The James Hornsby School

Together we excel

Visitor Policy

Approved by Local Governing Body:	21 May 2026
Approved by Zenith Multi Academy Trust	
Next review due by	May 2029

Introduction

The James Hornsby School and Zenith Multi Academy Trust are committed to providing a safe, secure, welcoming, and inclusive environment for all students, staff, visitors and members of the wider community. In line with our Trust values and safeguarding responsibilities, we aim to ensure that all visitors are treated with professionalism, courtesy and respect whilst on site.

Safeguarding and promoting the welfare of children is everyone's responsibility. The welfare of the child is paramount. The school recognises its legal duty of care for the health, safety, security and wellbeing of all students, staff, and visitors, and expects all members of the school community to share this commitment.

This policy forms part of the school's wider safeguarding arrangements and applies to all visitors, contractors, volunteers and external agencies attending the school site. All visitors are expected to follow the procedures outlined within this policy at all times. Failure to comply may result in access being refused or visitors being asked to leave the premises.

The school recognises that visitors fulfil a wide range of roles within the school community, including those attending in a professional capacity, contractors and service providers, parents and carers, governors, trustees, alumni and members of the wider community. The school will apply proportionate safeguarding procedures in accordance with statutory guidance, including *Keeping Children Safe in Education* (KCSIE).

The James Hornsby School is proud of its positive, respectful and inclusive culture, where students feel safe, supported and valued. This visitor policy supports that culture by ensuring that all visitors contribute to maintaining a safe and professional environment where students can learn, thrive and achieve together.

Purpose

The purpose of this policy is to safeguard all students whilst they are on our premises and when on offsite educational visits, where a visitor may be in attendance. It is important to have in place clear procedures for admittance of visitors to the school which are understood by all staff, visitors and parents/carers and conforms to safeguarding and child protection guidance.

This policy applies to:

- All staff.
- All students.
- All external visitors entering the site during the school day.
- All of those in school advisory roles.
- All parents/carers.
- Volunteers (including college placement students).
- Other education related personnel.
- Building and maintenance and all independent contractors visiting the premises.

Procedures

- All visits must be pre-planned.
- All visitors using the site car park must do so safely in the spaces available.
- On arrival, all visitors must immediately report to the Main Reception.

- No visitor is permitted to enter the school via any other entrance other than the Main Reception under any circumstances.
- All visitors must state the purpose of their visit and who has invited them.
- All visitors will be provided with access to the Safeguarding and Child Protection policy on arrival.
- Visitors may be required to provide formal photographic identification on arrival.
- All visitors are required to sign in using the school's electronic visitor management system on arrival, and wear identification appropriate to the nature of their visit. Visitor information will be processed in accordance with UK GDPR and the school's Data Protection Policy.
- Visitors will be escorted to their point of contact, or their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.
- Visitors are not permitted to move about the site unaccompanied unless they are registered on the approved visitor list.
- In the case of an emergency, the visitor is required to follow emergency procedures alongside staff and students.
- Any breaches of the procedure must be reported to the Headteacher.
- The school reserves the right to refuse entry to any visitor where appropriate safeguarding, identification or health and safety requirements are not met.

Approved Visitors

We hold an approved visitor list as part of the single central register (SCR) for visitors who frequently visit the site to undertake work within the school site (including contractors).

To qualify for this list the visitor must have demonstrated, prior to the visit that:

- Appropriate safeguarding checks, including an enhanced DBS check where required, have been completed and recorded in line with the school's safer recruitment and safeguarding procedures.

Visitors on the approved list must follow the same above procedures on entry to the premises. A copy of the approved visitors list will be kept in the office.

Contractors

Contractors working on site may be subject to additional safeguarding, health and safety and supervision arrangements depending on the nature and location of works.

Departure

On departing the site, visitors must leave via Main Reception:

- A member of staff should escort the visitor to the reception area.
- The visitor should sign out on the school's electronic visitor management system.
- A member of staff should retrieve the allocated visitor badge.

Unknown Visitors/Unplanned Visits

Any visitor to the site who is not expected or recognised should be challenged politely to enquire who they are and the purpose of the visit. The visitor should then be escorted to

Main Reception and follow the usual procedures for visitors or escorted from the site, whichever is deemed appropriate.

If the visitor refuses to comply, they will be asked to leave the site immediately and a senior member of staff informed.

The Headteacher will consider the situation and decide if it is necessary to inform the police. If an unknown/unplanned visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave, the police will be called.

School Advisory Panel Roles and Volunteers

Visitors in a school advisory panel role (Governors, Trustees, etc) and volunteers must comply with disclosure and barring service procedures, completing a DBS disclosure form (if not already held). Thereafter, the visitor's procedures are to be applied accordingly.

Volunteers will be asked to comply with this policy by the member of staff to whom they planned the visit with e.g., teacher.

Code of Conduct

The expectations regarding the conduct of visitors are to protect the wellbeing of our students and staff. Our expectations of visitors are to:

- Respect the ethos, vision, and values of our school.
- Work together with staff in the best interests of our students.
- Treat everyone with respect.
- Set a good example, including with regards to speech and behaviour.
- Seek a peaceful solution to any issues which may arise.
- Approach a member of staff to help resolve any issues of concern.
- Adhere to the policies and procedures which have been shared.
- Mobile phones and other recording-capable devices including smart watches, smart glasses, body-worn cameras, and audio recording devices must not be used to photograph, film or record on the school site without prior permission.

Behaviour that will not be tolerated:

- Disrupting, or threatening behaviour.
- Swearing, or using offensive language.
- Displaying a temper or shouting at members of staff or students.
- Sending abusive messages.
- Recording of video of students, staff, or facilities within the school grounds without prior written authority.
- Taking pictures of students, staff, or the facilities without prior written authority.
- Posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of the James Hornsby community, on social media platforms.
- Use of any aggressive behaviour, including physical, verbal or in writing.
- Visitors must not smoke, consume alcohol, use illegal substances, or be under the influence of drugs or alcohol whilst on site. Alcohol, illegal substances and associated paraphernalia must not be brought onto the premises.
- Bringing dogs onto the premises (other than guide/ therapy dogs).

Any breaches to the code of conduct must be reported to the Headteacher. The visitor will be asked to leave the premises immediately. The incident may be reported to the visitor's line manager (if relevant), the police (if deemed appropriate) and the visitor may be prohibited from visiting in the future. If this is the case, they will be informed of this in writing.

Linked Policies

This policy and procedure should be read in conjunction with other related documentation including:

- Safeguarding and Child Protection Policy.
- Equality Policy.
- Whistleblowing Policy.
- Health and Safety Policy.
- Data Protection Policy.