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**The Peaceful Pony CIC**

**Visitors Policy and Procedure**

**Written by- Holly Lockwood-Waduge 25/10/2024**

**Approval Date: 1/11/2024 (Senior Managers of TPP)**

**Last Review 1/11/2024**

**Next Review 01/11/2025**

**Introduction**

People visit Alterative provisions for a range of reasons. Health professionals, counsellors, building contractors and parents are just a part of the people who play an important role in our setting and learners’ life. The Peaceful Pony will always ensure it is a safe place for Children and Young people to attend; a space that should always be free from harm. When Visitors attend our setting, they will receive a warm, friendly, professional welcome whatever the purpose of their visit.

To ensure The Peaceful Pony provide their legal duty in relation to safeguarding, health, safety, security and wellbeing of all Learners all visitors are required to following this policy. Failure to do so, will result in all visitors being asked to leave the site.

**Objectives of Policy**

To have in place a clear protocol and procedure for welcoming of external

visitors to our provision which is understood by all staff, visitors and parents.

and conforms to child protection and safeguarding guidelines.

**Where and to whom the policy applies**

The Peaceful Pony is deemed to have control and responsibility for its learners anywhere on our site (i.e. within The Peaceful Pony boundary fence), during normal provision hours (9.90-15:00), during activities which may be off site and in the community (supervised and rearranged with risk assessments in place)

To ensure this policy is implemented and reviewed as either deemed required or following incidents which bring about change, all staff are required to have an awareness of the protocol for welcoming persons to our provision. Staff responsible for daily governance of this policy are –

Director of Service Holly Lockwood-Waduge

Director of Operations Jade Doughty

Senior Leader in Charge

Alternative Education Admin Assistant

The policy applies to:

• All staff employed by The Peaceful Pony

• All external visitors entering the provision site during the day or for after hours

activities

• All Independent and Advisory Chairs of The Peaceful Pony

• All parents and volunteers

• All Learners

• Other Education related staff (including Local Authorities, Inspectors)

• Building & Maintenance and all other independent contractors visiting the

premises

• Independent contractors who may transport learners on minibuses or in taxis

**Protocol and Procedures**

Visitors to the School- All visitors to the school may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors list as set out below). They must follow the procedure below.

* When visitors arrive in the car park, they must report to Reception (marked), explaining who they are and the purpose of their visit.
* No visitor is permitted to enter the provision or wander the site via any other entrance under any circumstances.
* At reception, all visitors must state the purpose of their visit and who has invited.
* them. They should be ready to produce formal identification upon request.
* All visitors will be asked to sign the Visitors Record Book which is always kept in reception making note of their name, organisation, who they are visiting, car registration and visitor badge number (provided by The Peaceful Pony)
* All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.
* Visitors will then 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.
* The visitor must not be allowed to move about the site unaccompanied unless they are registered on the Approved Visitor List

**Approved Visitor List**

The Peaceful Pony will hold an approved visitor list for visitors who frequently visit our provision site to undertake work within the Provision (including contractors and supply staff). To qualify for this list the visitor must have demonstrated, prior to the visit that:

* They have a current clear enhanced DBS check and a copy of this has been registered on The Peaceful Pony Central Record (a current DBS is defined as no more than one years old be on the yearly update) AND
* Awareness of The Peaceful Pony current policies and procedures
* They have the written authorisation of The Director of Service and Director of Operations to travel around the provision site, however, with full staff awareness.
* Visitors on the Approved List MUST follow the same procedures on entry to the provision. (i.e. come to reception and sign in the visitors book). A copy of the approved visitor list will be kept at reception at all times.

**Visitors Departure from The Peaceful Pony**

On departing the setting, visitors MUST leave via reception and:

* Enter their departure time in the Visitors Record Book alongside their arrival entry
* Return the identification badge to reception.
* A member of staff should escort the visitor to the staff car park (ensuring the visitor does not re-enter the provision, potentially breaching security).

**Unknown/Uninvited Visitors to The Peaceful Pony**

Any visitor to our provision site who is not wearing an identity badge should be challenged politely to enquire who they are and their business at our provision. They should then be escorted to reception to sign the visitors book and be issued

with an identity badge. The procedures under “Visitors to The Peaceful Pony” above will then apply.

In the event that the visitor refuses to comply, they should be asked to leave the site

immediately and the Director of Services or Operations and Senior Lead in Charge Senior Leader should be informed promptly. The Director of Services or Operations or Senior Leader in Charge will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the provision grounds, police assistance will be called for.

**Governors and Volunteers**

All Independent and Advisory chairs and any volunteers must comply with DBS

procedures, completing a DBS disclosure application (unless they already have an enhanced DBS). The Peaceful Pony will use ensure all DBS’s are clear and on the yearly update system. All Independent and Advisory Chairs should sign in and out using the Visitors Book. This is the responsibility of the Directors of Service/ Operations and Senior Leader in Charge. New volunteers will be asked to comply with this policy by staff they first report to when coming into provision for an activity or supporting role.

**Staff Development**

As part of staff induction, all new staff to The Peaceful Pony will be made conversant with this policy for Externa Visitors and asked to always ensure compliance with its procedures.

**Linked policies**

This policy and procedures should be read in conjunction with other related policies developed by The Peaceful Pony- these may include.

* Safeguarding Children Policy
* Terms and Conditions
* Healthy and Safety Policy
* Safer Recruitment Policy
* Fire Safety Policy