguarding Lead is and that any safeguarding concerns should be reported to them. This information can be found on the notice boards at all Outdoors Group's sites.

Visitors will then, if necessary, 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, visitors should leave via the school office/site manager and return the identification badge.

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

## **Internal Visitors**

Any member from a different department within The Outdoors group is visiting a site that is not their usual work location would be expected to follow the procedure detailed on the SOP Site Visits – Internal ([see below](#)).

Additionally, all heads of department will provide an annual letter of reassurance to all Pillars confirming that all staff have had the necessary clearance checks. A template for a letter of reassurance can be found in the [Forms and Templates](#) folder on SharePoint.

## **Unknown/Unplanned Visitors**

Any visitor who is not wearing an identity badge should be challenged politely to enquire who they are and their business at the school or 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 and customers are safeguarded.

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

If the visitor refuses to comply, they should be asked to leave the site immediately and the Site Manager/Head of Pillar should be informed promptly.

The Headteacher/Site Manager will consider the situation and decide if it is necessary to inform the police.

**Please note:** if a visit has not been pre-arranged then the person(s) might be asked to leave the premises immediately and make the necessary arrangement to book a visit in the future.

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 premises, police assistance will be called for. In this instance all learners and customers are to be moved to a different part of the premises 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. The People and Culture Team will arrange this.

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 without having undertaken a DBS check, **so long as they are not left unsupervised**. The Headteacher/Head of Pillar 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 Outdoors School/The Forest School/TLP in advance of planned works, where these are happening during usual session times. In most circumstances a member of the operations team will be present to meet and accompany any contractors working on our premises during usual session times.

Contractors should follow the procedures set out above for planned visitors.

It is an expectation that all will provide a letter of reassurance that all employment checks have been carried out. A template for a letter of reassurance can be found in the [Forms and Templates](#) folder on SharePoint. The Business Area that is arranging a visit from a new contractor must take the responsibility to request a letter of reassurance before the date of the visit.

## *Related Policies and SOPs*

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

- [Safeguarding and Child Protection Policy](#)
- [Health and Safety Policy](#)
- [Volunteer Policy](#)
- [SOP – Site Visit External](#)
- [SOP – Site Visit Internal](#)
- [Internal Staff Reassurance Letter](#)
- [External Company SCR Letter](#)