



# Visitor Management Policy

**Responsible for policy:  
Chair of Directors**

**CC3 Quality Provision and Performance.**

*Sandra Farrell*

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## Definitions

In this **Visitor Management** Policy and Procedure, unless the context otherwise requires, the following expressions shall have the following meanings:

- i **'The Romero Catholic Academy'** means the Company named at the beginning of this **Visitor Management Policy** and Procedure and includes all sites upon which the Company is undertaking, from time to time, being carried out. The Romero Catholic Academy includes; **Corpus Christi, Good Shepherd, Sacred Heart, Blue Sky, SS Peter and Paul, St Gregory, St John Fisher, St Patrick, Cardinal Wiseman, Shared Services Team.**
- ii **'Romero Catholic Academy'** means the Company responsible for the management of the Academy and, for all purposes, means the employer of staff at the Company.
- iii **'Board'** means the board of Directors of the Romero Catholic Academy.
- iv **'Governance Professional'** means the Governance Professional to the Board or the Governance Professional to the Local Governing Body of the Academy appointed from time to time, as appropriate.
- v **'Chair'** means the Chair of the Board of the Directors or the Local Governing Body appointed from time to time.
- vi **'Catholic Senior Executive Leader'** means the person responsible for performance of all Academies and Staff within the Multi Academy Company and is accountable to the Board of Directors.
- vii **'Diocesan Schools Commission'** means the education service provided by the diocese, which may also be known, or referred to, as the Birmingham Diocesan Education Service.
- viii **'Local Governing Body'** means the governing body of the School.
- ix **'Governing Body Representatives'** means the governors appointed and elected to the Local Governing Body of the School, from time to time.'
- x **'Principal'** means the substantive Principal, who is the person with overall responsibility for the day to day management of the school.
- xi **'School'** means the school or college within The Romero Catholic Academy and includes all sites upon which the school undertaking is, from time to time, being carried out.
- xii **'Shared Services Team'** means the staff who work in the central team across the Company (e.g. HR/ Finance)
- xiii **'Vice-Chair'** means the Vice-Chair of the Local Governing Body elected from time to time.
- xiv **'Local Authority Designated Officer (LADO)'** means the officers working on behalf of Coventry City Council and the Coventry Safeguarding Children Partnership to address, advise and manage allegations and concerns against staff, carers and volunteers by addressing matters of safety and wellbeing of children and young people
- xv **'Designated Safeguarding Lead (DSL)'** means the person appointed to take lead responsibility for child protection issues in school

## 1. Scope of Procedure

All schools are required to implement robust and consistent safeguarding practices, and to ensure that individuals who are not suitable to have access to schools and students are denied any opportunity to do so. The Romero Catholic Academy is committed to safeguarding and promoting the welfare of children and young people, and it is recognised that every individual is responsible for realising this commitment. The safeguarding practices are reviewed by CC3 on behalf of the Board of Directors, the Principal and Designated Safeguarding Lead every term, in every school and any actions required are acted upon to improve the wellbeing of all our pupils.

All staff involved in the management of visitors are fully trained and resourced to fulfil their responsibilities. The school welcomes visitors to enter our schools and our staff will always greet with warmth and respect. Please note, that as a school we will not tolerate any verbal abuse, aggression or other form of inappropriate behaviour towards its staff, or pupils. Any visitor who obstructs the school in seeking to fulfil its safeguarding responsibilities or who fails to comply with this Policy may be asked to leave the school site and may not be permitted to return.

## 2. General Principles

This Policy explains the protocols that will be implemented in respect of all visitors, including external agencies, contractors, trainee teachers and volunteers in regulated activities (require to be barred check list check), volunteers and governors attending any school within the Romero Catholic Academy.

All visitors attending any of the school sites are required to comply with this Policy and to co-operate with all colleagues responsible for its implementation. The protocols are being implemented by the schools in accordance with the **current** statutory guidance Keeping Children Safe in Education. Where appropriate copies of this Policy will be provided to visitors in advance of them attending the school site; the Policy is also available on the school's website, Romero website and in the school's Reception area.

### Staff responsibilities

All staff are responsible for ensuring that this Policy is implemented, working in partnership with colleagues on reception and Human Resources, who have specific key responsibilities.

All staff must ensure that:

- If they see a person who is not a pupil beyond the school's reception areas, who is not wearing a lanyard or wearing a visitor badge and is unaccompanied, they escort them back to the main school reception.
- When inviting visitors onto the school site they have prior authorisation from the school's Principal to do so. If in doubt colleagues should ask the Romero Academy's HR Manager whether an individual is authorised or is in an authorised category.
- They work with the linked HR Business Partner to manage the school's Approved Visitor List and ensure that the required checks are carried out in a timely manner prior to visits taking place.
- If they are expecting a visitor they have notified colleagues working on reception in advance of the name of the person/s visiting, their expected time of arrival, the organisation they are from, the purpose of their visit and where relevant, who will collect them from reception.

### 3. Visiting Staff from within Romero Catholic Academy

Across the MAC, there will be times when staff will visit a school beyond their normal working place for meetings or part of reviews in schools or to visit pupils.

Where this occurs, the staff are treated as an approved visitor to the site as we have oversight of the employers through the Single Central Record which can be checked.

- The Single Central Record is managed by each School Business or Office Manager. Across the organisation, each school can view the other schools SCR in the need to verify a member of staff who is visiting. They cannot edit the SCR of another school
- Staff who visit another school within Romero must make sure that they sign in and wear their Photo ID Pass at all times.

### 4. Protocol for all visitors on arrival

On arrival at the school site all visitors must immediately report to the school's main reception.

#### Visitors:

- Must confirm their name, the purpose of their visit and who they are expecting to meet.
- Must sign in using the school's electronic signing in system, and in doing so, provide confirmation of their name, the organisation they belong to, who they are expecting to meet and where applicable their vehicle registration. The visitor's photograph will be taken by the system.
- Will be made aware of the school's safeguarding procedures, particularly if they will have direct contact with pupils.
- Will be issued with their identification badge, which they will be required to visibly wear at all times. Lanyards across the Romero Catholic Academy are colour coded to indicate the categorisation of visitor.
- Must be escorted from reception by their school point of contact, unless they are on the school's Approved Visitor List, reception have been notified in advance of their arrival and they have previously attended the school site.

## 5. Visitor Categories

The school manages visitors by placing them into one of three categories:

- i. Those who are not listed on the school's Single Central Record (for example: parents, a 'one off' contractor visitor)
- ii. Those who are not listed on the school's Single Central Record but on a recognised Agency SCR (for example: professionals discharging Section 47 or Ofsted)
- iii. Those who are listed on the school's Single Central Record, and are therefore an approved visitor (for example: contractors, external agencies, trainee teachers and volunteers)

The school's Business or Office Manager is responsible for ensuring that the school has an accurate and up to date Single Central Record. In accordance with the **current** Keeping Children Safe in Education, it is a requirement that relevant visitors from external agencies, including teacher supply agencies, are recorded on the Record. The school also records trainee teachers placed by external providers, volunteers and subject to frequency of visit and nature of work, contractors.

Visitors who will not be engaging in regulated activity<sup>1</sup> in school, for example parents, carers, people attending interviews, meetings or carrying out work under supervision, are not required to be listed on the school's Record, however the school will list contractors who whilst not working in regulated activity will have access to learners around the school site. The school's Single Central Record informs the Approved Visitor List. The school will always seek to inform visitors if they are required to undergo relevant safeguarding checks prior to their visit to allow them to be placed on the Single Central Record and the Approved Visitor List. This will include receipt by the school of confirmation that an external organisation has carried out appropriate safeguarding checks.

The school will not accept 'blanket' confirmation from external organisations that their staff have been subject to the required checks; confirmation must relate to named individuals and provide information specific to them. Nor will the school accept copies of letters from organisations which are presented by the individual arriving on site; written or email confirmation must be received directly from the relevant organisation.

<sup>1</sup>Defined in accordance with Keeping Children Safe in Education - [Keeping children safe in education - GOV.UK](https://www.gov.uk/government/consultations/keeping-children-safe-in-education)  
([www.gov.uk](https://www.gov.uk)).

## 6. Protocol for visitors who are not on the school's Single Central Record (Visitor i)

Visitors who are not listed on the school's Single Central Record will be provided with a visitor badge.

### Visitors:

- Must be supervised at all times by a member of school staff (staff can be identified by their staff lanyard)
- Are not permitted to move about the school site unaccompanied, or be left unaccompanied at any time
- Must be escorted back to reception to sign out when they leave
- If anyone wearing a visitor badge is not accompanied by a colleague wearing a staff lanyard, they must be asked to return to school reception
- Visitors not on the Single Central Record will be invited to wear a **red Lanyard**.
- The red lanyard distinguishes the category of visitor so that pupils know that they should not approach or speak to the visitor and staff should know that the visitor should be accompanied at all times.

## 7. Protocol for visitors who are not on the school's Single Central Record (Visitor ii)

### Ofsted HMI and Team Inspectors

- All staff in the Office are aware that Ofsted Badges act as Identification and their DBS.
- Prior to arrival on site, the names of inspectors will be provided via email from Ofsted and the Office will check identity badges accordingly.
- Ofsted HMI and team Inspectors will be asked to sign in and out using inventory as other visitors and they must wear their OFSTED ID badge at all times
- Visitors not on the Single Central Record but on a recognised Agency that has been verified will be invited to wear an additional **green Lanyard**

### Agency Members of Staff (All Children's Services practitioners and managers (including social workers, youth workers, Early Help Practitioners, Independent Reviewing Officers and Child Protection Conference Chairs),

- These are a unique category and the DfE guidance is not explicit on how guidance on site for schools within the Keeping Children Safe in Education so best practice is outlined in this policy
  1. Confirmation is sought before the agency staff arrive on site where possible (difficult in emergency safeguarding situations). Where possible in written form either a letter in the post or an email detailing the identity of Agency Members of Staff. This should also have contact information for verification.
  2. **In Coventry**, there is a 'Letter of Assurance' dated November 2023. This must be presented with the Coventry City Council ID badge (not another form of ID e.g. Driving Licence). See Appendix.
  3. **Planned visits**
    - Seek an email from their line manager (Social Care and Early Help are advised of this)
    - Check their Coventry City Council ID badge against the email (If not presented you can decline entry to school.
    - The school does not need to add the Agency Member of Staff to the SCR
  4. **Emergency or unplanned visits**
    - You have a responsibility to allow them to complete Section 47 enquiries
    - The ID badge confirms that they have had the necessary safer recruitment checks
    - Good practice to confirm ID with their line manager
    - If agency staff arrive with no badge they should not be allowed to work with a pupil alone
- Visitors not on the Single Central Record but on a recognised Agency that has been verified will be invited to wear an additional **green Lanyard**

## 8. Protocol for visitors who are listed on the school's Single Central Record (Visitor iii)

Approved visitors (such as external agencies, third parties, contractors, volunteers and trainee teachers e.g. Teach First and Student teachers on placement) will be provided with a visitor's badge if the school is satisfied that all required safeguarding checks have been undertaken and verified on arrival.

### Visitors:

- Must have ensured the school has received prior confirmation that their own organisation has carried out appropriate safeguarding checks, and they have an enhanced DBS in place. This confirmation will be

recorded on 'The Contractors/Third Party Declaration Form'. The organisation must confirm the DBS certificate number to the school on this form.

- As detailed in the KCSIE, the school must check the identity of the individual so that it matches the written confirmation from the employer. As a result, the visitor must on their first visit to the school provide sight of photographic ID in the form of an **Organisation ID badge**, or if not available best practice is to view a driving licence or passport. The photographic ID will be viewed by a reception colleague with designated responsibility or a colleague in Human Resources. The name of the individual will be recorded from the photographic ID.
- Must, when asked to on any subsequent visits, provide sight of the proof of identity agreed with the school. This could be an Organisation ID pass as presented on the first visit.
- If a visitor is a volunteer, then the school will carry out an enhanced DBS check and ensure Safer Recruitment checks are carried out. Only when these checks have been carried out will the volunteer be permitted on site
- Visitors on the Single Central Record will be invited to wear a **green Lanyard where appropriate**
- Volunteers must also undergo a risk assessment prior to DBS checks being done, to determine if the checks have to be undertaken.

#### **Governors; Academy Representatives and Directors**

- All governors are approved visitors once they have been listed on the Single Central Record. Each school has a SCR and the Directors are located on the Shared Services Team SCR managed by Cardinal Wiseman.
- All Governors must sign in using Inventory (where possible they will be added to the system) and wear their Photo ID pass.
- Governors are approved visitors on the Single Central Record so they will be invited to wear a **Romero blue Lanyard**

Approved visitors may move freely around the school site to carry out work. They will be allocated a door pass if appropriate to enable them to do so, and will be responsible for keeping the pass secure and returning it to reception when they leave the school site.

Subject to confirmation from the Academy's HR Manager, or HR Business Partner that all of the required checks have been completed, trainee teachers (e.g. Teach First or School Direct) placed by external providers, and at the discretion of the school Office/Business Manager, through delegated responsibility from the Principal staff from external agencies who work in school on a long-term basis, may be given a staff lanyard.

#### **9. Enhanced DBS checks**

All visitors who are on the Approved Visitor List, and the school's Single Central Record will be required to have an enhanced DBS check with barred list check as necessary.

This is the responsibility of the employing organisation, not the school (the only exception being volunteers).

For complete clarity, no copy (electronic or hard copy) of an individual's DBS must be retained by the school. The following information may be recorded on the school's SCR:

- Date of issue
- Name of subject
- Level of Disclosure
- Unique reference number of the Disclosure



## 10. Lanyards

- **Visitors**
  - The use of lanyards across the school sites, means that staff and pupils will know the designation of any visitor on site.
  - The lanyards have a plastic holder to insert the inventory sticker into place when worn around the site. The lanyards can be returned to any school within Romero as they will be generic.
- **Staff**
  - All staff should wear their lanyards at all times.
- **Pupils**
  - Sixth forms should wear their lanyards at all times

## 11. Protocol for all visitors on leaving the school

- On leaving the school site all visitors must leave via reception.
- All visitors need to sign out and return their identification badge, lanyard and door pass/ fob where provided.

## 12. Further Guidance

If you have any questions in respect of this Policy during your visit, please ask at reception. Prior to your visit, please call the relevant school, or The Romero Catholic Academy, Human Resources on 02476 587097.

## 13. Monitoring and Review

- The Board of Directors delegate the implementation of this policy to the Local Governing Body of each school.
- The Safeguarding Reference Group will review this policy in a timely fashion.
- This policy will be reviewed by CC3 Quality Provision, Performance and Standards.

## 14. Links to other policies

Other policies with links to this Policy include the School's:

- Safeguarding and Child Protection Policy
- Data Protection Policy
- Equal Opportunities Policy
- Whistleblowing Policy
- No Platform Policy
- Lettings Policy

This Policy and those listed have been drafted with due regard to the Data Protection Act 2018, The DBS Code of Practice, The Equality Act 2010 and the Equality Duty.

Advice sourced from LA Safeguarding in Education Adviser

## Appendix 1 – Visitor Categories

Category	Example	Access	Lanyard colour
Staff member	<ul style="list-style-type: none"> <li>All staff</li> <li>School Direct/Teach First (when employed by Romero)</li> </ul>	Staff on SCR do not need to be accompanied	Grey
Sixth formers		Sixth formers can move freely at Cardinal Wiseman	Purple
Visitor (i) not listed on the SCR	<ul style="list-style-type: none"> <li>Parent (when attending a 1:1 meeting, not a large gathering)</li> <li>One off contractor</li> <li>One off visit by external organisation</li> </ul>	Need to be accompanied	Red
Visitor (ii) not listed on the SCR but with recognised organisation	<ul style="list-style-type: none"> <li>Ofsted</li> <li>NHS</li> <li>Social worker</li> <li>Police</li> </ul>	If appropriate accompanied, exception if carrying out Section 47 or an Ofsted Inspector	Green <i>(This is a deliberate action so pupils know that this visitor has been approved for talking to)</i>
Visitor (iii) listed on the SCR	<ul style="list-style-type: none"> <li>Supply teachers on contract</li> <li>PGC Student</li> <li>Careers adviser</li> <li>External tuition</li> </ul>	Visitor does not need to be accompanied	Green
Governance listed on the SCR	Academy Representative or Director;	Governors do not need to be accompanied but good practice where possible they will be with staff.	Romero blue
Shared Services Team	SST	Staff on SCR do not need to be accompanied	Romero blue
Blue Sky Teaching School	Teaching School Attendees	Need to be accompanied if applicable	Red

## Appendix 2 Letter of Assurance



Coventry Safeguarding Children Partnership  
Room 424, Broadgate House  
Broadgate  
Coventry  
CV1 1FS

Tel: 024 7697 5477  
Email: [CoventryCSCP@coventry.gov.uk](mailto:CoventryCSCP@coventry.gov.uk)  
Web site [www.coventry.gov.uk/cscp](http://www.coventry.gov.uk/cscp)

November 2023

Dear Headteachers and DSLs,

All Children's Services practitioners and managers (including social workers, youth workers, Early Help Practitioners, Independent Reviewing Officers and Child Protection Conference Chairs), employed by Coventry City Council are subject to robust recruitment and vetting procedures to ensure their suitability to work with children, in line with Working Together to Safeguard Children (2018) and Keeping Children Safe in Education (2023). All members of staff required to undertake regulated activity have full DBS clearance and have been checked against the Child Barred List. As such, the Local Authority has been able to ascertain that they are suitable to work with children in regulated activity.

Statutory guidance states that schools should work with other agencies to safeguard children. This is detailed in paragraph 114, Keeping Children Safe in Education (September 2023).

*114. All schools and colleges should allow access for local authority children's social care from the host local authority and, where appropriate, from a placing local authority, for that authority to conduct, or to consider whether to conduct, a section 17 or a section 47 assessment.*

This letter is to provide **written notification** that the necessary checks have been carried out on these individuals in line with Keeping Children Safe in Education (September 2023).

**All Children's Services practitioners and managers (including social workers, youth workers, Early Help Practitioners, Independent Reviewing Officers and Child Protection Conference Chairs), should present their identification badge on arrival at school and this will demonstrate that they have been subject to rigorous checks and are covered by this written confirmation.** Staff will not provide their DBS certificates or DBS number. Members of staff who have an identification badge should be allowed access to the child that they are visiting and any delay in this could cause the child to be at significant risk of harm. If the visiting professional does not have an identification badge, they should not be allowed access to the child and their manager should be contacted to discuss this. Staff badges will state the person's name, their job role and will show the Coventry City Council logo as well as the individual's photograph.

Social workers do not come into scope of the 'Disqualification under the Childcare Act' as they would be deemed to fall into the category of individuals as set out in paragraph 10 of this guidance. This includes anybody that is involved in any form of health care provision for a child, including school nurses, and local authority staff such as speech and language therapists and education psychologists. These individuals are excluded

from the statutory definition of childcare and are therefore not covered by the legislation. As such, they do not need to complete additional associated person checks.

If a school has any safeguarding concerns about professionals involved with children who have visited your school, you must raise this with the Local Authority Designated Officer.

Any other concerns should be raised with the individual's manager.

We suggest that you keep a copy of this letter as part of your Single Central Record and keep a record of the names and dates that social workers visit children at your school as part of your safeguarding record-keeping. We ask that you do not photocopy or photograph the professional's badge as this can compromise the integrity of the system. If you have any further queries about this process, please contact the Safeguarding in Education team at Coventry City Council.

We appreciate that you are working with us in order to safeguard the children of Coventry.

Yours Faithfully,

John Gregg  
Director of Children's Services  
Coventry City Council