# Visitors Policy
## September 2026

### 1. Introduction

Mulberry Baird Primary is committed to providing a safe, welcoming and inclusive environment in which children can learn, staff can work and visitors can contribute positively to school life.

Visitors make an important contribution to the life and work of the school. This includes parents and carers, governors, professionals, contractors, volunteers, external agencies, supply staff, visiting teachers, prospective families, community organisations and other invited guests. This policy applies to all visitors to the school site.

At the same time, the school has a duty to safeguard pupils, staff and visitors and to maintain effective security of the school site.

This policy establishes clear procedures for:

- controlling access to the school
- identifying and registering visitors
- safeguarding children and staff
- determining when visitors require supervision
- managing contractors and external professionals
- managing visiting speakers and organisations
- responding to visitors who do not comply with school expectations
- maintaining appropriate records
- responding to emergencies and security concerns

The DfE's current school security guidance states that visitors should not be permitted to wander around school premises unaccompanied. It also states that all visitors, including governors, should initially report to the school office or reception, where the purpose of the visit is established before they sign in and receive a visitor badge. (GOV.UK)

### 2. Roles and Responsibilities

#### Headteacher

The headteacher has overall responsibility for ensuring that appropriate arrangements are in place for visitors to the school.

The Headteacher will:

- ensure that this policy is implemented
- ensure that appropriate security arrangements are maintained
- determine whether particular visitors require additional safeguards
- ensure that safeguarding concerns relating to visitors are acted upon
- ensure that appropriate action is taken where a visitor fails to comply with school procedures
- liaise with the Trust and relevant agencies where necessary

The Headteacher may delegate responsibility to appropriate members of the Senior Leadership Team.

#### Designated Safeguarding Lead (DSL)

The DSL will provide safeguarding induction or advice where a visitor:

- has unsupervised contact with pupils
- is working regularly within school
- raises a safeguarding concern
- is subject to a safeguarding allegation
- presents a potential safeguarding risk
- is visiting in relation to a child protection matter

All safeguarding concerns about visitors must be reported in accordance with the school's Child Protection and Safeguarding Policy.

### Office Staff

The school office is responsible for the day-to-day administration of visitor procedures. Office staff will:

- establish the purpose of visits
- confirm the identity of visitors where appropriate
- ensure that visitors sign in using Inventry and are given the correct colour lanyard in line with their DBS status
- contact the relevant member of staff
- provide relevant visitor information including the school's safeguarding leaflet
- ensure visitors sign out
- raise concerns about unusual or unauthorised visitors immediately

### All Staff

All staff have a responsibility to contribute to school security. The DfE expects staff to challenge individuals who are on site without appropriate identification. Staff should also raise any concerns with the Senior Leadership Team, using the radios.

Staff should politely challenge anyone they do not recognise who:

- is not wearing appropriate identification – a red or green visitor lanyard or a staff lanyard
- appears to be accessing an inappropriate area
- appears to be unaccompanied when they should be supervised (if wearing a red lanyard)
- cannot explain the purpose of their presence

## 3. General Visitor Arrangements

All visitors must enter the school through the main reception entrance unless alternative arrangements have been made e.g. for parent consultation meetings.

Visitors must not enter the school through any other entrances or attempt to access classrooms or other areas without authorisation.

Visitors must:

- must not bring any other children with them unless this has been agreed in advance
- report to the school office
- state the purpose of their visit
- provide photo identification where requested
- sign in using the school's visitor system, Inventry and provide a photo for the system
- wear the visitor identification provided
- comply with safeguarding, health and safety and security instructions – detailed in our safeguarding leaflet
- remain within authorised areas
- be accompanied where required
- sign out before leaving the premises
- return any visitor identification
- not use their personal mobile phone whilst on site unless given explicit permission e.g. during performances

All visitors must sign in and out using Inventry, which is situated in the main office. Office staff will ensure that all visitors sign in and that the visitor register is kept up to date in the case of an emergency.

A record is kept of all visitors after their visit. This record shows their entry and exit time. Photos are not stored. Lanyards and identification must be returned to the main office when visitors sign out upon exit.

Where a professional requires access to confidential information or meetings, staff must ensure that information is shared appropriately and in accordance with safeguarding, confidentiality and data protection requirements.

Visitors must not access pupil records, CPOMS or other confidential systems unless specifically authorised.

## 4. Visitor Identification

Upon signing in, all visitors will be issued with an appropriate visitor badge and a coloured lanyard. Lanyards will be either red, where we have no DBS on record, or green, where we have a DBS on record. Visitors should ensure that their lanyard is worn and clearly visible at all times.

Visitor badges are only issued for one day. Lanyards and identification must be returned to the main office when visitors sign out upon exit.

Any person on site without appropriate identification will be challenged. If the person cannot provide a satisfactory explanation the Senior Leadership Team should be contacted immediately.

Most visitors will be accompanied by a member of school staff when visiting the school. However, visitors with a red lanyard **must** be accompanied at all times through the school building. The red lanyard indicates that the visitor does not have the required safeguarding checks or that they:

- have not completed the required safeguarding checks
- have not been authorised to work unsupervised with children
- are visiting for the first time and their role requires access to pupils
- are visiting for an observational or work-experience placement
- are visiting as a contractor where children may be present
- are a visiting speaker or external provider where supervision is required
- are otherwise considered by the school to require supervision.

A visitor must not assume that they can have unsupervised access to children simply because they have a DBS or are part of an organisation.

## 5. DBS and Safeguarding Checks

Where a visitor will undertake work that requires a DBS check, the appropriate safeguarding and safer recruitment procedures must be followed prior to the work commencing.

The requirement for a DBS will depend on:

- the nature of the activity
- whether the individual is undertaking regulated activity
- the frequency and duration of their contact with children
- whether they are supervised
- the individual's role and responsibilities

Green lanyards will only be issued to visitors who have a DBS check

## 6. Parents and carers

Parents and carers are welcome in school when they have a legitimate reason to visit. Examples include:

- attending a meeting
- attending an assembly or event
- meeting with a member of staff
- attending a workshop
- volunteering
- attending a performance
- accompanying a child as part of an agreed arrangement

Parents and carers should not enter classrooms or other areas of the school without permission.

Parents and carers attending events remain responsible for following school expectations, including those relating to:

- safeguarding
- photography and recording

- confidentiality
- appropriate conduct
- mobile phone use
- supervision of their own children where applicable.

The school may restrict or withdraw access to the premises where necessary to protect pupils, staff or the orderly operation of the school.

## 7. Volunteers

Volunteers must be approved by the school before undertaking volunteer activities. All volunteers will be subject to an enhanced DBS and will not start volunteering until all safeguarding requirements are met. Volunteers will be required to:

- complete an application process
- provide appropriate identification
- provide references
- complete safeguarding induction
- receive relevant health and safety information
- comply with the Staff Code of Conduct and other relevant policies

Volunteers must not undertake activities outside the scope of their agreed role.

## 8. Contractors

Contractors must report to the school office or designated point of contact unless alternative arrangements have been authorised.

Contractors must:

- sign in
- wear appropriate identification
- comply with school health and safety requirements
- follow safeguarding expectations
- remain within agreed working areas
- comply with site security arrangements
- sign out when leaving

Contractors undertaking work in areas occupied by children should be appropriately supervised or separated from pupils where necessary.

The school will require contractors to provide evidence of relevant checks, qualifications, insurance or other documentation depending on the nature of their work.

Health and safety risk assessments should take account of risks to visitors and contractors, as well as pupils and staff.

## 9. Visiting speakers

The school welcomes appropriate visitors who enhance pupils' learning and experiences.

However, visiting speakers must be subject to appropriate safeguarding and suitability considerations before being invited.

The member of staff organising the visit should consider:

- the purpose of the visit
- the speaker's suitability
- safeguarding implications
- the age and needs of pupils
- the content of the proposed session
- whether the speaker requires DBS clearance
- whether the visit presents Prevent or other safeguarding concerns
- whether the speaker will have access to pupils or school systems
- whether the speaker requires supervision

Where appropriate, due diligence should be undertaken before inviting an external speaker.

The Prevent Duty guidance specifically states that schools should have clear protocols for ensuring visiting speakers are suitable and appropriately supervised.

A member of staff will always remain present during a visiting speaker's session.

The school reserves the right to cancel or refuse a proposed visit where appropriate safeguarding, security or educational concerns cannot be satisfactorily addressed.

## 10. External clubs and providers

External organisations providing clubs, activities or services on school premises must comply with the school's requirements. This will include:

- safeguarding checks
- appropriate insurance
- risk assessments
- qualifications
- safeguarding policies
- first aid arrangements
- emergency procedures
- appropriate supervision
- data protection requirements

Providers must comply with the terms of their agreement with the school and any Trust requirements.

Where an external provider is responsible for children, the school will establish clear lines of responsibility between the provider and the school.

## 11. Photography, filming and recording

Visitors must not photograph, film or record pupils unless this has been specifically authorised by the school. Visitors must comply with the school's arrangements regarding:

- photography
- video recording
- mobile phones
- social media
- data protection
- confidentiality

Particular care must be taken during safeguarding, SEND, medical or other sensitive meetings.

## 12. Confidentiality

Visitors may become aware of confidential information and must maintain confidentiality at all times.

Information obtained during a visit must not be discussed outside the appropriate professional context. Visitors must not:

- access confidential documents without authorisation
- photograph confidential information
- access school computer systems without permission
- discuss individual children with other parents or visitors
- share information about pupils through social media

## 13. Mobile phones and electronic devices

Visitors should follow the school's arrangements regarding mobile phones and electronic devices (see mobile phone policy). Visitors must not use personal devices to photograph or record pupils or confidential school information.

Where a visitor requires access to school IT systems, this must be authorised by the appropriate member of staff. Visitors must not connect unauthorised devices to school networks.

## 14. Unannounced visitors

Where an individual arrives without an appointment, the school office will establish:

- who they are
- which organisation they represent, if applicable
- why they wish to visit
- who they wish to see
- whether the visit can appropriately take place

The school may ask the visitor to wait while the relevant member of staff is contacted. Where the purpose or legitimacy of the visit cannot be established, access may be refused.

## 15. Visitors who refuse to follow procedures

The school has the right to refuse access to individuals who:

- refuse to sign in
- refuse to wear identification
- refuse to comply with safeguarding procedures
- attempt to access unauthorised areas
- behave inappropriately
- present a safeguarding or security concern
- are aggressive, threatening or abusive

Where appropriate, the Headteacher or designated senior leader may require a person to leave the premises. Staff should not place themselves or others at unnecessary risk. Where an immediate threat exists, staff should follow the school's emergency and security procedures and contact the emergency services where necessary.