

Riverstone Academy

Visitor Management Policy

Date of review: September 2026

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Signed : K.Bowe

Contents

1. Statement of Intent
2. Aims
3. Scope
4. Responsibilities
5. Visitor Categories
6. Visitor Arrival Procedures
7. Visitor Identification
8. Visitor Badges
9. Contractors
10. Volunteers
11. Visitors Working With Pupils
12. Parents and Carers
13. Deliveries
14. Safeguarding
15. Site Security
16. Emergency Procedures
17. Lockdown
18. Missing Child or Absconding Incident
19. Health and Safety
20. Recording and Monitoring
21. Breaches of this Policy
22. Monitoring and Review

1. Statement of Intent

Riverstone Academy is committed to providing a safe, secure and welcoming environment for pupils, staff, visitors, volunteers and contractors.

The school recognises that effective visitor management is essential to safeguarding children, maintaining site security and ensuring compliance with health and safety requirements.

This policy outlines the procedures for managing all visitors to the school site. It reflects the school's duties under the Independent School Standards and current Keeping Children Safe in Education (KCSIE) guidance and should be read alongside:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Missing Child and Absconding Policy
- Visitor Management Risk Assessment
- Safer Recruitment Policy
- Staff Code of Conduct
- Low-Level Concerns Policy
- Data Protection Policy

2. Legal and Regulatory Framework

This policy has regard to the following legislation and statutory guidance, as applicable to Riverstone Academy:

- Education (Independent School Standards) Regulations 2014, particularly Parts 3 and 4
- Keeping Children Safe in Education (KCSIE) 2026 - current statutory guidance
- Safeguarding Vulnerable Groups Act 2006 and current regulated activity requirements
- Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, as amended
- Health and Safety at Work etc. Act 1974
- UK GDPR and Data Protection Act 2018

3. Aims

This policy aims to:

- Safeguard pupils and staff.
- Prevent unauthorised access to the school.
- Ensure visitors can be identified at all times.

- Maintain accurate records of persons on site.
 - Ensure visitors understand emergency procedures.
 - Promote a safe and secure environment.
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4. Scope

This policy applies to:

- Parents and carers
 - Visitors
 - Volunteers
 - Directors and the Proprietor
 - Contractors
 - External professionals
 - Delivery personnel
 - Agency staff
 - Prospective parents and pupils
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5. Responsibilities

Proprietor

The Proprietor will:

- Ensure appropriate safeguarding and security arrangements are in place.
- Monitor compliance with this policy.
- Ensure sufficient resources are available to implement visitor management procedures.

Headteacher

The Headteacher will:

- Oversee implementation of this policy.
- Ensure staff understand visitor procedures.
- Manage incidents involving visitors.
- Ensure visitor records are maintained.

Designated Safeguarding Lead (DSL)

The DSL will:

- Ensure safeguarding procedures are followed.
- Ensure the appropriate safeguarding checks, assurances and supervision arrangements are confirmed for visitors, volunteers, contractors and other adults according to their role and level of contact with pupils.
- Ensure safeguarding concerns involving visitors are acted upon immediately and referred through the appropriate safeguarding or allegations procedure.

Staff

All staff will:

- Politely challenge or immediately report any unknown or unauthorised individual, taking account of personal safety and the needs of pupils present.
 - Report concerns immediately.
 - Follow visitor procedures consistently.
 - Escort visitors where required.
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6. Visitor Categories

Visitors may include:

- Parents and carers
 - Prospective parents
 - Educational psychologists
 - Therapists
 - Social workers
 - Local authority officers
 - Contractors
 - Maintenance personnel
 - Delivery drivers
 - Training providers
 - Agency staff
 - Volunteers
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7. Visitor Arrival Procedures

All visitors must:

- Enter through the main entrance whenever possible.
- Report immediately to reception.
- Sign in using the school's visitor signing-in system.
- Provide identification if requested.
- State the purpose of their visit.
- Wear a visitor badge at all times whilst on site.

Visitors must not proceed beyond reception unless authorised.

Visitors will be given safeguarding and site-safety information proportionate to the purpose and duration of their visit, including how to report a concern, emergency arrangements and any relevant expectations for conduct around pupils.

8. Visitor Identification

Reception staff will:

- Verify visitor identity where appropriate.
- Confirm appointments.
- Issue a visitor badge.
- Record arrival and departure times.

Visitors attending in a professional capacity will be expected to provide suitable photographic or professional identification. Where identity or the purpose of a visit cannot be satisfactorily verified, entry will be refused or delayed until appropriate checks have been completed.

9. Visitor Badges

All visitors must:

- Wear a visitor badge clearly visible at all times.
- Return badges when leaving the site.

Staff should challenge any person not displaying identification.

10. Contractors

All contractors must:

- Sign in and out.
- Wear identification.
- Follow school safeguarding procedures.
- Follow site health and safety procedures.
- Provide risk assessments and COSHH documentation where required.

The school will determine the checks and supervision required for contractors in accordance with current KCSIE and DBS requirements, taking account of whether their work constitutes regulated activity, the nature and frequency of the work and their access to pupils. Contractors will not be permitted unsupervised access to pupils unless the school has received the required safeguarding assurances and checks.

11. Volunteers

Volunteers will be subject to safeguarding checks appropriate to their role. From 1 September 2026, the school will apply the current definition of regulated activity and DBS/barred-list requirements when determining checks. This may include:

- An enhanced DBS check and, where legally required and permitted, a children's barred list check.
- References.
- Safeguarding induction.

The level of checking will depend upon:

- Frequency of visits.
- Nature of work.
- Level of contact with pupils.

The Headteacher/DSL will determine the appropriate checks and supervision arrangements in accordance with KCSIE, safer recruitment requirements and the nature of the volunteer's role. The school will not rely on supervision to avoid a barred-list check where the role is regulated activity under the law.

12. Visitors Working with Pupils

External professionals working directly with pupils may include:

- Therapists
- Educational psychologists
- Social workers
- Advisory teachers

Before a professional visitor works directly with pupils, where applicable:

- Professional identity will be verified.
- The school will obtain assurance from the visitor's employer or supplying organisation that appropriate safeguarding checks have been completed, where required. The school will not routinely ask to see a DBS certificate where current KCSIE does not require this.
- The school will use professional judgement to decide whether the visitor requires escort or supervision, taking account of the visitor's role, safeguarding assurances, the activity, location and the individual needs and vulnerabilities of Riverstone pupils.

13. Parents and Carers

Parents and carers are welcome visitors to the school. Routine family visitors, including those attending meetings, events, drop-off or collection, will not be asked to undergo DBS or barred-list checks solely because they are visiting the school.

Parents must:

- Report to reception unless attending an organised collection or drop-off arrangement.
- Follow school safeguarding procedures.
- Treat staff and pupils respectfully.

Aggressive, abusive or threatening behaviour will not be tolerated.

14. Deliveries

Delivery personnel should:

- Deliver goods to reception where possible.
- Avoid entering pupil areas.
- Follow staff instructions whilst on site.

Large deliveries may require additional supervision.

15. Safeguarding

Riverstone Academy recognises that pupils with SEND, communication differences, developmental trauma and regulation needs may be particularly vulnerable. Visitor arrangements, supervision and communication will therefore be adapted to individual pupil needs and known risks.

Visitors must:

- Follow safeguarding procedures.
- Report concerns immediately to the DSL.
- Follow the school's rules on mobile phones, cameras, recording and online safety. No image, video or audio recording of a pupil may be made without explicit school authorisation and the appropriate consent or lawful basis.
- Never access confidential pupil information without authorisation.

Visitors must not:

- Be left unsupervised with pupils unless the school has confirmed that this is appropriate following the required safeguarding checks/assurances and consideration of the nature of the activity.
 - Enter restricted areas without permission.
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16. Site Security

To maintain site security:

- External doors, gates and access points will be secured in accordance with the school's site-security arrangements, while maintaining safe emergency egress.
 - Visitors will be appropriately monitored, escorted or supervised according to the purpose of the visit and the safeguarding arrangements in place.
 - Unknown or unauthorised persons will be challenged or reported promptly, taking account of staff and pupil safety.
 - Staff will report suspicious behaviour immediately.
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17. Emergency Procedures

Upon arrival visitors will be informed of:

- Fire evacuation arrangements.
- Assembly points.

- Lockdown procedures where appropriate.

During emergencies:

- Visitors must follow staff instructions.
 - Visitor signing-in records will be used to account for all visitors.
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18. Lockdown

In the event of a lockdown:

- Visitors must immediately follow staff instructions.
- Visitors may be directed to secure rooms.
- Reception staff will account for known visitors where possible.

The safety of pupils will remain the school's priority.

19. Missing Child or Absconding Incident

If a pupil is missing or absconds:

- Visitors may be asked to remain in designated areas.
 - Visitors must follow staff instructions.
 - Visitors must not participate in searches unless specifically directed by school leaders.
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20. Health and Safety

Visitors are expected to:

- Follow health and safety instructions.
 - Report hazards immediately.
 - Wear any required safety equipment.
 - Follow infection control arrangements where necessary.
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21. Recording and Monitoring

The school will maintain:

- Visitor signing-in records.
- Contractor records.
- Volunteer records.
- Records of required safeguarding checks or assurances, where applicable. DBS certificate information will only be recorded or retained in accordance with legal requirements, KCSIE and the school's data-protection arrangements.

- Incident reports involving visitors.

Records will be retained securely and only for as long as necessary in accordance with the school's Data Protection Policy and Records Management arrangements. Visitor records will be accessible for safeguarding, emergency and regulatory purposes where required.

22. Breaches of this Policy

Visitors who fail to comply with this policy may:

- Be asked to leave the site.
- Have future visits restricted.
- Be reported to relevant authorities where necessary.

Safeguarding concerns about a visitor will be acted upon immediately in accordance with the Safeguarding and Child Protection Policy. Where the concern meets the harm threshold or otherwise relates to an adult who works with children, the school will follow its allegations procedures and seek advice from the Local Authority Designated Officer (LADO) where appropriate. Low-level concerns will be managed in accordance with the school's Low-Level Concerns arrangements.

23. Monitoring and Review

The Headteacher will monitor:

- Visitor records.
- Security incidents.
- Safeguarding concerns.
- Near misses and breaches.

This policy will be reviewed by the Headteacher and Directors:

- Annually.
 - Following significant incidents.
 - Following changes to legislation, KCSIE, DBS requirements, Independent School Standards guidance or school arrangements.
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