



VISITOR MANAGEMENT POLICY

Reviewed by: Ruth Hardy, Associate Director HR
Agreed by Finance, Resources, Audit and Risk Committee
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1. Policy statement

All schools within The Futures Trust are required to implement robust and consistent safeguarding practices, and to ensure that individuals who are not suitable to have access to our schools and our learners are denied any opportunity to do so. Trustees and every Trust school share a commitment to safeguarding and promoting the welfare of children and young people, and it is recognised that every individual is responsible for realising this commitment.

Each school's safeguarding practices are reviewed by the Trust alongside the school's Designated Safeguarding Lead every term, and any actions required are reported to the relevant Governing Committee and the Trust. All staff involved in the management of visitors are fully trained and resourced to fulfil their responsibilities.

The school and the Trust will not tolerate any verbal abuse, aggression or other form of inappropriate behaviour towards its staff. Any visitor who obstructs the school in seeking to fulfil its safeguarding responsibilities or who fails to comply with this Policy may be asked to leave the school site and may not be permitted to return.

2. Purpose and scope

This Policy explains the protocols that will be implemented in respect of all visitors, including external agencies, contractors, trainee teachers placed by ITT providers and volunteers, attending any of The Futures Trust schools. All visitors attending the school site are required to comply with this Policy, and to co-operate with the colleagues responsible for their implementation.

The protocols are being implemented by the school in accordance with the statutory guidance Keeping Children Safe in Education 2025 and The Education (Independent School Standards) Regulations 2014. Where possible copies of this Policy will be provided to visitors in advance of them attending the school site; the Policy is also available on the school's website.

3. Links to other policies

Other policies with links to this Policy include the Trust's / school's:

- Safeguarding and Child Protection Policy
- Volunteer Policy
- Data Protection Policy
- Whistleblowing Policy



This Policy and those listed have been drafted with due regard to the Data Protection Act 2018, The General Data Protection Regulations, The DBS Code of Practice, The Equality Act 2010 and the Equality Duty.

4. Colleague responsibilities

All Trust colleagues are responsible for ensuring that this Policy is implemented, working in partnership with colleagues on reception and in HR who have specific key responsibilities.

All colleagues must ensure that:

- If they see a person who is not a student beyond the school's reception areas, who is not wearing a lanyard or is wearing a red lanyard and is unaccompanied, they escort them back to the main school reception.
- When inviting visitors onto the school site they have prior authorisation from the school's Headteacher/Leadership to do so. If in doubt colleagues should ask HR or the school's Operations/Business Manager whether an individual is authorised or is in an authorised category.
- They work with HR or the school's Operations/Business Manager to manage the school's Approved Visitor List and ensure that the required checks are carried out in a timely manner prior to visits taking place.
- If they are expecting a visitor they have notified colleagues working on reception in advance of the name of the person/s visiting, their expected time of arrival, the organisation they are from, the purpose of their visit and where relevant, who will collect them from reception.

Failure to comply with this Policy and addendum may be managed in accordance with the school's Disciplinary Policy.

5. Protocol for all visitors on arrival

- **On arrival at the school site all visitors must immediately report to the school's main reception. They:**
 - Must confirm their name, the purpose of their visit and who they are expecting to meet.
 - Must sign in using the school's electronic signing in system, and in doing so provide written confirmation of their name, the organisation they belong to, who they are



expecting to meet, the time of their arrival and where applicable their vehicle registration. The visitor's photograph will be taken by the system. Visitors will also be expected to provide photo identification as confirmation of their identity.

- Will be made aware of the school's safeguarding procedures and relevant health and safety information, and by signing in confirm their acceptance and understanding of the requirements detailed.
- Will be issued with a red or green lanyard with their identification badge, which they will be required to visibly wear at all times.
- Must be escorted from reception by their school point of contact, unless they are on the school's Approved Visitor List, reception have been notified in advance of their arrival and they have previously attended the school site.

6. Visitor categories

The school manages visitors by placing them into one of two categories:

- i) Those who aren't listed on the school's Single Central Record
- ii) Those who are, and are therefore on the school's Approved Visitor List.

HR and the school's Operations/Business Manager are responsible for ensuring that the school has an accurate and up to date Single Central Record. In accordance with Keeping Children Safe in Education, it is a requirement that relevant visitors from external agencies, including teacher supply agencies, are recorded on the Record. The school also records trainee teachers placed by ITT providers, volunteers and subject to frequency of visit and nature of work, contractors.

Visitors who will not be engaging in regulated activity¹ in school, for example, parents, carers, people attending interviews, meetings or carrying out work and are supervised are not required to be listed on the school's Record, however, the school will list contractors who, whilst not working in regulated activity, will have access to learners around the school site.

The school will always seek to inform visitors if they are required to undergo relevant safeguarding checks prior to their visit to allow them to be placed on the Record. This may include checks being undertaken directly by the school, or receipt by the school of confirmation that an external organisation the visitor represents has carried out the checks. The checks that will be carried out on the visitor's arrival at school are in addition to these checks and must also be completed.

¹ Defined in accordance with Keeping Children Safe in Education 2025



The school must have written safeguarding verification from the visitor's organisation confirming their member of staff has been subject to the required safeguarding checks. The school will not accept documents from the visitor themselves, email confirmation must be received directly from the relevant organisation prior to the visit. Visitors must present appropriate photo ID on arrival to confirm their identity.

7. Protocol for visitors who are not on the school's Single Central Record

- **Visitors who are not listed on the school's Single Central Record will be provided with a red lanyard. They:**
 - Must be supervised at all times by a Trust colleague who has enhanced DBS and barred list clearance. These colleagues can be identified by their blue (or grey at Coundon Court and Redmoor Academy) staff lanyard.
 - Must never be allowed to move about the school site unaccompanied or be left unaccompanied in a part of the school where they can access learners.
 - Must not be asked to provide sight of a DBS certificate.
 - Must be escorted back to reception to sign out when they leave.

If anyone wearing a red lanyard is not accompanied by a colleague wearing a blue lanyard (grey lanyard at Coundon Court and Redmoor Academy), they must be challenged and escorted back to school reception.

8. Protocol for visitors who are listed on the school's Single Central Record

- **Approved visitors will be provided with a green lanyard if the school is satisfied that all required safeguarding checks have been undertaken and verified on arrival.**
- On their first visit to the school the visitor must provide sight of approved photographic ID to the Reception Team or an approved colleague so that a form can be completed to confirm that their identity has been verified.
- The visitor must, when asked on any subsequent visits, provide sight of the photographic ID agreed with the school.

In addition to this, if a visitor is a supply teacher from a supply agency, a volunteer whose DBS check has been carried out by the Trust, or is self-employed **they**:



- Must on their first visit to the school show their original DBS certificate to the Reception Team or HR or approved colleague, so that the information therein can be recorded in accordance with the Trust's policy.

Approved visitors may move freely around the school site to carry out work. If required, they will be allocated a door pass to enable them to do so, and will be responsible for keeping the pass secure and returning it to reception when they leave the school site.

Subject to confirmation from The Futures Trust HR Team that all of the required checks have been completed, trainee teachers placed by ITT providers, and at the discretion of the Headteacher, staff from external agencies who work in school on a daily and long term basis, may be given a blue staff lanyard (grey lanyard at Coundon Court and Redmoor Academy).

9. Protocol for all visitors on leaving the school

- **On leaving the school site all visitors must leave via reception, sign out and return their identification badge, green or red lanyard, and door pass where provided.**

10. Further guidance

If you have any questions in respect of this Policy please speak to The Futures Trust HR Team:

The Futures Trust HR Helpline – 02477 102134

The Futures Trust HR Inbox – HRqueries@thefuturestrust.org.uk