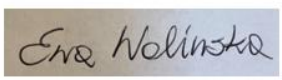
Visitor Policy

Approved by: B.Suddhi	**Date:** September 2026
Last reviewed on:	September 2026
Next review due by:	September 2027

Signed by:



Headteacher Date: September 2026



Chair of governors Date: September 2026

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Statement of intent

Pear Tree Infant and Nursery School welcomes appropriate visitors and recognises the valuable contribution that parents, carers, professionals, volunteers, contractors, governors and other organisations can make to the life and education of the school.
The school must, however, maintain effective arrangements for controlling access to its premises in order to:

1. safeguard and protect the welfare of pupils, children and staff;
2. ensure that visitors are appropriately identified and supervised;
3. prevent unauthorised access to the school;
4. minimise unnecessary disruption to teaching, learning and care;
5. protect the school's buildings, grounds and resources;
6. provide a safe and welcoming environment;
7. support appropriate engagement with parents, carers, professionals and the wider community.

The school will adopt a proportionate and risk-based approach to visitors. The level of supervision, safeguarding checks and access permitted will depend upon the nature and purpose of the visit.

1. Legal framework

This policy has regard to relevant legislation and statutory guidance, including:

- Health and Safety at Work etc. Act 1974
- Education Act 1996, including section 547
- Childcare Act 2006
- Equality Act 2010
- UK GDPR and Data Protection Act 2018
- Department for Education – *Keeping children safe in education 2026*
- Department for Education – *School and college security guidance*, updated July 2026
- Department for Education – *Controlling access to school premises*
- relevant Disclosure and Barring Service guidance and legislation
- relevant Derby City Council guidance and procedures.

The school will also have regard to current Prevent guidance where relevant.

This policy operates in conjunction with the school's:

- Child Protection and Safeguarding Policy;
- Prevent Duty Policy;
- Health and Safety Policy;
- School Security Policy;
- Contractors Policy;
- Volunteer Policy;
- DBS / Safer Recruitment Policy;
- Behaviour Policy;
- Code of Conduct;
- Fire Safety Policy;
- First Aid Policy;
- Data Protection Policy;
- Mobile Phone Policy;
- Educational Visits Policy;
- Complaints Policy.

2. Responsibilities

2.1 Governing Board

The Governing Board will:

- ensure that appropriate arrangements are in place for managing visitors;
- monitor the effectiveness of the school's safeguarding and security arrangements;
- ensure that the policy is reviewed regularly;
- support the Headteacher in maintaining a safe school environment.

Individual visitor information will not normally be reported to governors unless there is a legitimate safeguarding, security or governance reason to do so.

2.2 Headteacher

The Headteacher is responsible for the overall implementation of this policy and will:

- ensure that appropriate visitor procedures are established;
- determine whether particular visitors or activities require additional safeguarding or security measures;
- ensure that staff understand their responsibilities;
- determine appropriate action where an individual presents a safeguarding or security concern;
- manage decisions relating to restricting or barring individuals from the premises;
- liaise with the Local Authority, police or other agencies where appropriate;
- ensure that visitor incidents and concerns are recorded and reviewed.

The Headteacher may delegate day-to-day responsibility for visitor management to appropriate members of staff.

2.3 School office staff

The school office will normally be the first point of contact for visitors.

Office staff will:

- establish the purpose of the visit;
- confirm who the visitor is meeting;
- ensure visitors follow the school's signing-in arrangements;
- issue visitor identification where appropriate;
- provide relevant information and instructions;
- ensure visitors sign out before leaving;
- alert the Headteacher, DSL or other appropriate member of staff where there is a concern.

2.4 All staff

All staff have a responsibility for maintaining school security.

Staff must:

- wear their school identification badge while on the premises;
- challenge, where safe and appropriate, anyone who is not displaying appropriate identification;
- report concerns about unidentified or unauthorised individuals;
- ensure visitors do not gain unauthorised access to children or restricted areas;
- follow safeguarding and security procedures;
- avoid allowing unknown individuals to follow them through controlled access points;
- report lost visitor badges or other security concerns immediately.

Staff should not place themselves at risk when challenging an individual.

If a person appears aggressive, threatening or dangerous, staff should withdraw to a place of safety and seek assistance.

3. Arranging a visit

Where possible, visitors should arrange their visit in advance with the member of staff they wish to see or through the school office.

The school may request the following information:

- visitor's name;
- organisation;
- purpose of visit;
- person they are visiting;
- proposed date and time;
- expected duration;
- whether the visitor requires access to particular areas;
- whether the visitor is attending in a professional, personal or voluntary capacity.

The school may request additional information where this is necessary for safeguarding, security or operational reasons.

There is no general requirement for every visitor to give two weeks' notice. The school will determine whether a proposed visit can be accommodated based on the circumstances.

Visits involving external speakers, activities with pupils, volunteers or individuals who may have regulated activity with children may require additional checks or risk assessment before the visit takes place.

4. Visitors arriving without an appointment

Visitors who arrive without a prior appointment should report to the school office/reception. The school will determine whether the visitor can be admitted.

An unplanned visitor will not automatically be permitted access to the school simply because they request to speak to a member of staff.

Where appropriate, the school may:

- arrange an alternative appointment;
- ask the visitor to wait in the designated reception area;
- allow the visitor to speak to an appropriate member of staff;
- refuse access where there is no legitimate reason for the visit;
- require the visitor to leave the premises.

Visitors will not be permitted to enter areas where pupils or children are present without appropriate authorisation and supervision.

5. Visitor signing-in procedure

All visitors who enter the school premises during the school day must normally report to the school office/reception.

This includes, where applicable:

- parents and carers;

- governors;
- professional visitors;
- external agencies;
- volunteers;
- prospective parents;
- representatives of organisations;
- delivery or service personnel where they require access beyond the designated delivery area;
- contractors, subject to the school's Contractors Policy.

Visitors will normally be required to:

1. report to reception;
2. provide their name and purpose of visit;
3. identify the person or area they are visiting;
4. sign in using the school's visitor management system;
5. wear/display the visitor identification issued by the school;
6. follow any instructions provided by staff;
7. remain within the areas authorised for their visit;
8. sign out before leaving;
9. return any visitor badge or identification where required.

Visitor badges are valid only for the day of issue unless otherwise specified.

6. Visitor identification

The school will operate an appropriate visitor identification system.

Visitors will normally be issued with a visitor badge or other appropriate identification.

Visitors must display their identification clearly while on the school premises.

The school will not normally accept an external organisation's identification badge as a substitute for the school's visitor identification system.

This does not prevent staff from verifying the identity of professional visitors through their employer or organisation where appropriate.

7. Supervision of visitors

Visitors should not be permitted to wander around the school unaccompanied.

The Headteacher or designated member of staff will determine whether a visitor requires:

- continuous escort;
- supervision for part of the visit;
- access only to designated areas;
- no additional supervision beyond the school's normal visitor controls.

The decision will take account of:

- the purpose of the visit;
- the visitor's role;
- whether the visitor has been appropriately vetted;
- whether children will be present;
- the nature of the activity;
- the visitor's access to children;
- the school's safeguarding risk assessment.

Where a visitor is not appropriately checked for the activity they are undertaking, they will not be permitted to undertake regulated activity or be left unsupervised with children where this would be inappropriate.

8. Safeguarding and DBS checks

The school will apply the current DBS and safeguarding requirements to visitors, volunteers and other individuals according to the nature of their role and activity.

Not every visitor requires a DBS check.

For example, the school will not routinely request a DBS check or barred list check for:

- parents or family members attending a school event;
- parents attending a meeting;
- visitors attending a sports day or similar event;
- members of the public attending an appropriate school event.

The Headteacher or DSL will use professional judgement about whether such visitors need to be escorted or supervised.

For visitors attending in a professional capacity, the school will:

- establish their identity;
- check appropriate identification;
- obtain appropriate assurance that the individual has undergone the required safeguarding checks, normally through their employing organisation where applicable;
- determine whether supervision is required.

The school will not routinely request sight of an existing DBS certificate from a professional visitor where appropriate assurance has been provided by their employer.

Where an individual will undertake regulated activity with children, the school will ensure that the required DBS and barred-list arrangements are in place before that activity takes place.

The school will follow its DBS and Safer Recruitment Policy for volunteers and other individuals undertaking activities with children.

9. Volunteers

Volunteers will be subject to an appropriate safeguarding risk assessment.

The school will determine what checks are required based on:

- the nature of the role;
- frequency of the activity;
- whether the activity constitutes regulated activity;
- the level of supervision;
- the volunteer's access to children;
- the length and regularity of the arrangement.

A volunteer who has not undergone the checks required for their role will not be permitted to undertake activity for which those checks are necessary.

The school's Volunteer Policy and DBS / Safer Recruitment Policy will apply.

10. Professional visitors

Professional visitors may include:

- social workers;
- educational psychologists;
- speech and language therapists;
- health professionals;
- Local Authority officers;
- school improvement professionals;
- police officers;
- other education or children's services professionals.

Professional visitors will normally be required to:

- provide appropriate identification;
- report to reception;
- sign in;
- wear visitor identification;
- follow the school's safeguarding and security arrangements;
- sign out when leaving.

Where appropriate, the school will obtain confirmation from the visitor's employer that relevant safeguarding checks have been completed.

11. Contractors and tradespeople

Contractors and tradespeople will be managed in accordance with the school's Contractors Policy.

Contractors may be required to provide:

- identification;
- company details;
- evidence of appropriate checks where required;
- information about the nature of the work;
- risk assessments and method statements where appropriate.

Contractors will be restricted to areas necessary for their work.

Where contractors are working in areas occupied by pupils or children, appropriate segregation, supervision and safeguarding arrangements will be implemented.

Particular arrangements may apply during building works, maintenance or other projects.

12. Parents and carers

Parents and carers are welcome on the school premises for legitimate purposes, including:

- meetings;
- appointments;
- school events;
- collection or drop-off arrangements;
- activities specifically authorised by the school.

Parents and carers should not enter classrooms, nursery areas or other restricted areas without permission.

Parents should report to reception when attending the school during the school day unless alternative arrangements have been specifically communicated.

Parents and carers must follow the school's expectations for respectful and appropriate behaviour.

The school may restrict access to an individual where their behaviour creates a safeguarding, security or welfare concern.

13. Governors

All governors visiting the school during the school day must report to reception and follow the school's visitor procedures.

Governors will be issued with visitor identification where appropriate.

Where a governor is attending the school in their governance capacity, the school will determine whether any additional safeguarding or supervision arrangements are required.

14. School events and open events

The school may hold events where a larger number of parents, carers or members of the community are invited onto the premises.

Examples include:

- sports days;
- performances;
- assemblies;
- parents' evenings;

- open days;
- fundraising events;
- celebrations;
- meetings;
- community activities.

For such events, the normal individual visitor signing-in process may be adapted where appropriate.

However, the school will maintain appropriate:

- safeguarding arrangements;
- access control;
- supervision;
- emergency arrangements;
- fire safety arrangements;
- restrictions on access to non-event areas.

Visitors attending an event will be expected to remain within the areas designated for the event.

The school may refuse entry or ask an individual to leave where their behaviour or circumstances create a risk.

15. Mobile phones, photography and recording

Visitors must comply with the school's Mobile Phone Policy and any specific instructions provided for the visit.

Visitors must not photograph or record pupils or children unless this has been expressly authorised by the school and is consistent with the school's data protection and photography arrangements.

Visitors must not use personal devices to record confidential conversations, information, documents or activities involving pupils without appropriate authorisation.

16. Smoking and vaping

The school site is a smoke-free and vape-free environment.

Smoking or vaping is not permitted anywhere on school premises or within the school's grounds.

Visitors must comply with this requirement.

17. Parking and vehicles

Visitors must follow the school's parking and vehicle arrangements.

Vehicles must not be parked in:

- emergency access routes;
- fire access areas;
- pedestrian routes;
- designated restricted areas;
- areas identified by the school as unsafe.

The school may restrict vehicle access to the premises where necessary for safety or security.

18. Unidentified or unauthorised individuals

All staff have a responsibility to remain alert to unidentified or unauthorised individuals on the premises.

Where it is safe to do so, staff should politely ask an unidentified person:

- who they are;
- who they are visiting;
- whether they have signed in.

They should then direct the individual to reception.

If an individual cannot provide a satisfactory explanation for being on the premises, the Headteacher or another appropriate member of the leadership team should be informed.

Staff should not physically confront or attempt to remove an individual where doing so may place themselves or others at risk.

If an individual appears threatening, aggressive or dangerous, staff should withdraw to a safe location and seek assistance.

The police should be contacted where there is an immediate threat, suspected criminal activity or where police assistance is required.

19. Refusal of access

The school may refuse access to an individual where there is a legitimate safeguarding, security, health and safety or operational reason.

Reasons may include:

- no legitimate reason for the visit;
- refusal to follow visitor procedures;
- refusal to identify themselves;
- previous unacceptable behaviour;
- aggressive, abusive or threatening behaviour;
- behaviour that presents a risk to pupils, children, staff or visitors;
- an identified safeguarding concern;
- being subject to a current restriction or bar from the premises.

The decision will be made by the Headteacher or an authorised member of staff.

20. Removing or barring individuals from the premises

School premises are private property. Parents have an implied licence to enter the premises for legitimate purposes at appropriate times, but this does not provide an unrestricted right of access.

The school may restrict or withdraw an individual's permission to enter the premises where their behaviour presents a risk to pupils, children, staff or others.

Where an individual is to be formally barred from the premises, the school will follow the Department for Education's guidance on controlling access to school premises.

This will normally include:

- notifying the individual in writing;
- explaining the reason for the proposed restriction or bar;
- giving the individual an opportunity to make representations;
- considering those representations;
- confirming the decision in writing;
- reviewing the decision within a reasonable period.

A temporary restriction may be put in place where necessary to protect pupils, children, staff or others while the matter is considered.

The Headteacher will seek appropriate Derby City Council or legal advice where required.

21. Nuisance or disturbance

Section 547 of the Education Act 1996 makes it an offence for a person who is present on relevant school premises without lawful authority to cause or permit a nuisance or disturbance to the annoyance of persons lawfully using those premises.

The school will seek to resolve concerns calmly and proportionately.

Where an individual is causing a serious disturbance, behaving aggressively, threatening others or refusing to comply with a lawful instruction to leave, the school may contact the police for assistance.

Staff should not place themselves at risk by attempting to physically remove an individual.

22. Safeguarding concerns relating to visitors

Any safeguarding concern relating to a visitor must be reported immediately to the DSL or a deputy DSL.

This includes concerns about:

- inappropriate behaviour towards a child;

- inappropriate communication;
- attempts to access children or restricted areas;
- inappropriate photography or recording;
- comments or behaviour raising safeguarding concerns;
- a visitor failing to comply with safeguarding requirements;
- any allegation concerning a member of staff, volunteer, contractor or visitor.

The school's Child Protection and Safeguarding Policy will be followed.

Where an allegation relates to an adult working with children, the school's procedures for allegations against adults will be followed.

23. Prevent and security concerns

The school will consider Prevent and wider security risks when managing visitors.

Concerns may include:

- attempts to gain unauthorised access;
- suspicious behaviour;
- attempts to obtain inappropriate information about the school;
- extremist or concerning materials;
- threats of violence;
- possession of a weapon;
- behaviour suggesting a potential security threat.

Concerns should be reported to the Headteacher, DSL or another appropriate senior member of staff.

Where there is an immediate threat or suspected criminal activity, the police will be contacted.

24. Emergency procedures

Visitors must follow the instructions of school staff during an emergency.

Visitors may be required to:

- evacuate the building;
- remain in a designated safe area;
- participate in lockdown procedures;
- follow fire safety instructions;
- provide information to staff or emergency services.

Visitors should not attempt to leave the site during an emergency unless instructed to do so. The school's Emergency Plan, Fire Safety Policy and Lockdown arrangements will apply.

Visitors will not be given sensitive operational information about emergency procedures unless this is necessary for their role or visit.

25. Data protection and visitor records

Visitor information, including signing-in records, may constitute personal data.

The school will process visitor information in accordance with:

- UK GDPR;
- Data Protection Act 2018;
- the school's Data Protection Policy;
- the school's privacy information.

Visitor records will only be retained for as long as necessary in accordance with the school's retention arrangements.

Access to visitor records will be restricted to authorised personnel.

26. Security of the premises

Visitor management forms part of the school's wider security arrangements.

The school will maintain appropriate measures to control access to the premises, which may include:

- controlled entrances;
- visitor management systems;
- staff identification;
- CCTV where appropriate;
- access control systems;
- secure external doors and gates;
- appropriate signage;
- reception arrangements;
- supervision of visitors.
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The school's School Security Policy sets out the wider arrangements for maintaining site security.

27. Visitors during the transition to the new school building

As Pear Tree Infant and Nursery School moves into the new school building and nursery provision operates within the same premises, visitor arrangements will be reviewed before occupation and following the move.

This will include consideration of:

- reception arrangements;
- access points;
- visitor signing-in arrangements;
- staff identification;
- visitor routes;
- safeguarding arrangements;
- contractor access;
- emergency access and evacuation;
- areas requiring restricted access;

- arrangements for parents and carers;
- arrangements for nursery and Reception children.

Temporary arrangements may be introduced during the move or while building works, commissioning or remedial works are taking place.

28. Monitoring and review

The Headteacher will monitor the effectiveness of this policy.

The policy will be reviewed annually and sooner where necessary following:

- a significant visitor or safeguarding incident;
- a security incident;
- changes to the school premises;
- changes to DBS requirements;
- changes to KCSIE;
- changes to DfE security guidance;
- changes to Local Authority procedures;
- lessons identified from emergency exercises or actual incidents.

The next scheduled review date is September 2027.

Amendments to the policy will be communicated to relevant staff and stakeholders.