

VISITORS POLICY AND PROCEDURES

Policy implemented: October 2010

Last reviewed: January 2025

Next review due: January 2027

1. Summary

This local policy should be read alongside Salutem's / Ingfield Manor Schools' Safeguarding Children and Child Protection Policy and Procedure Documents.

Ingfield Manor school assures all visitors a warm, friendly and professional welcome to the site, whatever the purpose of their visit.

The school and its residential facility 'Acorns' has a legal duty to ensure the welfare of its students and residents; this duty of care includes promoting safeguarding. The duty to keep all safe on site also extends to parents, staff and visitors. To achieve this, Ingfield Manor school recognises that **all visitors** must adhere to this visitor's policy. Failure to do so may result in a visitor being escorted from the premises.

2. Document Control

Initial purpose and scope of the new policy/procedure agreed by:	James Winchester, Principal, January 2025
Sponsor Technical review carried out:	
Final Information Governance quality check carried out:	Katie Pingree, Quality Manager – Education, January 2025
Date implemented:	January 2025
Version Number:	V3
Date of the next review:	January 2027
Department responsible:	Education
Job Title of Lead Person:	James Winchester, Principal
Author / Main Contact, including their job title (if different from above):	James Winchester, Principal

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem’s policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

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This policy must be brought to the attention of all employees.

The controlled version of this policy is available on Ingfield Manor School drives. Printed or downloaded copies are uncontrolled and may not be up to date.

4. Aims

To safeguard students at Ingfield Manor School both during school hours and any extra-curricular activities that may be organised and to safeguard young people in Acorns.

Salutem's Safeguarding Children and Child Protection Policy states:

"Salutem understands the importance of verifying the identity of all visitors to its sites. All visitors will be required to confirm their identification to staff. Staff understand that any visitor unknown to the setting will have to have their credentials and reasons for visiting checked before being permitted onto the setting. Visitors are expected to legibly sign the visitors' book and to wear a visitor's badge while on site. Visitors, including trainers and other professionals will be accompanied by a member of staff at all times. Staff will take out appropriate checks to ensure that any speaker at the school is not using the facility to disseminate extremist views".

This local policy has an objective to:

Set out a clear protocol and procedure for the admittance of external visitors to the school which is understood by all staff, governors, visitors and parents and conforms to child protection and safeguarding guidelines.

Where and to whom the policy applies:

Ingfield Manor school is deemed to have control and responsibility for its students anywhere on the school site (i.e. within the school grounds), during normal school hours, during after school activities and on school organised (and supervised) off-site activities. Similarly, Ingfield Manor school has responsibility for young people who stay in 'Acorns' at all times during their residential stay.

The policy applies to:

- All staff employed by Ingfield Manor school
- Other staff employed by Salutem / Ambito Care and Education
- All external visitors entering the school site during the school day or for after school activities
- All governors of the school
- All parents and volunteers
- All students
- Other professionals who visit Ingfield Manor school (e.g. Social Workers and Inspectors)
- Building & Maintenance and all other Independent contractors visiting the school premises
- Independent contractors who may transport students on minibuses or in taxis

5. Principles

Visitors on site during school hours

All visitors to the school may be asked to bring formal identification with them at the time of their visit. They must follow the procedure below.

Once on site, all visitors must report to reception first (during the hours of 08.30am – 16.30am). Parents and / or escorts dropping off and / or collecting students are permitted to use designated entrances for students but should not enter the buildings and staff will collect students from outside. No visitor is permitted to enter the school building via any other entrance unless escorted by a member of staff and immediately signed in with reception.

Between the hours of 16.30pm and 08.30am, visitors will need to ring the call bell at the entrance by the students' car park and wait for a member of staff.

At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.

All visitors will be asked to sign the Visitors Record Book which is kept in reception (08.30-16.30) / by Acorn's entrance (16.30pm-08.30am) making note of their name, organisation, who they are visiting, car registration and visitor badge number.

All visitors will be required to wear an identification badge or sticker – the badge / sticker must remain visible throughout their visit.

Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied.

Visitors are not permitted to use mobile phones during their visits other than in designated office spaces for work or exceptional purposes.

Visitors must follow all health and safety guidelines under the direction of staff such as fire evacuation procedures.

Visitors on site evenings and weekends:

All visitors are to follow the above procedure within Acorns. There may be exceptional circumstances whereby contractors are permitted to work on the premises where students are not present, without a staff member present (such as outdoor works). This is only by prior permission of the principal.

Visitors' Departure from School

On departing the school, visitors MUST leave via reception (or entrance by Acorns if after 16.30pm) and:

Enter their departure time in the Visitors Record Book alongside their arrival entry

Return the identification badge to reception

Unknown/Uninvited Visitors to the School

Any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the school site.

They should then be escorted to reception to sign the visitors' book and be issued with an identity badge. The procedures under "Visitors to the School" above will then apply.

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the principal (or Senior Leader if the principal is not available) should be informed promptly.

The principal or Senior Leader will consider the situation and decide if it is necessary to inform the police and implement any full or partial lockdown procedures (business continuity plan).

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 school grounds, police assistance will be called.

Visitors – unusual behaviours:

If at any time a visitor appears to be behaving in a way that might contravene student safety i.e.. Being intoxicated, extremely anxious / agitated (as some examples) and the situation feels threatening, then the following steps should be taken:

- The visitor is to be spoken with in a calm manner in an attempt to diffuse the situation
- An attempt should be made to move the situation to an environment that is safe and away from students. No member of staff should be left alone in a potentially threatening situation.
- Reception and a member of the senior team should be alerted if any incident is witnessed.
- Police assistance should be called if it is deemed necessary.
- If any student is felt to be at immediate danger, then 999 should be called.

6. Areas of Governance

This policy has been written with expert contribution from appropriate stakeholders. The Information Governance Team will monitor, reflect on and gain organisational learning from the implementation of this policy. This policy will be reviewed and updated two years from implementation unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all services staff, volunteers, agency staff and all other Salutem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by SLT. The people we support will be involved in the review to ensure it captures the important issues for them.

7. Areas of Responsibility

The principal is responsible for the implementation of this policy.

Reception staff will ensure policy is adhered to and follow procedures set out.

All staff have a responsibility for following this policy.

8. Learning and Development

Salutem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. Staff should speak to their line manager in relation to their learning needs using supervision and through the appraisal process.

9. Associated Documents

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Health and Safety at Work Act 1974
- DfE (2023) 'Keeping children safe in education'

- Childcare Act 2006
- Education Act 1996
- Home Office (2023) 'Prevent duty guidance: England and Wales'
- DfE (2022) 'Political impartiality in schools'

10. Useful Links

This policy has links to the following policies –

Salutem Safeguarding Children and Child Protection Policy

Ingfield Manor School Child protection and Safeguarding policy

Health and Safety Policy

11. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V1.0	15/10/2020	Published	New policy
V2.0	30/11/2022	Published	Reviewed
V3.0	20/01/2025	Published	Reviewed