VISITOR POLICY

Approved by:	Trust Board	**Date:**	16 October 2025
Last reviewed on:	October 2025		
Next review due by:	October 2028		

1. INTRODUCTION AND AIMS OF THE POLICY

1.1 Tyne Coast Academy Trust assures all visitors to its schools a warm, friendly and professional welcome, whatever the purpose of their visit. The Trust and each academy have a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to 'safeguard' all students from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Trust and each academy to ensure that this duty is uncompromised at all times. Therefore, all visitors to Trust premises (without exception) must comply with this policy.

1.2 The ultimate aim of the policy is to ensure that all students and staff learn and work in an environment where they are safe and free from harm.

2. Objectives

2.1 The key objective of this policy is to have in place a clear protocol and procedure for the admittance of external visitors to Trust premises which is understood by staff, governors, visitors and parents/carers, conforms to child protection guidelines and prevents unsuitable people from accessing students in our settings.

2.2 We also want to ensure that visitors are made to feel welcome and we are able to account for, and locate visitors at all times.

3. Guidance and Responsibilities

3.1 The Headteacher and the Chair of Governors are responsible for implementing this policy and managing visitors to TCAT schools. The day-to-day arrangements need to be understood by all staff. All staff have a responsibility to ensure that visitors to our schools are properly welcomed and managed safely within school. All staff have been provided with a copy of this policy to ensure they understand their responsibilities in this area.

4. Types of Visitor

4.1 There are a number of different types of legitimate visitors to TCAT schools:

- Visitors who attend our schools in connection with children and who have a professional role such as social workers, Educational Psychologists, SEND officers, Behaviour Improvement Team and health related professionals
- Visitors attending to work with children in roles such as sports coaches, peripatetic tutors etc
- Visitors who attend our schools in connection with the building, grounds or equipment such as contractors, maintenance staff or IT workers
- Other legitimate visitors such as governors, parents, professionals attending meetings.

4.2 Visits should be planned to ensure they run smoothly taking into account the need to safeguard children, the reputation of the school and the Trust and the

visitor. All staff should wherever possible notify the main office of any visitor coming into school and the office will keep a calendar of all expected visitors.

5. Procedures for ALL Visitors

- Wherever possible, visits should be pre-arranged
- External doors will be kept securely locked during the school day
- All visitors must notify reception of their arrival via the entry system and they will be required to remain in the waiting area until they are greeted by a member of school staff
- Where parents are collecting their child, they will also be required to remain in the waiting area and their child will go through the security door to meet their parent/carer
- Once collected, all visitors must sign in using the electronic signing in system where their photograph will be taken. Whilst signing in the visitor will agree to abide by the school safeguarding and safety protocols
- A visitor's badge must be worn and displayed prominently
- All visitors will be given/shown a copy of the Visitor Information Leaflet providing information regarding safeguarding, safety and emergency evacuation procedures
- All visitors should be accompanied by a member of staff throughout their time at the school. Visitors should not be alone with student unless this is a legitimate part of their role eg social worker and the school has assured itself that the visitor has had the appropriate level of checks
- If school staff witness an unsupervised visitor in the school, the staff member will speak to the visitor and accompany them to the reception area
- Appropriate staff are responsible for visitors during their time on school premises, for example site staff are responsible for the supervision of contractors if they are to be working in areas of the school where children are present
- On departing the school, visitors should sign out, return their visitor badge and leave via the main exit. Reception staff will check in/out records regularly to monitor compliance with these procedures.

6. Approved Visitor List (DBS checked)

6.1 Each academy will hold an approved visitor list for visitors who frequently visit the school site to undertake work within the school (including contractors) on the Single Central Record.

6.2 To quality for this, the visitor must have demonstrated prior to the visit that:

- They have a current clear enhanced DBS check (with barred list check if they will be engaging in regulated activity) and a copy of these details have been recorded on the academy's Single Central Record.
- Visitors on the approved list must follow the same procedures on entry to the building.

7. Unknown/Uninvited Visitors to the School

7.1 Any visitor to a TCAT school site who is not wearing a visitor identity badge should be challenged politely by staff to enquire who they are and their business on the school site. They should be escorted to reception to sign in

and be issued with a badge. Failure to comply should result in them being asked to leave the site and the Headteacher or a member of the Senior Leadership Team informed.

7.2 In extreme circumstances or if the person refuses to leave the police will be called.

8. Governors and Trustees

8.1 All governors and trustees are required to have an enhanced DBS. Governors and trustees are recorded on the Single Central Record and on a separate area of the signing in system. Governors and trustees are required to sign in/out using the system, however, they do not need to be accompanied at all times.

9. Concerns Related to a Visitor

9.1 Staff and students will be informed about who they should report concerns to or go to for help and advice if they have concerns about a visitor. This would be any member of staff in the first instance, who should then report the concerns to the designated safeguarding lead.

9.2 Any issues regarding the suitability of visitors to the school should be reported to the designated safeguarding lead and promptly brought to the attention of the headteacher. If the behaviour of a visitor causes safeguarding concerns the designated safeguarding lead should contact their Local Authority Designated Officer for further advice.

10. Version Control

Version Number	Purpose/Change	Author	Approval	Date
1	Policy first developed	M Dobrianski Head of HR & Business Operations	Trust Board	14/12/2023
2	Policy Reviewed no changes required	M Dobrianski Chief Operating Officer	Trust Board	16/10/2025

TCAT - Guidance for Visitors to our Schools

Safeguarding is 'everyone's business' and as part of accessing our site and working where there are children, we would respectfully ask that to keep children safe and to keep yourself safe that you follow our guidelines below:

- Please observe the visitors signing in and out procedures and ensure your visitors badge is worn throughout your visit.
- Make yourself familiar with the fire evaluation procedure.
- Adhere to the personal mobile device guidance.

Concerns

1) If you see or hear any incident of harm, behaviour or conduct relating to any of our students, please ensure that you report it immediately to the Designated Safeguarding Lead or a Deputy Safeguarding Lead whose details are available on posters around the school.
2) If you see or hear any incident of harm or conduct relating to any of our staff that you report it immediately to the Headteacher or the Designated Safeguarding Lead.
3) If you see or are concerned of any issues of a health and safety nature for example broken equipment or a dangerous area, please report it immediately to the school reception.

Conduct

4) Please ensure that whilst you are in the building if you are not directly working with students that you do not verbally or physically interact with the students.
5) Whilst you are in the building that if you are supervised by another member of staff (DBS dependent) that you do not move around the building without being escorted by that member of staff.
6) Whilst you are in the building your personal mobile phone is switched off and not used on the premises (if circumstances are otherwise, please declare this at the main reception). Under no circumstances should your mobile technology or any other equipment be used to take photographs or videos of students.
7) Whilst you are in the building you must maintain professional conduct at all times with staff and students

Health and Safety

8) Whilst you are in the building if there is a fire alarm you should follow the school's procedures to leave the premises by the nearest exit to you. This will be shown to you when you are escorted to the designated area you are working in.
9) Whilst you are in the building you must comply with all health and safety procedures.
10) Whilst in the building if an incident or accident occurs whilst on site either to yourself or another, please report it immediately to the reception or inform the

Designated Safeguarding Lead/Headteacher. If you require medical attention whilst on your visit, First Aid is located in the main reception.

11) That when you enter or exit the building you sign in and out using the electronic signing in system.
12) Whilst you are on the premises you must wear your visitor badge at all times and ensure it is clearly visible to staff and students.