Greenholm Primary School
Official Policy

Name of Policy: Visitor Policy

Date Reviewed: February 2025

Greenholm Primary
Greenholm Road
Great Barr
Birmingham
B44 8HS
0121 464 6321

Policy Statement.

At Greenholm Primary, our vision and values- be responsible, respectful, resilient, curious, and kind—shape everything we do. We expect all visitors to uphold these values during their time on our premises. Our priority is the safeguarding of children, and our procedures are designed to ensure a secure and vigilant environment. Visitors should be aware that these systems are robust and rigorously enforced to protect the wellbeing of all pupils and staff. We operate a zero-tolerance approach to any safeguarding breaches.

This Visitor Policy outlines the procedures for welcoming, managing, and safeguarding visitors to Greenholm. The safety and wellbeing of pupils, staff, and visitors are paramount, and this policy ensures compliance with statutory requirements, safeguarding best practices, and operational efficiency.

Purpose

The purpose of this policy is to:

- Ensure the safety of all pupils, staff, and visitors.
- Provide clear guidance on managing and monitoring visitors.
- Meet statutory safeguarding requirements and demonstrate compliance with inspection standards.

Scope

This policy applies to all visitors to the school, including but not limited to:

- Parents and guardians.
- Contractors and service providers.
- External agency staff (e.g., social workers, therapists).
- Inspectors, governors, and VIPs.
- Volunteers and peripatetic staff.

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1. Safeguarding and Security

1.1 Sign-In and Out Procedures

- All visitors must report to the main reception upon arrival.
- Visitors must sign in using the school's digital log system, providing their name, purpose of visit, and time of arrival.
- Visitors will be issued with a badge that must be worn visibly at all times.
- Notification regarding safeguarding and fire procedures are shared with all visitors on arrival.
- Visitors must sign out upon leaving, recording their departure time.

1.2 Identity Verification

- Photo ID is required for all first-time visitors, such as a passport or driving license to verify that the name given is that person's true identity.
- Contractors and external providers must present proof of DBS clearance if their role involves unsupervised access to pupils.
- Regular visitors may have their credentials stored in a visitor file for future reference in line with safeguarding procedures.

1.3 Accompaniment and Supervision

- Visitors must be accompanied by a member of staff unless pre-authorised for independent movement within the school and the necessary checks have been undertaken.
- Contractors working near pupils must be supervised unless their DBS clearance has been verified.

1.4 Restricted Areas

- Visitors are permitted to access only areas relevant to their visit and must follow staff instructions at all times.

2. Safeguarding Awareness

- All visitors will receive safeguarding information upon arrival, including the name and contact details of the Designated Safeguarding Lead (DSL) and Deputy DSLs.
- Safeguarding materials will be provided in both written and verbal (on the first visit) formats to ensure clarity and accessibility.

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- Visitors working directly with children must be briefed on safeguarding policies and procedures.
- Any concerns about pupil welfare must be reported immediately to the DSL.

3. Emergency Procedures

- Visitors will be briefed through the written handout on fire evacuation routes and meeting points during sign-in.
- Additional support will be provided for visitors with disabilities or additional needs during emergencies where appropriate.
- In the event of an emergency, visitors must follow staff instructions and assemble at designated points.

4. Behaviour Expectations

Visitors are expected to:

- Respect staff, pupils, and school property.
- Adhere to school policies, including safeguarding, confidentiality, and mobile phone usage.
- Refrain from taking photographs or videos without prior authorisation.

Inappropriate behaviour, including verbal abuse or refusal to comply with procedures, will not be tolerated. Such behaviour will be escalated to senior leadership and may result in removal from the premises or notification to relevant authorities.

5. Types of Visitors

5.1 Parents and Guardians

- Parents should schedule appointments for meetings with staff or request at the school office in any emergency.
- Visitors attending school events must follow safeguarding instructions provided.

5.2 Contractors

- Contractors must provide risk assessments and proof of safeguarding compliance before commencing work.
- Site safety briefings will be conducted upon arrival.

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5.3 External Agencies

- Agency staff must pre-arrange visits and adhere to all safeguarding requirements.
- Clear documentation of their purpose and authority must be provided.

6. Record Keeping and Data Protection

- Digital visitor logs will be securely stored and maintained for a minimum of 12 months.
- Information collected will comply with GDPR regulations and will be handled confidentially.

7. Events and Large Gatherings

- For school events, separate visitor management plans will be implemented.
- Safeguarding expectations will be communicated to all attendees.
- Additional staff will be on duty to oversee large gatherings and ensure compliance with procedures in line with specific risk assessments for those events.

8. Monitoring and Review

- This policy will be reviewed annually or after significant incidents.
- Feedback from staff and visitors will inform updates to ensure continuous improvement.

9. Communication of the Policy

- The policy will be made available on the school website and in the reception area.
- Staff will receive training on visitor management procedures annually.

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