Visitor Policy

#SG47

Last amended 2nd March 2026 (v1.1)

Subject to periodic amendment. To be reviewed in full no later than 1st March 2029

Version history

Date	Version	Details	Actioned by	PDF to Websites	Word to Governor Hub
02.03.26	1.1	Formatted to house style and checked against model for updates	MF	✓	✓

Contents:

Version history

Common abbreviations and acronyms

Statement of intent

1. Legal framework
2. Authorisation
3. Safeguarding
4. Visiting procedures
5. Exceptions
6. Unidentified individuals
7. Visitor conduct

Monitoring and review

Appendices

A. Visitor Self-Declaration Form

Common abbreviations and acronyms

AA	Admissions Authority	**GPA**	Government Procurement Arrangement
AAI	Adrenaline Auto-Injector (Epi Pen)	**HASH**	Herefordshire Association of Secondary Heads
ACM	Asbestos Containing Materials	**HBV**	Honour Based Violence
AFH	Academies Financial Handbook	**HR**	Human Resources
AHT	Assistant Headteacher	**H&S**	Health and Safety
AIR	Attendance Intervention Reviews	**HoS**	Head of School
APIs	Application Programme Interfaces	**HSE**	Health and Safety Executive
BAME	Black, Asian and Minority Ethnic Backgrounds	**ICO**	Information Commissioners Office
BCP	Business Continuity Plan	**IHP**	Individual Healthcare Plan
BFR	Budget Forecast Return	**IRMS**	Information and Records Management Society
CAMHS	Child and Adolescent Mental Health Services	**IWF**	Internet Watch Foundation
CEO	Chief Executive Officer	**KCSIE**	Keeping Children Safe in Education
CFO	Chief Financial Officer	**KS1/2/3/4**	Key Stage 1/2/3/4
CIF	Condition Improvement Fund	**LAC**	Looked After Child
CIN	Child in Need	**LADO**	Local Authority Designated Officer
CLA	Children Looked After	**LGB**	Local Governing Body
CMIE	Child Missing in Education	**LLC**	Low-Level Concerns

COO	Chief Operating Officer	**LSA**	Learning Support Assistants
COSHH	Control and Substances Hazardous to Health	**MASH**	Multi-Agency Safeguarding Hub
CP	Child Protection	**MAT**	Multi-Academy Trust
CPD	Continuing Professional Development	**MFA**	Multi-Factor Authentication
CSCS	Children's Social Care Services	**MFL**	Modern Foreign Language
CSE	Child Sexual Exploitation	**NCSC's**	National Cyber Security Centres
CTIRU	Counter-Terrorism Internet Referral Unit	**NPQEL**	National Professional Qualification in Executive Leadership
CWD	Children with Disabilities	**PA**	Persistent Absence
DBS	Disclosure and Barring Service	**PAN**	Published Admission Number
DDSL	Deputy Designated Safeguarding Lead	**PECR**	Privacy and Electronic Communications Regulations
DfE	Department for Education	**PEP**	Personal Education Plan
DHT	Deputy Headteacher	**PEEP**	Personal Emergency Evacuation Plan
DSE	Display Screen Equipment	**PEx**	Permanent Exclusion
DSL	Designated Safeguarding Lead	**PLAC**	Previously Looked After Child
DPO	Data Protection Officer	**PP**	Pupil Premium
EAL	English as an Additional Language	**PSHE**	Personal, Social and Health Education
ECT	Early Career Teacher	**PSED**	Public Sector Equality Duty

EHA	Early Help Assessment	**PTFA**	Parent, Teacher and Friends Association
EHCNA	Education, Health and Care Needs Assessment	**RIDDOR**	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
EHCP	Education, Health and Care Plan	**RHE**	Relationships and Health Education
EHE	Elective Home Education	**RSHE**	Relationships, Sex and Health Education
ELSA	Emotional, Literacy and Support Assistant	**SALT**	Speech and Language Therapist
ESFA	Education and Skills Funding Agency	**SARC**	Sexual Assault Referral Centre
EVC	Educational Visit Coordinator	**SBM**	School Business Manager
EWO	Education Welfare and Safeguarding Support Officer	**SCCs**	Standard Contractual Clauses
EYFS	Early Years Foundation Stage	**SDQ**	Strengths and Difficulties Questionnaire
FBV	Fundamental British Values	**SEMH**	Social, Emotional, and Mental Health
FGM	Female Genital Mutilation	**SENCO**	Special Educational Needs Coordinator
FOI	Freedom of Information	**SEND**	Special Educational Needs and Disabilities
FSM	Free School Meals	**SLA's**	Service Level Agreements
FTS	Find a Tender Service	**STEM**	Science, Technology, Engineering and Maths
GAG	General Annual Grant	**TA**	Teaching Assistant
GDPR	General Data Protection Regulation	**TCAT**	Three Counties Academy Trust
GIAS	Get Information about Schools	**VSH**	Virtual School Headteacher

Statement of intent

This policy is designed to outline procedures regarding visitors to any Three Counties Academy Trust site or premises.

This policy will enable TCAT and our schools to:

- Safeguard and protect the welfare of pupils and staff members
- Prevent unnecessary disruption to lessons and other educational activities
- Protect our grounds and facilities from vandalism and misuse
- Engage with the community and outside educational influences in a structured and productive manner

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

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 TCATs 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 TCATs 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 TCATs 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 TCATs 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

This policy will be reviewed in line with the published schedule at the front of this document and at any point material changes require it by the Executive Headteacher/CEO in collaboration with the Board appointed Trustee, the Trust Board and Executive and Senior Leadership.

Any changes made to the policy will be amended by the Executive Headteacher/CEO and will be communicated to Executive Leaders, the TCAT Central Team and to Headteachers/Heads of School, who, in turn, will alert school-based staff.

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

Signed by:

_____ Executive Headteacher/CEO   Date: _____

_____ Board appointed Trustee   Date: _____

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	