VISITORS TO SCHOOL POLICY

Welcoming visitors. Protecting pupils. Maintaining a secure school.



RIVERSIDE BRIDGE SCHOOL

INSPIRE, EMPOWER, ACHIEVE

This policy forms part of the Riverside Bridge School Policy Framework and should be read alongside any related policies, procedures and guidance.

RIVERSIDE BRIDGE SCHOOL
INSPIRE, EMPOWER, ACHIEVE

OUR COMMITMENT

At Riverside Bridge School, every policy reflects our commitment to creating a safe, inclusive and ambitious school community in which every pupil is valued, every voice matters and every family is respected and supported.

Our policies translate our values into consistent practice. They support high expectations, clear responsibilities, effective partnership and informed decision-making, ensuring that the needs, rights, wellbeing and future outcomes of our pupils remain at the heart of our work.

We work collaboratively, act with integrity and continually reflect upon and improve our practice to achieve the best possible outcomes for every pupil.

POLICY PRINCIPLES

Our Policy Principles underpin how we work together and guide the decisions and actions we take to support every pupil and their families.



POLICY PURPOSE & FRAMEWORK

Riverside Bridge School policies set out the expectations, responsibilities and approaches that support safe, consistent and high-quality practice across the school. They translate our values, statutory responsibilities and professional expectations into clear guidance for everyday decision-making and practice.

Each policy forms part of the Riverside Bridge School Policy Framework and should be read alongside any related policies, procedures, statutory guidance and school frameworks referenced within the document.

Policies apply to the members of the school community identified within each document, including staff, governors, parents and carers, volunteers, contractors and other professionals where relevant. Everyone is expected to understand and apply the requirements appropriate to their role and to seek further guidance where clarification is required.

CURRICULUM DRIVERS



Our Drivers provide a shared golden thread across curriculum, school life, policy and leadership, helping ensure that our decisions and practice remain focused on the experiences and futures we want for every pupil.

STATEMENT OF INTENT

This policy sets out Riverside Bridge School's approach to managing visitors to the school. It explains the expectations, responsibilities and arrangements that support safe, professional and well-managed access to the site while protecting the safeguarding, privacy, dignity and wellbeing of pupils, staff and visitors.

Riverside Bridge School welcomes visitors as valued partners in supporting the education, wellbeing and wider life of the school. Visitors may include families, professionals, governors, contractors, agency staff, students, inspectors and others whose presence supports pupils, staff or the effective operation of the school.

As a specialist setting for pupils with complex special educational needs and disabilities, we have a particular responsibility to ensure that all visits are managed safely and sensitively. Many pupils have significant communication, sensory, physical, medical and emotional regulation needs and may experience unfamiliar people or changes to routine differently. Visitors are therefore expected to respect our specialist approaches, follow staff guidance and contribute positively to a safe, inclusive and communication-rich environment.

Visitor access will be proportionate to the purpose of the visit, the visitor's safeguarding status, the activities being undertaken and any associated health, safety or security risks. No visitor will be permitted unrestricted access to pupil areas unless this has been appropriately authorised.

All visitors must follow the school's signing-in, identification, safeguarding, health and safety, confidentiality and emergency procedures. Where additional requirements apply because of the nature of the visit, these will be communicated clearly in advance or on arrival.

Safeguarding concerns arising during a visit must be reported immediately. Visitors must never assume that someone else will report a concern on their behalf.

This policy should be read alongside the Safeguarding and Child Protection Policy, Health and Safety Policy, Risk Assessment Policy, Staff Code of Conduct, Parent and Carer Code of Conduct and other relevant school procedures.

Our responsibilities to visitors

Riverside Bridge School will:

- provide a welcoming, courteous and professional experience;
- maintain clear visitor-management procedures;
- ensure visitors receive appropriate safeguarding, health and safety and emergency information;
- provide clear expectations regarding site access, identification and supervision;
- make reasonable adjustments where required;
- protect the privacy, dignity and wellbeing of pupils, staff and visitors;
- work collaboratively with external professionals and partner agencies;
- apply visitor arrangements proportionately according to risk and safeguarding status;

- take appropriate action where visitor conduct or circumstances create a safeguarding, health and safety or security concern.

Through these arrangements, we aim to ensure that visits are purposeful, safe and professionally managed while maintaining the secure and inclusive environment required by our pupils.

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APPROVED BY: Governing Board

APPROVED ON: September 2026

REVIEWED DUE ON: September 2027

Section 01

SCOPE

Defining access. Clarifying expectations. Maintaining security.

This policy applies to all individuals who enter Riverside Bridge School premises, whether during or outside the normal school day.

This includes, but is not limited to:

- parents, carers and family members;
- prospective parents and pupils;
- governors, trustees and Partnership Learning representatives;
- Local Authority officers and inspectors;
- external professionals, including therapists, educational psychologists, social workers and healthcare staff;
- contractors, consultants and maintenance personnel;
- volunteers and students on placement;
- agency workers and supply staff;
- visitors attending meetings, training or events;
- any other individual authorised to enter the school site.

The policy applies to all areas of the school, including buildings, outdoor learning environments, playgrounds, car parks and any other premises under the control of Riverside Bridge School.

All visitors are expected to comply with this policy alongside the school's safeguarding, health and safety, security and confidentiality arrangements. Where visitors are engaged in specific activities, including construction work, maintenance, educational visits or regulated services, additional procedures and risk assessments may also apply.

Failure to comply with this policy may result in access to the school being restricted or withdrawn where this is necessary to protect the safety, wellbeing or security of pupils, staff and visitors.

Section 02

SAFEGUARDING RESPONSIBILITIES

Remaining vigilant. Reporting concerns. Protecting pupils.

Safeguarding and promoting the welfare of children is the responsibility of everyone who enters Riverside Bridge School.

As a specialist setting supporting pupils with complex special educational needs and disabilities, many of our learners are particularly vulnerable and may communicate, interact or regulate themselves differently.

Visitors are expected to recognise this specialist context and conduct themselves with patience, sensitivity and professionalism at all times.

All visitors have a responsibility to:

- place the safety and wellbeing of pupils above all other considerations;
- follow the instructions of school staff whilst on site;
- wear their visitor identification and lanyard at all times;
- remain within authorised areas of the school;
- report any safeguarding concern immediately to a Designated Safeguarding Lead (DSL), Deputy Designated Safeguarding Lead (DDSL) or member of the Senior Leadership Team;
- maintain appropriate professional boundaries with pupils;
- respect the dignity, privacy and confidentiality of all members of the school community;
- comply with all safeguarding, security and visitor management procedures.

Visitors must never assume that another person will report a safeguarding concern on their behalf. Where there is concern that a child may be at risk of harm, immediate action must be taken in accordance with the school's safeguarding procedures.

Where appropriate, visitors will receive safeguarding information on arrival and may be required to confirm that they have read and understood the school's visitor safeguarding guidance before accessing the site.

Section 03

VISITOR CATEGORIES AND ACCESS ARRANGEMENTS

Matching access to risk. Applying safeguards.

To ensure the safety and security of pupils, Riverside Bridge School operates a structured visitor management system. The level of access permitted to visitors is determined by the nature of their visit, safeguarding status and the activities they will undertake whilst on site.

All visitors must report to the Main Reception on arrival and follow the school's signing-in procedures before entering any part of the school.

Visitors will be issued with an identification badge and colour-coded lanyard, which must remain visible throughout their visit.

Visitor category	Lanyard	Access arrangements
Parents, carers and general visitors	**red**	Must remain accompanied by a member of staff while in pupil areas.
Agency staff	**blue**	Access in accordance with their role and the safeguarding checks completed by the school.
Verified professionals and authorised visitors	**green**	May move independently within agreed areas where appropriate safeguarding checks and authorisation are in place.
Contractors and site visitors	**yellow**	Must remain accompanied in pupil areas unless alternative access arrangements have been specifically authorised and risk assessed.

Visitor identification and lanyard colour indicate the visitor's approved access arrangements for that visit. They do not, by themselves, evidence DBS clearance or authorisation to undertake regulated activity. Safeguarding status and access permissions must be verified through the school's agreed procedures.

The school reserves the right to amend visitor access arrangements where operational, safeguarding or health and safety considerations require a different level of supervision.

No visitor may access classrooms, therapy rooms, playgrounds or other pupil areas without the knowledge and approval of an appropriate member of staff.

Section 04

ARRIVAL, SIGNING IN AND DEPARTURE

Recording access. Maintaining oversight. Securing the site.

To maintain a safe and secure environment, all visitors must follow the school's visitor management procedures on every visit.

On arrival, visitors must:

- report to the Main Reception;
- sign in using the school's electronic visitor management system (Inventry);
- provide identification where requested;
- receive and wear the appropriate visitor badge and lanyard;
- read and comply with any safeguarding, health and safety or emergency information provided;
- wait in Reception until collected by the member of staff responsible for their visit, unless alternative arrangements have been authorised.

During their visit, visitors must:

- keep their identification visible at all times;
- remain within authorised areas of the school;
- be accompanied where required by their visitor category;
- follow all instructions provided by school staff;
- immediately report any accident, incident, concern or emergency.

Before leaving the site, visitors must:

- return to Reception;
- sign out using the electronic visitor management system;
- return their visitor badge and lanyard;
- report any safeguarding, health and safety or security concerns that arose during their visit before departing.

Failure to follow the school's visitor management procedures may result in access to the site being restricted or refused in order to protect the safety and wellbeing of the school community.

Section 05

EXPECTED STANDARDS OF CONDUCT

Acting professionally. Respecting pupils. Following guidance.

All visitors are expected to conduct themselves in a manner that reflects the values of Riverside Bridge School and contributes positively to a safe, respectful and inclusive environment.

As a specialist setting, Riverside Bridge School adopts trauma-informed, communication-inclusive and relationship-based approaches to supporting pupils. Visitors are expected to respect these approaches and follow the guidance of school staff at all times.

Visitors are expected to:

- behave respectfully, professionally and courteously towards pupils, staff, families and other visitors;
- follow all reasonable instructions given by school staff;
- respect the school's safeguarding, security and confidentiality arrangements;
- maintain appropriate professional boundaries with pupils at all times;
- respect the privacy and dignity of every member of the school community;
- remain calm and supportive should a pupil become distressed or dysregulated;
- allow school staff to support pupils and manage situations, and never intervene unless specifically requested to do so or where this forms part of the visitor's authorised professional role;
- use respectful language and conduct themselves in a manner appropriate to a professional educational environment;
- protect school property and report any damage or safety concerns immediately;
- leave the school site promptly once their visit has concluded unless alternative arrangements have been agreed.

Visitors must not:

- challenge, discipline or physically intervene with pupils unless authorised by the Headteacher as part of their professional role;
- enter classrooms, therapy rooms or restricted areas without permission;
- share confidential information relating to pupils, families or staff;
- use offensive, discriminatory, intimidating or abusive language or conduct;
- disrupt teaching, therapy sessions or the operation of the school;
- engage in any conduct that compromises the safety, wellbeing or dignity of others.

The school may end a visit immediately where a visitor's conduct creates a safeguarding, safety, security or significant professional concern.

Section 06

MOBILE PHONES, PHOTOGRAPHY AND CONFIDENTIALITY

Protecting privacy. Preventing unauthorised recording. Maintaining confidentiality.

Protecting the privacy, dignity and safety of our pupils is fundamental to everything we do. Many pupils at Riverside Bridge School are particularly vulnerable and have a right to learn in an environment free from unauthorised photography, recording and mobile phone use.

Visitors must not use mobile phones anywhere on the school site unless permission has been given by a member of the Senior Leadership Team.
This includes, but is not limited to:

- making or receiving telephone calls;
- sending or reading text messages;
- using messaging or social media applications;
- taking photographs or videos;
- making audio recordings;
- video calling or live streaming;
- accessing online content whilst on school premises.

Where a visitor needs to use a mobile phone because of an emergency or exceptional circumstance, permission must first be obtained from a member of the Senior Leadership Team. Staff will direct the visitor to an appropriate location where the phone may be used safely and privately. Visitors must not:

- photograph or film pupils, staff or visitors;
- record conversations or meetings without prior agreement;
- photograph classrooms, therapy areas or confidential information;
- publish images or recordings taken on the school site on social media or other online platforms;
- bring tracking devices, including AirTags, Bluetooth trackers or similar devices, onto the school site without prior authorisation.

All visitors are expected to maintain confidentiality regarding any information obtained during their visit. Information relating to pupils, families, staff or the operation of the school must not be disclosed to third parties unless authorised or required by law.
Failure to comply with these requirements may result in the visit being terminated, access to the school being withdrawn and, where appropriate, further action being taken.

Section 07

HEALTH, SAFETY AND EMERGENCY PROCEDURES

Following procedures. Managing risk. Responding safely.

The health, safety and wellbeing of pupils, staff and visitors are paramount. All visitors are expected to comply with the school's health and safety arrangements throughout their visit.

Visitors must:

- follow all health and safety instructions provided by school staff;
- wear any required personal protective equipment (PPE);
- comply with site-specific safety signage and restricted access arrangements;
- immediately report hazards, accidents, incidents or near misses to a member of staff;
- follow infection prevention and control procedures where applicable;
- ensure that their activities do not create unnecessary risks for pupils, staff or other visitors.

In the event of an emergency, including fire, evacuation, invacuation or lockdown, visitors must:

- remain calm;
- immediately follow the instructions of school staff;
- accompany the member of staff responsible for their visit unless instructed otherwise;
- proceed to the designated safe location or assembly point;
- remain under the direction of school staff until the emergency has concluded.

Visitors must not re-enter the building or leave the designated assembly area until authorised to do so by the Incident Lead or another authorised member of staff.

The school reserves the right to suspend or terminate visits where health and safety requirements are not followed or where continuing the visit would present an unacceptable risk.

Section 08

CONTRACTORS, CONSULTANTS AND EXTERNAL ORGANISATIONS

Managing external activity. Controlling risk. Maintaining accountability.

Riverside Bridge School works with a range of contractors, consultants and external organisations to support the maintenance, development and effective operation of the school. All external organisations are expected to work in a manner that protects the safety, wellbeing and education of pupils whilst complying with the school's safeguarding, security and health and safety arrangements.

Before commencing work on site, contractors and external organisations must:

- report to Main Reception and follow the school's visitor management procedures;
- provide evidence of identity and, where required, appropriate DBS clearance;
- comply with all safeguarding, health and safety and security requirements;
- provide appropriate documentation, including Risk Assessments and Method Statements (RAMS), where applicable;
- wear the visitor identification and lanyard issued by the school;
- follow any site-specific induction or safety briefing;
- work only within the areas authorised for their visit.

Where work presents additional risks to pupils, staff or visitors, the school may require:

- work to be undertaken outside normal school hours;
- additional supervision or escort arrangements;
- temporary exclusion of pupils from work areas;
- permits to work for higher-risk activities;
- additional control measures identified through risk assessment.

Contractors and external organisations must immediately report any safeguarding concern, accident, incident, hazard or damage to a member of staff. The Headteacher may suspend or terminate work where safeguarding, health and safety or contractual requirements are not being met.

Section 09

RESPONDING TO INAPPROPRIATE CONDUCT

Responding proportionately. Protecting safety. Maintaining boundaries.

Riverside Bridge School is committed to maintaining a safe, respectful and professional environment for pupils, staff and visitors. Where a visitor fails to meet the expectations set out within this policy, the school will take action that is reasonable, proportionate and appropriate to the circumstances.

Depending on the nature and seriousness of the concern, the school may:

- remind the visitor of the expectations within this policy;
- issue a verbal or written warning;
- require the visitor to leave the school premises immediately;
- restrict or withdraw permission to access the school site;
- terminate contracts or service agreements where appropriate;
- report safeguarding concerns to the relevant organisation or employer;
- report criminal or threatening behaviour to the Police;
- take any other lawful action necessary to safeguard pupils, staff and the wider school community.

Where the conduct of a visitor raises concerns regarding professional practice, safeguarding or suitability to work with children, the school may also notify the relevant professional body, employer, Local Authority or regulatory organisation as appropriate.

The Headteacher may refuse or withdraw access where this is necessary and proportionate to protect the safety, wellbeing or security of the school community.

Section 10

MONITORING AND REVIEW

Reviewing effectiveness. Strengthening arrangements. Maintaining compliance.

The Governing Board has overall responsibility for ensuring that Riverside Bridge School maintains effective visitor management arrangements that promote safeguarding, security and the wellbeing of the school community.

The Headteacher is responsible for implementing this policy, ensuring that visitor procedures are applied consistently and that all staff understand their responsibilities for managing visitors safely.

This policy will be:

- reviewed annually, or sooner where legislation, statutory guidance or operational requirements change;
- monitored through safeguarding, health and safety and site security processes;
- supported by operational visitor procedures, visitor induction information and safeguarding guidance;
- evaluated following any significant safeguarding, health and safety or security incident involving visitors.

The school will continually review its visitor management arrangements to ensure they remain effective, proportionate and aligned with statutory safeguarding responsibilities.

Section 11

RELATED POLICIES & FRAMEWORKS

Connecting practice. Strengthening consistency.

This policy should be read alongside the school's wider governance framework, including:

- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Parent and Carer Code of Conduct
- Health and Safety Policy
- Risk Assessment Policy
- Emergency Management and Business Continuity Plan
- Fire Safety Policy
- Lockdown Policy
- Data Protection Policy
- Online Safety Policy
- Educational Visits Policy
- Mobile and Smart Technology Policy
- Data Breach Response Policy
- Information Security Policy
- Premises Management Policy

APPENDIX


RIVERSIDE BRIDGE SCHOOL
INSPIRE, EMPOWER, ACHIEVE
VISITOR EXPECTATIONS
Helping us keep every pupil safe
Your cooperation helps us maintain a safe, respectful and inclusive environment for all our pupils and staff.
SIGN IN & WEAR YOUR BADGE
Report to Reception, sign in using Inventry and wear your visitor badge at all times.
SAFEGUARD EVERY CHILD
If you are worried about a child, report your concern immediately to a DSL or member of the Senior Leadership Team.
FOLLOW STAFF GUIDANCE
Please follow the instructions of school staff throughout your visit.
RESPECT OUR PUPILS
Treat every pupil with dignity, patience and respect. Allow staff to manage behaviour and support needs.
STAY IN AUTHORISED AREAS
Only access areas approved for your visit.
CONFIDENTIALITY MATTERS
Respect the privacy of pupils, families and staff. Do not share confidential information.
NO MOBILE PHONE USE
Mobile phones must not be used on site unless authorised by a member of the Senior Leadership Team.
NO PHOTOGRAPHY OR RECORDING
Photography, filming and audio recording are not permitted without prior authorisation.
HEALTH & SAFETY
Report hazards, accidents or concerns immediately and follow all emergency procedures.
PROFESSIONAL CONDUCT
Behave respectfully towards pupils, families, staff and other visitors at all times.
CONTRACTORS & PROFESSIONALS
Follow all agreed safeguarding, security and health and safety arrangements whilst working on site.
SIGN OUT BEFORE LEAVING
Return your visitor badge and sign out before leaving the school.
REPORT CONCERNS
Report any safeguarding, health and safety or security concerns to a member of staff before you leave.
WORK TOGETHER
Your support helps us create the best possible environment for our pupils to learn, communicate and thrive.
THANK YOU
Thank you for helping us keep Riverside Bridge School a safe, welcoming place for every pupil.
IF YOU HAVE A SAFEGUARDING CONCERN...
Report it immediately.
Speak to a DSL, Deputy DSL or member of the Senior Leadership Team.
Do not investigate yourself.
Never promise confidentiality to a child.
If a child is in immediate danger, alert a member of staff immediately.
WHY IT MATTERS
Keeps every pupil safe
Protects confidentiality
Supports a calm learning environment
Maintains site security
Helps everyone work together respectfully
Inspiring communication, empowering independence, achieving brighter futures.