



Visitors including VIP Policy

Policy written:	July 2025
Policy review date:	July 2026
Signed by Director:	<i>E. Barnett</i>

The policy will be reviewed annually as a minimum, unless lessons learnt or new legislation, national or local guidance suggests the need for an earlier date of review.

Policy review dates and changes

Review date	By whom	Summary of changes made	Date ratified by directors	Date implemented

Guidance on Visitors, including VIPs, to Education provisions

Phoenix ND Education Ltd assures all visitors a warm, friendly and professional welcome to the site, whatever the purpose of their visit. The provision has a legal duty to ensure the welfare of its students; this duty of care includes promoting safeguarding. The duty to keep all safe on site also extends to parents, staff and visitors.

To achieve this, Phoenix ND Education Ltd recognises that all visitors must adhere to this visitor's policy. Failure to do so may result in a visitor being escorted from the premises.

1. Introduction

This guidance is intended to help Education provisions manage visitors in a way that ensures the safety of children and adults on the Education provision site. The responsibility for this lies with the Education Lead, senior leadership team and the directors.

2. Guidance and Responsibilities

The Education Lead and Directors are responsible for implementing this guidance and managing visitors to the Education provision. The day-to-day arrangements need to be understood by all staff. All staff have a responsibility to ensure that visitors to the Education provision are properly welcomed and managed safely within the Education provision. All staff should be made aware of this guidance and that it applies to all visitors equally, including VIPs.

3. Entrances

The main entrance doors to our settings all have locks with either a four-digit code or key fob. These doors will be kept locked during the school day unless the door is under observation by a member of staff. Staff will not disclose the code to anyone without the express permission of the Head of Education.

4. Types of visitors:

There are a number of different types of legitimate visitors to an education provision.

- Visitors who attend the Education provision in connection with children and who have a professional role i.e. social workers, educational psychologist, SEND officers, targeted support workers or health related professionals.
- Visitors attending to work with children in roles such as peripatetic tutors, sports coaches

- Visitors who attend the Education provision in connection with the building, grounds or equipment i.e. builders, contractors, maintenance staff or IT workers

- VIPs – Very Important People

- Other legitimate visitors i.e. parents, parent helpers,

Visits should be planned to ensure they run smoothly taking into account the need to safeguard both children, the reputation of the education provision and the visitor.

Where appropriate, risk assessments should be undertaken. The Education Lead or senior leadership team should be aware of visits in advance.

5. Procedures for ALL visitors

- Wherever possible, visits to education provisions should be pre-arranged

- All visitors must report to reception door first and not enter the Education provision via any other entrance

- At the front door, all visitors should explain the purpose of their visit and who has invited them. They should be ready to produce formal identification, including photo identification where appropriate.

- All visitors will be asked to sign the visitors' record book and must do so accurately.

- If the visitor is part of a large group of visitors a separate register may be utilised

- A visitor's badge/lanyard should be worn and displayed prominently.

- Visitors should wait in the reception area until they are met by an appropriate member of staff to be escorted to their destination.

- All visitors should be accompanied by a member of staff. Visitors should not be alone with pupils/children unless this is a legitimate part of their role for example a social worker seeing a child and the education provision has assured itself that the visitor has had the appropriate DBS check (or the visitor's employers have confirmed that their staff have appropriate checks).

- If visitors find they are alone with pupils/children they should report to a member of staff or reception. This should be explained to visitors.

- On departing the education provision, visitors should leave via the front door, sign out of the building, return their visitor badge and be seen to leave the premises. Education

provision reception staff or greeter should check the 'in – out' records regularly to monitor compliance with these procedures.

6. Special categories of visitor

6.1 VIPs

A VIP is usually an external visitor of importance or influence who commands special treatment.

- Royalty and Royal Representatives
- Government (Members of Parliament, including government ministers and politicians)
- Diplomats and Senior Public Servants
- Chairpersons/ Chief Executives Officers of major companies and organisations • Senior Officers from Charitable Trusts
- Religious leaders
- Civic and local community leaders
- Notable academics, Olympians, Authors, high profile prize winners and those with celebrity status in particular fields such as sport, music, the arts, media including celebrities and who are likely to inspire others.

6.2 Important considerations for VIP visits

An invitation to a VIP should be made in advance with sufficient time to enable appropriate planning for a safe and successful visit recognising how the visit will be hosted and importantly who will be escorting and supervising the visitor at all times.

In general terms VIPs should be treated in a very similar way to any other visitor but a degree of common sense should prevail e.g. it is unlikely that the Queen or another senior member of the Royal Family would be expected to show or wear ID. Members of their entourage though should be expected to follow normal procedures.

All VIPs and any entourage should be accompanied at all times by a member of staff.

6.3 Nottinghamshire and Derbyshire County Council staff

Nottinghamshire and Derbyshire County Council staff who visit education provisions and who have unsupervised contact with children will have had an appropriate DBS check conducted by their employing service. If the nature of their work requires it, the service will also have applied the requirements of the Childcare Disqualification regulations¹

In these circumstances the statutory guidance² says:

‘Education provisions and colleges must obtain written notification from any agency, or third-party organisation they use that the organisation has carried out the checks (in respect of the enhanced DBS certificate that written notification has been received that confirms the certificate has been obtained by either the employment business or another such business), on an individual who will be working at the Education provision or college that the Education provision or college would otherwise perform. Where the position requires a barred list check this must be obtained, by the agency or third-party prior to appointing that individual. The Education provision must also check that the person presenting themselves for work is the same person on whom the checks have been made.’

This guidance can be regarded by Education provisions as the ‘written notification’ required by the guidance.

Education provisions will, of course, need to see identification from visitors to confirm that they do indeed work for NCC. All Nottinghamshire and Derbyshire County Council staff visiting Education provisions carry photo identification.

6.4 Staff from other agencies

The same requirement as in 6.2 applies. If education provisions have ‘written notification’ from an agency that their staff have a DBS ‘Enhanced with barred list information’ check, then it is not necessary for the visitor to produce individual evidence of their DBS check before being granted unsupervised contact with children.

1 Disqualification under the Childcare Act 2006. Statutory guidance for local authorities, maintained schools, academies and free schools. DfE February 2015 2 Keeping Children Safe in Education. DfE July 2025

6.5 Contractors

The statutory guidance³ says:

Education provisions and colleges should ensure that any contractor, or any employee of the contractor, who is to work at the Education provision or college has been subject to the appropriate level of DBS check. Contractors engaging in regulated activity will require an enhanced DBS certificate (including barred list information). For all other contractors who are not engaging in regulated activity, but whose work provides them with an opportunity for regular contact with children, an enhanced DBS check (not including barred list information) will be required. In considering whether the contact is regular, it is irrelevant whether the contractor works on a single site or across a number of sites.

Under no circumstances should a contractor in respect of whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity. Education provisions and colleges are responsible for determining the appropriate level of supervision depending on the circumstances.

If a contractor working at an education provision or college is self-employed, the education provision or college should consider obtaining the DBS check, as self-employed people are not able to make an application directly to the DBS on their own account.

Education provisions and colleges should always check the identity of contractors and their staff on arrival at the education provision or college.

For building or maintenance contractors' education provisions should establish a formal agreement regarding access to specific areas of the building. For many building projects physical separation – fencing off of the work areas, will provide additional safeguards. Any DBS checks required should be completed before the contractor begins work in Education provision.

³ Keeping Children Safe in Education DfE July 2025

6.6 Trainee teachers

The statutory guidance says:

Where applicants for initial teacher training are salaried by the education provision or college, the education provision or college must ensure that all necessary checks are carried out. As trainee teachers are likely to be engaging in regulated activity, an enhanced DBS certificate (including barred list information) must be obtained. Where trainee teachers are fee-funded it is the responsibility of the initial teacher training provider to carry out the necessary checks, Education provisions should obtain written confirmation from the training provider that these checks have been carried out and that the trainee has been judged by the provider to be suitable to work with children. There is no requirement for the education provision to record details of fee-funded trainees on the single central record.

As with other visitors who have been checked by an external organisation, the education provision should have 'written notification' that appropriate checks have been made.

If tutors of trainee teachers do not have unsupervised contact with children, they will not require a DBS check. If they do have such contact, then it will be the responsibility of their institution to undertake the check and inform the Education provision that appropriate checks have been made.

6.7 Governors

Governors should follow the same procedures as other visitors when coming into education provision. If they are to have unsupervised contact with children, they will require the appropriate DBS checks.

6.8 Parents and relatives

Keeping Children Safe in Education (2025) says that Education provisions do not have the power to request DBS checks and barred list checks, or ask to see DBS certificates, for visitors such as children's relatives or other visitors attending, for example, a sports day. In these circumstances Education Leads should use their professional judgment about the need to escort or supervise visitors.

6.9 Ofsted

Ofsted have provided NCC and DCC with written confirmation that all Ofsted staff who would visit an education provision have been through a DBS 'Enhanced with barred list information' check. They have also confirmed that all approved additional inspectors have also been

through a DBS 'Enhanced with barred list information' check. Ofsted provide a list of all approved additional inspectors at: <https://www.gov.uk/search?q=additional+inspectors>

Education provisions can regard this note as constituting 'written notification' that Ofsted staff have been subject to relevant checks, as NCC and DCC holds the 'written notification' from Ofsted.

7. Raising awareness of visitor safety with children

Pupils should be reminded on a regular basis and especially prior to any VIP or celebrity visits that they should remain with a staff member and not wander off/ leave an area which is not supervised by a member of staff. They should also be reminded of any other relevant actions identified by a risk assessment relating to the visit.

8. Concerns related to a visitor

Pupils, staff and parents should be made aware of who they should report concerns to or go to for help and advice if they have concerns about a visitor. This would be any teacher in the first instance, who should then report the concerns to the designated person for safeguarding.

Any issues regarding the suitability of visitors to the education provision should be noted by the designated person for safeguarding and promptly brought to the attention of the Head of Provision. If the behaviour of a visitor causes safeguarding concerns the designated person for safeguarding should contact the Nottinghamshire Safeguarding Children in Education Officer (SCIEO) or the Derbyshire Safeguarding Children Partnership (DDSCP) for advice.

9. Unknown, uninvited or malicious visitors to the education provision

Any visitor to the education provision site who is not wearing an identity badge should be challenged politely by staff and escorted to reception to sign the visitor's book and be issued with an identity badge.

Failure to comply should result in them being asked to leave the site and the Education Lead or other senior person informed. In extreme circumstances or if the person refuses to leave, the police could be called.

Education provisions' Emergency Plans should include arrangements for responding to 'intruders' and 'lockdown arrangements' in the event of a 'malicious visitor.'

10. Monitoring and Evaluation

Like all safeguarding policies Education provisions should monitor and evaluate its implementation and effectiveness on a regular basis.

11. Linked policies

This guidance should be read in conjunction with other related Education provision policies:

- Safeguarding
- HR Safer Recruitment Guidance
- Education provision Employee Code of Conduct.
- Health and Safety Policy
- Whistle Blowing Policy

12. Review of guidance

The guidance will be reviewed to reflect any revisions to national or local guidance or as a result of any lessons learned locally.

APPENDIX 1 – General responsibilities

Visitor responsibilities

Visitors to the school are required to comply with the following:

- Report to the main door on arrival, show some form of photo ID (if required) and sign in.
- Wear a school visitor pass and lanyard throughout their visit. A yellow lanyard will be issued to visitors that have been DBS checked and verified. A red lanyard will be issued to visitors that have not been DBS checked and should be accompanied for the duration of their visit.
- Read the visitors' information issued by the member of staff greeting you
- Ensuring they are familiar with the evacuation procedure and school assembly points.
- Ensure they are accompanied by a member of staff throughout their visit (where appropriate and always in the case where an Enhanced DBS check is not held).
- Use designated staff toilets only.
- Return the visitor pass to, and sign out at, on completion of their visit.

Staff responsibilities

Staff have responsibility for their visitors and for ensuring the protocols outlined

above are followed. In addition:

- Visitors whose purpose is to work with pupils in some capacity must have the appropriate safeguarding checks if left unsupervised with the pupils. If delivering a lesson, assembly, etc., the content and tone must be agreed by the member of staff and in line with the setting's ethos and Visiting Speaker policy.
- Visitors who are parents/carers of prospective pupils are to provide the name and age of the prospective pupils, and the aim of their visit, when signing in at the main door. Receiving staff will then make the appropriate arrangements with the Admissions Manager, Head or others, as appropriate.
- Visitors whose purpose is to conduct maintenance, repairs, etc. to the site must follow the visitor responsibility protocols listed above. They will be issued with a visitor's lanyard.
- Visitors not wearing a visitor lanyard/badge should be challenged and be accompanied to the manager, where appropriate.

Pupil responsibilities

Pupils should not challenge any visitors not wearing a lanyard and badge but to report it to a member of staff as soon as possible.

APPENDIX 2 – Staff responsibilities

Visitors whose purpose is to meet with staff

If you have arranged for a visitor to meet with a member of staff, please ensure that:

- Managers are informed in advance, so they can put it in the diary.
- You have communicated with your visitor prior to the visit, drawing attention to the following:
 - They should report to the main door and sign in, showing proof of identity.
 - They should then wait at the door, to be collected.
 - Any visitor to the setting is at all times accompanied by you or another member of staff to whom that responsibility is designated.
 - At no point should a visitor be on their own with children.
 - Visitors only use toilets designated for adult use.
 - At the end of the visit, you accompany visitors to the main door where they must sign out before leaving.
 - If there is a fire or other evacuation, you accompany visitors to the dedicated assembly point.

Visitors whose purpose is to work with pupils in some capacity

Please be mindful of the following guidance, which attends to safeguarding issues:

- Staff should ensure all the bullet point protocols above are complied with, as they apply equally to all visitors.
- Any visitor who is non-DBS checked must not be alone with any pupils at any point. This includes whole class or small group teaching or one to one interviews of pupils or escorting by pupils around the building.
- A suitably vetted visiting professional e.g., an educational psychologist may be authorised by the setting to work with an individual or group of pupils unaccompanied by another member of staff. This must be agreed with the setting well in advance to ensure that any necessary checks can be undertaken and confirmed before the visit
- Regular visitors to the school must have a DBS check. Advice and guidance on the vetting process can be sought from the Head, or DSL.
- Any visitor delivering a lesson or assembly must agree the content and tone of that with you prior to the visit taking place. The content and tone must be in line with the setting's ethos and aims, be fully compliant with all Equal Opportunities legislation and consider the age and ability of the pupils.

Visitors who are parents/carers of prospective pupils

The following procedure is to be followed for parents/carers of prospective pupils, even if the visit is unplanned:

- Receiving staff member to take the names of the visitors, including the prospective pupil's name and age, and the aim of their visit.
- The relevant member of staff to be informed of visitors and they accompany parents/carers throughout their visit.

Visitors whose purpose is to conduct maintenance, repairs, etc., to the school Site

Estates staff must ensure the requisite briefing is given to contractors. Estates staff must also ensure that all the protocols above are complied with, as they apply equally to all visitors. Contractors wear Phoenix visitors' lanyard.

Visitors not wearing a visitors' lanyard

Any adult not wearing a staff or visitors' lanyard should be challenged by a staff member if appropriate. Staff not challenging unidentified visitors or raising alarm/reporting the matter will be neglecting their duty to ensure the settings security and pupil safety and such behaviour may result in disciplinary action being taken.