THE HUB EDUCATIONAL SERVICES CIC

Visitors to the Provision Policy

Policy Written: April 2025

Last Review: April 2026

Next Review: April 2027

Policy Statement

The Hub Educational Services CIC welcomes visitors and recognises the value that external professionals, parents, carers, contractors, and community partners bring to our provision. At the same time, we are committed to safeguarding and promoting the welfare of all pupils. This policy sets out clear expectations for the management, supervision, and conduct of visitors to ensure that our environment remains safe, secure, and compliant with statutory guidance.

This policy applies to all visitors, including contractors, professionals, parents and carers, volunteers, external agencies, delivery personnel, and any other individuals who enter our premises. It ensures that all visitors understand their responsibilities and that staff follow consistent procedures to maintain safety and security.

Legal and Statutory Framework

This policy is underpinned by statutory safeguarding duties and legal requirements. It aligns with *Keeping Children Safe in Education (KCSIE 2024–2026)*, which sets out the responsibilities of educational settings in safeguarding pupils and managing visitors safely. It also reflects *Working Together to Safeguard Children (2023)*, which emphasises multi-agency cooperation and robust safeguarding systems.

The Hub complies with the *Health and Safety at Work Act 1974*, ensuring a duty of care to all site users, including visitors. We also adhere to the *Prevent Duty* under

Section 26 of the Counter-Terrorism and Security Act 2015, which requires us to assess and mitigate risks associated with visiting speakers or external events.

Visitor information is handled in accordance with the *Data Protection Act 2018* and *UK GDPR*, ensuring secure storage, appropriate retention, and lawful processing of personal data. Ofsted's Alternative Provision Inspection Framework (2023) places safeguarding at the centre of effective leadership, and this policy supports compliance with those expectations.

Definitions

A visitor is any individual who is not a member of The Hub's staff team but enters the premises for any purpose. This includes invited guests, external agencies, contractors, parents and carers, volunteers, supply staff, delivery personnel, and professionals such as social workers or therapists.

Visitors may be occasional or regular. Those requiring frequent access may be subject to additional vetting, safeguarding checks, or induction processes.

Aims of the Policy

The purpose of this policy is to ensure the safety and security of pupils, staff, and visitors at all times. It establishes clear procedures for managing visitors, ensuring compliance with safeguarding regulations and statutory guidance. The Hub aims to maintain a welcoming atmosphere while ensuring that security and vigilance remain paramount.

Roles and Responsibilities

Directors and Management

Directors hold overall responsibility for implementing and reviewing this policy. They ensure that staff understand visitor procedures and receive appropriate training.

Designated Safeguarding Lead (DSL)

The DSL ensures that the Single Central Record (SCR) is accurate and up to date. They oversee vetting processes for visitors where required and provide guidance on safeguarding expectations.

Office and Reception Staff

Reception staff operate the check-in system, verify visitor identity, confirm the purpose of the visit, issue visitor badges, and provide safeguarding information. They ensure that all visitors sign in and out appropriately.

All Staff

All staff are responsible for challenging unidentified visitors, escorting visitors when required, and reporting any concerns about visitor behaviour to the DSL immediately.

Visitors

Visitors must comply with all safeguarding and conduct expectations, sign in and out, wear identification at all times, and follow staff instructions.

Procedures for Managing Visitors

Booking and Advance Notice

Where possible, visits should be arranged in advance. Visitors may be asked to provide identification, details of their organisation, the purpose of their visit, and any relevant safeguarding information. Staff must ensure that visits are appropriate, safe, and authorised.

Arrival at the Provision

All visitors must enter through the main reception. They will be asked to produce photo identification and sign in using the visitor management system or manual log. Visitors receive a badge and safeguarding leaflet outlining expectations and emergency procedures.

During the Visit

Visitors must follow all safeguarding requirements, including remaining in authorised areas and complying with supervision arrangements. Some visitors may require escorting throughout their visit. Visitors must follow emergency procedures, including fire evacuation and lockdown instructions. The use of mobile phones, photography, or access to IT systems is restricted unless explicitly authorised.

End of Visit

Visitors must sign out, return their badge, and leave the premises promptly. Staff may escort visitors off site where necessary.

Safeguarding and Vetting

DBS Requirements

Visitors who have unsupervised access to pupils or who work regularly on site may require a DBS check. The DSL determines whether checks are necessary in accordance with KCSIE. Where checks are required, they are recorded on the SCR.

External Agencies and Speakers

External speakers or agencies must undergo a vetting process to ensure that content is appropriate and safe. Risk assessments are completed in line with Prevent Duty guidance. Staff must be present during all presentations or sessions involving external speakers.

Contractors

Contractors working during provision hours must comply with safeguarding expectations. They may be required to sign a safeguarding agreement and must be supervised if they have access to areas used by pupils.

Volunteer Visitors

Regular volunteers must complete an application process, receive safeguarding training, and follow the provision's code of conduct. Volunteers are supervised and their roles reviewed regularly.

Parent and Carer Visitors

Parents and carers may visit for meetings, events, or drop-off and pick-up. Their access to the site is limited to designated areas. Staff manage unexpected or challenging visits sensitively and in accordance with safeguarding procedures.

Deliveries and Unauthorised Visitors

Delivery personnel are managed through reception and do not require full visitor access. Unauthorised visitors must be challenged immediately. If a visitor refuses to follow procedures or poses a risk, staff must alert the DSL or Directors without delay.

Visitor Conduct and Expectations

Visitors must behave respectfully and appropriately at all times. Conduct that compromises safety, disrupts learning, or breaches safeguarding expectations may result in refusal or termination of the visit. Visitors must use facilities responsibly and interact with staff and pupils professionally.

Recording and Monitoring Visitors

Visitor information is recorded using management software or manual logs. Records are retained in accordance with data protection legislation. The Hub maintains an audit trail for Ofsted and safeguarding inspections.

Confidentiality and Data Protection

Visitors may have access to confidential information during their visit. They must adhere to The Hub's Data Protection Policy and ensure that personal data is handled securely. Visitor records and identification documents are stored and processed lawfully.

Staff Training and Communication

Staff receive annual training on visitor procedures. Visitor management is included in induction for new staff. Directors oversee policy implementation and ensure that procedures remain effective.

Monitoring and Review

The Senior Leadership Team reviews this policy annually or sooner if statutory guidance changes. Incident reports, audit data, and feedback from staff and visitors inform continuous improvement.