

Three Counties Academy Trust



Visitor Policy

#SG47

Last amended 3rd September 2026 (v1.1)

Policy lifespan: 3 years. Subject to annual compliance check. Next full review 1st March 2029.

Version history

Date	Version	Details	Actioned by	PDF to Websites	Word to Governor Hub
02.03.26	1.0	Formatted to house style and checked against model for updates	MF	✓	✓
03.09.26	1.1	Minor formatting amendments and addition of summaries.	MF	✓	✓

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Trust Glossary

Policy Abbreviations and Acronyms

DBS	Disclosure and Barring Service
DfE	Department for Education
DSL	Designated Safeguarding Lead
ID	Identification
KCSIE	Keeping Children Safe in Education
SLT	Senior Leadership Team
TCAT	Three Counties Academy Trust

NB. Where the term “parent” or “parents” is used this includes those who act as carers or have parental responsibility.

NB. Staff roles noted within this policy may also include those staff performing that role in an ‘Acting’ capacity.

Statement of intent

This policy sets out the arrangements for managing visitors to any Three Counties Academy Trust (TCAT) school, site or premises. It is designed to ensure that all visitors are welcomed appropriately whilst maintaining a safe, secure and orderly environment that promotes the welfare, safeguarding and wellbeing of pupils, staff, volunteers and visitors.

TCAT recognises that visitors can make a valuable contribution to school life through partnership working, support services, educational opportunities and community engagement. However, we also recognise our responsibility to ensure that appropriate safeguards are in place to protect children from harm and to maintain effective site security at all times.

Through the implementation of this policy, TCAT and our schools aim to:

- Safeguard and promote the welfare of children by ensuring that all visitors are appropriately managed, supervised and, where necessary, subject to safeguarding and identification requirements
- Maintain a strong safeguarding culture where the protection of children is everyone's responsibility and where concerns can be identified, reported and acted upon appropriately
- Comply with statutory safeguarding guidance, including Keeping Children Safe in Education (KCSIE), and other relevant legal, regulatory and health and safety requirements
- Provide a safe, secure and welcoming environment for pupils, staff, volunteers, Trustees, Local Governors, contractors, parents and other visitors
- Prevent unauthorised access to school buildings, facilities, information and site infrastructure
- Minimise disruption to learning, educational activities and the day-to-day operation of the school
- Protect pupils, staff, visitors, buildings, grounds, equipment and resources from harm, misuse, theft, vandalism or other security risks
- Ensure that visitors understand and comply with safeguarding, health and safety, confidentiality and conduct expectations whilst on site
- Support effective partnership working with parents, professionals, external organisations and members of the wider community

- Facilitate positive engagement with external agencies, educational partners and community groups in a structured, transparent and productive manner

TCAT is committed to ensuring that all visitor arrangements reflect our safeguarding responsibilities, uphold professional standards and contribute positively to the safety, wellbeing and educational experience of the children and young people in our care.

Member, Trustee, Local Governor and Staff Summary

Purpose of the Policy

- Provides a consistent Trust-wide framework for managing visitors across all TCAT sites
- Balances safeguarding, site security, operational effectiveness and community engagement

Safeguarding and Pupil Protection

- Visitor arrangements are designed to protect pupils and promote a strong safeguarding culture
- Visitors may be subject to identification, supervision and Disclosure and Barring Service requirements depending on their role
- Visitors who have not undergone required checks must not be left unsupervised with pupils
- TCAT applies Prevent Duty requirements and assesses the suitability of visitors and organisations

Authorisation and Oversight

- Visits are subject to approval by appropriate school or Trust leaders
- Educational visits and external speakers are reviewed for suitability and educational value
- Schools maintain records of visitor details and the purpose of visits

Visitor Management Procedures

- All visitors are required to sign in and out and wear identification whilst on site

- Visitors receive relevant safeguarding, health and safety and conduct information
- Schools use secure reception arrangements to control access to pupils and facilities

Roles and Responsibilities

- Staff are expected to challenge unidentified individuals and direct them to reception
- School leaders determine when safeguarding checks are required
- The Designated Safeguarding Lead supports visitor safeguarding arrangements and policy awareness

Conduct and Site Security

- Visitors must comply with TCAT policies and expected standards of behaviour
- Aggressive, abusive or inappropriate behaviour may result in removal from site or barring arrangements
- The policy supports the protection of pupils, staff, buildings, information and resources

Governance Assurance

- Provides assurance that visitor management arrangements align with safeguarding, health and safety and security requirements
- Supports compliance with KCSIE, Prevent and wider regulatory expectations
- Promotes a safe, welcoming and professionally managed environment across all TCAT schools

Visitor Summary

Welcome

- TCAT schools aim to provide a safe, secure and welcoming environment for all visitors
- Visitors play an important role in supporting education, partnership working and community engagement

What Visitors Can Expect From TCAT

- Professional and courteous treatment from staff
- Clear information about safeguarding, health and safety and site procedures
- A safe and secure environment with appropriate supervision and security measures
- Appropriate support and guidance during their visit
- Consistent visitor management procedures across TCAT schools

Before Your Visit

- Most visits should be arranged in advance through the school office

- Visitors may be asked to provide information about the purpose of their visit
- Some visits may require additional safeguarding checks or identification requirements

Arrival at School

- Report to reception immediately on arrival
- Provide requested visitor information
- Sign in using the school visitor system
- Wear the visitor badge provided at all times
- Remain in authorised areas unless accompanied by staff
- Sign out when leaving and return visitor identification

Safeguarding Expectations

- Safeguarding is everyone's responsibility
- Report any concern about a child immediately to a member of staff
- Follow instructions provided regarding safeguarding procedures
- Maintain appropriate professional boundaries with pupils
- Understand that visitors without appropriate clearance will not be left unsupervised with pupils

Conduct and Professional Behaviour

- Treat pupils, staff and other visitors with respect
- Follow instructions given by school staff
- Support the school ethos and commitment to equality, diversity and inclusion
- Respect confidentiality and privacy
- Use appropriate language and behaviour at all times

Health, Safety and Security

- Follow all emergency and evacuation procedures

- Comply with health and safety instructions
- Observe any parking and site access arrangements
- Help maintain a safe and secure environment for everyone on site
- Be identifiable at all times whilst on school premises

Important Restrictions

- Do not access areas of the school without permission
- Do not disregard safeguarding or security instructions
- Do not engage in behaviour that is aggressive, abusive, intimidating or disruptive
- Do not remain on site if instructed to leave by school leaders

Key Message

- TCAT welcomes visitors and values positive engagement with families, professionals, contractors and the wider community
- In return, visitors are expected to support safeguarding, safety, professionalism and respectful conduct throughout their visit

1. Legal framework

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

- [Health and Safety at Work etc. Act 1974](#)
- [DfE 'Keeping children safe in education'](#)
- [Childcare Act 2006](#)
- [Education Act 1996](#)
- [Home Office 'Prevent duty guidance: Guidance for specified authorities in England and Wales'](#)
- [DfE 'Political impartiality in schools'](#)

Where legislation has been passed or updated during the shelf life of this policy, we will always apply the latest version available irrespective of the version quoted here.

This policy operates in conjunction with the following policies:

- Health and Safety Policy (HS1)
- Child Protection and Safeguarding Policy and Procedures (SG1)
- Prevent Duty Policy (SG2)
- DBS Policy (SG14)
- Volunteer Policy (SG37)
- Guest Speaker Policy (SG49)
- Contractors Policy (ST2)

Central TCAT policies have the policy number identified, e.g. "SG1". Where no policy number is identified this indicates the policy is a school specific policy available from an individual TCAT school's website.

The DSL is responsible for ensuring visitors receive copies of and understand the following school policies:

- Staff ICT and Electronic Devices Policy (FI16)
- Staff and Volunteer Confidentiality Policy (HR32)
- MAT Fire Safety Policy (HS11)
- Social Media Policy (SG24)
- Smoke-Free Policy (ST4)

2. Authorisation

Individuals who would like to visit the any TCAT premises, but are not in contact with a member of staff regarding this, will arrange their visit through the relevant school office, who can be contacted on the following numbers:

- Queen Elizabeth High School (01885) 482230
- Bredenbury Primary School (01885) 483253
- St. Peter's Primary School (01885) 483237
- Stoke Prior Primary School (01568) 760207

- Lugwardine Primary Academy (01432) 850449

The office will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they are from where applicable.

The school office will be contacted about a proposed visitation at least one week in advance.

The school office will pass all details on to the Headteacher or Head of School in the event of a teaching and learning related visit, or the Chief Finance Officer or Trust Estate Manager for any visit relating to site maintenance requests. In either instance a final sign-off before getting back to the visitors and confirming the details of their visit must be in place.

Teachers, or other staff members, arranging visitors to the school for educational purposes will collate all the above required information and pass this on to the Headteacher/Head of School for their authorisation.

Visitors who arrive at the school without a prior appointment may be permitted to meet with the Headteacher/Head of School or other staff members where these members of the school staff are happy to do so and have both the time and the facilities available to conduct such meetings. The visitor will not be allowed into the school without the supervision of a teacher, member of school office staff or member of the SLT and must follow all instructions of school staff whilst on any TCAT site, ensuring they both sign in and out using the relevant systems.

Parents are discouraged from visiting the school during school hours unless for a school event or emergency. Where a parent arrives at the school, they will follow the visiting procedures outlined in the visiting procedures section of this policy.

3. Safeguarding

TCAT is committed to promoting the safety of all pupils and may require visitors to undertake a DBS check depending on the purpose of their visit.

Prior to arranging a visit, the Headteacher/Head of School will ensure careful consideration is given to the suitability of the person or organisation. This will include an assessment of:

- The educational value of the visit
- The age appropriateness of what is going to be delivered

- Whether relevant checks will be required
- Whether the visit could bring the school into disrepute
- How compatible the visit is with the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs

The suitability of potential speakers and agencies will be scrutinised in line with TCAT's Guest Speaker Policy.

A visitor will require an enhanced DBS check with children's barred list information if they undertake work classed as 'regulated activity.'

For visitors at the school in a professional capacity, the school will check their ID upon arrival and receive assurance that the visitor has had the appropriate DBS check. The school may not ask to see the DBS certificate in these circumstances.

DBS checks will be undertaken in accordance with TCAT's DBS Policy.

The DSL and Headteacher/Head of School will be responsible for determining whether DBS checks need to be conducted and ensuring that they are undertaken, where required.

Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with pupils.

TCAT will manage the risk of potential harm to pupils by taking steps to segregate pupils from visitors. Each school has a secure Reception area, and visitors should not move from this area until instructed to do so.

TCAT will adhere to the Prevent Duty Policy at all times when managing the risk of potential harm to pupils from visitors.

4. Visiting procedures

All visitors to any TCAT school, including parents, will comply with the following procedure:

- Immediately report to the school reception area on arrival
- Provide their details to the school office staff, including:
 - Name
 - Purpose of visit

- Name of pupil the visit pertains to/staff member who arranged the visit
- Expected length of visit
- Sign-in using the electronic sign in facilities
- Display ID badges provided at all times while on school property
- Sign-out using the electronic sign out facilities upon departure
- Return ID badges to the school office before departure

Visitors will be briefed prior to the visit on any requirements, such as proof of identity, they should be aware of and provided with a copy of relevant procedures, e.g. a summary of key safeguarding and health and safety information.

Visitors will be made aware of relevant TCAT and school policies, including those in relation to health and safety, reporting a concern and emergency procedures. Visitors will also be advised of the conduct expected of them whilst visiting the school, and in particular the requirement to ensure that visitors speak and behave in a manner which complies with the school's ethos of equality, diversity and inclusion.

In line with TCAT's Smoke-Free Policy, visitors will be advised that TCAT schools are non-smoking and smoking is not permitted anywhere within school grounds or within a 1-mile radius of any TCAT premises during working hours.

Prior to the visit, all visitors will be made aware of any specific parking arrangements which the school has in place.

5. Exceptions

Visits to any TCAT school by contractors will be managed in line with TCAT's Contractors Policy.

Visitors attending scheduled open days, sports events or other 'by-invitation' school activities will be exempt from the visiting procedures outlined in the visiting procedures section of this policy.

Anyone attending school events will be instructed to keep to the areas of the school grounds where the events are taking place (e.g. the sports field, school hall).

6. Unidentified individuals

It is the responsibility of all TCAT staff members to politely question any individual who enters TCAT premises unaccompanied and/or without a clearly displayed TCAT/school name badge.

Any such visitors will be directed to the school office where they can sign-in.

If a visitor cannot be identified, the Headteacher/Head of School will be informed immediately.

If a visitor refuses to report to the school office, or becomes aggressive or abusive, they will be asked to leave the premises, and the police may be called to assist.

7. Visitor conduct

Visitors to any TCAT school will be required to act in accordance with the relevant school policies at all times.

TCAT reserves the right to escort individuals from the premises who act in an aggressive or threatening manner towards staff members, pupils, Trustees, Local Governors, parents or other visitors.

Under section 547 of the Education Act 1996, it is an offence for any person who is on TCAT school premises without legal permission to cause or permit a nuisance or disturbance; therefore, the police may be contacted to assist in the removal of individuals from the premises, where necessary.

TCAT will consider barring individuals from the premises if they are deemed to be aggressive, abusive, or using insulting behaviour or language and posing a risk to staff and pupils. In this situation, the individual will be informed that they have been barred or that there is an intention to bar them. The individual will be allowed the opportunity to present their case. The barring may be temporary until the individual has had the opportunity to formally present their side or the individual can be advised that there is an intention to bar them and that they must present their side by a set deadline.

Once the individual has made their submissions, a decision will be made as to whether the barring should be continued. If a decision to bar the individual is made, then this will be reviewed within a reasonable timeframe and stated in the notification of ban.

Any concerns expressed by a pupil about the behaviour of a member of staff in a facility will be listened to and appropriate enquiries conducted by the Headteacher/Head of School and their DSL.

Monitoring and review

Lifespan of Policy: 3 Years

At any point this policy is updated or fully reviewed, it will be updated on the main TCAT website and will automatically update on all TCAT school websites simultaneously.

Where an annual check or other check results in minor changes, the Version History will be reviewed and updated with a change in the number following the decimal point, for example, v1.1 ⇒ v1.2. Where the policy is reviewed in full, then the number before the decimal point will change and reset, for example v1.4 ⇒ v2.0.

Any changes made by the CEO in collaboration with the Board Appointed Trustee will be passed to the Trust Board for ratification and subsequently be notified to Clerks to Local Governing Bodies and Headteachers/Heads of School.

The next scheduled full review date for this policy is 1st March 2029.

Date approved by the Board Appointed Trustee: 2nd March 2026.

To be ratified and recorded in the minutes at the first Trust Board Meeting after 2nd March 2026.

Appendix A: Visitor Self-Declaration Form

At [name of school](#), we feel it is important that all visitors to our site understand and adhere to our principles and procedures, as outlined within this policy. All visitors must complete this self-declaration form at the school reception prior to entering the school site, agreeing to follow our school procedures put in place to keep themselves, our pupils and staff safe.

Please note: if you do not agree to the school's procedures, you are not permitted to enter the school site. Visits may need to be rearranged in this case.

Declaration

I agree to:

- Follow the school's safeguarding procedures ☐
- Follow the school's conduct procedures ☐
- Follow the school's procedures regarding the use of technology and social media on-site ☐
- Follow the school's procedures regarding confidentiality ☐
- Follow the school's visiting procedures ☐

Name	
Contact number	
Company (if applicable)	
Reason for visit	
Signed / Date	

Trust Glossary

AA	Admissions Authority	H&S	Health and Safety
AAI	Adrenaline Auto-Injector (Epi Pen)	HoS	Head of School
ACM	Asbestos Containing Materials	HSE	Health and Safety Executive
AHT	Assistant Headteacher	ICO	Information Commissioners Office
AIR	Attendance Intervention Reviews	IDSR	Inspection Data Summary Report
APDR	Assess Plan Do Review Cycle	IHP	Individual Healthcare Plan
APIs	Application Programming Interfaces	IRMS	Information and Records Management Society
ASC	Autistic Spectrum Condition	IWF	Internet Watch Foundation
ASP	Analyse School Performance	KCSIE	Keeping Children Safe in Education
ATH	Academy Trust Handbook	KS1/2/3/4	Key Stage 1/2/3/4
BAME	Black, Asian and Minority Ethnic Backgrounds	LAC	Looked After Child
BAT	Board Appointed Trustee	LADO	Local Authority Designated Officer
BCP	Business Continuity Plan	LGB	Local Governing Body
BFR	Budget Forecast Return	LLC	Low-Level Concerns
CEO	Chief Executive Officer	LSA	Learning Support Assistants

CFO	Chief Financial Officer	MASH	Multi-Agency Safeguarding Hub
CIF	Condition Improvement Fund	MAT	Multi-Academy Trust
CIN	Child in Need	MFA	Multi-Factor Authentication
CLA	Children Looked After	MFL	Modern Foreign Language
CMIE	Child Missing in Education	NCSC	National Cyber Security Centre
COO	Chief Operating Officer	NoV	Note of Visit
COSHH	Control of Substances Hazardous to Health	NPQ	National Professional Qualifications
CP	Child Protection	PA	Persistent Absence
CPD	Continuing Professional Development	PAN	Published Admission Number
CPOMS	Child Protection Online Management System	PECR	Privacy and Electronic Communications Regulations
CSCS	Children's Social Care Services	PEP	Personal Education Plan
CSE	Child Sexual Exploitation	PEEP	Personal Emergency Evacuation Plan
CTIRU	Counter-Terrorism Internet Referral Unit	PEx	Permanent Exclusion
CWD	Children with Disabilities	PP	Pupil Premium
CYPMHS	Children and Young People's Mental Health Services	PPG	Pupil Premium Grant
DBS	Disclosure and Barring Service	PSHE	Personal, Social and Health Education
DDSL	Deputy Designated Safeguarding Lead	PSED	Public Sector Equality Duty
DfE	Department for Education	PTFA	Parent, Teacher and Friends Association

DHT	Deputy Headteacher	QA	Quality Assurance
DSE	Display Screen Equipment	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
DSL	Designated Safeguarding Lead	RHE	Relationships and Health Education
DPO	Data Protection Officer	RPA	Risk Protection Arrangement
EAL	English as an Additional Language	RSHE	Relationships, Sex and Health Education
ECT	Early Career Teacher	SA	Severely Absent
EDIB	Equality, Diversity, Inclusion and Belonging	SALT	Speech and Language Therapist
EHA	Early Help Assessment	SARC	Sexual Assault Referral Centre
EHENA	Education, Health and Care Needs Assessment	SBM	School Business Manager
EHCP	Education, Health and Care Plan	SCC	Standard Contractual Clause
EHE	Elective Home Education	SCITT	School-Centred Initial Teacher Training
ELSA	Emotional Literacy Support Assistant	SCR	Single Central Record
ESFA	Education and Skills Funding Agency	SDP	School Development Plan
EVC	Educational Visit Coordinator	SDQ	Strengths and Difficulties Questionnaire
EWOSSE	Education Welfare and Safeguarding Support Officer	SEF	Self-Evaluation Form
EYFS	Early Years Foundation Stage	SEMH	Social, Emotional, and Mental Health
FBV	Fundamental British Values	SENCO	Special Educational Needs Coordinator

FFT	Fischer Family Trust	SEND	Special Educational Needs and Disabilities
FGM	Female Genital Mutilation	SIP	School Improvement Partner
FGMPO	FGM Protection Order	SLA	Service Level Agreement
FOI	Freedom of Information	SLCN	Speech, Language and Communication Needs
FSM	Free School Meals	SLT	Senior Leadership Team
FTS	Find a Tender Service	SPOC	Single Point of Contact
GAG	General Annual Grant	STEM	Science, Technology, Engineering and Maths
GDPR	General Data Protection Regulation	TA	Teaching Assistant
GIAS	Get Information about Schools	TAC	Team Around the Child
HASH	Herefordshire Association of Secondary Heads	TCAT	Three Counties Academy Trust
HBA	Honour Based Abuse	TUPE	Transfer of Undertakings (Protection of Employment)
HR	Human Resources	VSH	Virtual School Headteacher