Visitor Management Policy

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AUDIENCE:	ALL STAKEHOLDERS
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OWNED & REVIEWED BY:	HEAD OF ESTATES & FACILITIES MANAGEMENT
APPROVED BY:	AUDIT AND RISK COMMITTEE / CHAIR OF BAT BOARD OF TRUSTEES
LAST APPROVAL DATE:	25.2.2026

Brunel Academies Trust (BAT) is a company limited by guarantee with registration number 10074054 and registered offices at Unit B4C Orbital Retail Park, Thamesdown Drive, Swindon, SN25 4AN; BAT is the parent company and Sole Corporate Member of the subsidiary company, Brunel Education (BE) is a charitable company limited by guarantee with registration number 11991915, registered with the Charities Commission of England Wales (Charity Number 1214820) and with registered offices at Unit B4C Orbital Retail Park, Thamesdown Drive, Swindon, SN25 4AN.

Tier 1 policies are centrally held policies relating to Education, Governance, People Services, Finance, ICT and Operations and are the direct responsibility of BAT. Tier 1 policies are created by the BAT Central Services Team but adopted and reviewed by the BAT Board.

We are committed to a sustainable future and to improving the social, economic, and environmental well-being of the community. We are dedicated to environmental improvements that foster a sustainable future and lead to social and economical improvements in the communities we operate within.

Amendments to policy		
Date	**Section**	**Amendment**
13.08.2025		Additional guidance around Visitor ID checks
25.02.2026	4	Amended to reflect visitor responsibilities
25.02.2026	7	Amended to highlight Appendix 1

BRUNEL
ACADEMIES TRUST

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Directory of Terms

The following table highlights specific terminology in this report as used in Keeping Children Safe in Education 2025 (KCSIE25), its meaning and purpose.

Terms	Meaning
Keeping children safe in Education 2025 (KCSIE25)	KCSIE 2025 is statutory guidance from the Department of Education (DfE). Specifically, it details the legal requirements (the 'must' actions) and the best practices (the 'should' actions) for safeguarding in provisions and colleges in England.
Single Central Record (SCR)	The single central record (SCR) is the central record of the safeguarding checks that have been carried out on all staff and other relevant people. It is used to determine who is appropriate to have access to provisions.
Disclosure and Barring Service (DBS) certificate and Barred lists	The Disclosure and Barring Service carried out checks on behalf of provisions and the Trust and provides enhanced DBS certificates to those who are working with Children & Young People in provisions Barred lists identify anyone who should not be given access to provisions and Children & Young People because they are barred from doing so.

1. Policy statement

Brunel Academies Trust (BAT) is committed to safeguarding and promoting the welfare of Children and Young People and require all staff, volunteers, and visitors to share this commitment.

All provisions within BAT are committed to implementing robust and consistent safeguarding practices, ensuring that individuals who are not suitable to have access to provisions and our Children & Young People are denied any opportunity to do so. Governors and Trustees share a commitment to safeguarding and promoting the welfare of Children & Young People and recognise that every individual is responsible for maintaining this commitment.

Each Provisions safeguarding practices are reviewed by the Trust alongside the Designated Safeguarding Lead (DSL) every term, and any actions required are reported to the relevant governing body and the Trust. All staff involved in the management of visitors are fully trained and resourced to fulfil their responsibilities.

The Trust and provisions will not tolerate any verbal abuse, aggression or other form of inappropriate behaviour towards its staff. Any visitor who obstructs the Provision in seeking to fulfil its safeguarding responsibilities or who fails to comply with this Policy will be asked to immediately leave the site and may not be permitted to return.

2. Purpose and scope

This policy explains the protocols that must be implemented in respect of all visitors, including external agencies, contractors, trainee teachers and volunteers attending. All visitors attending the Provision are required to comply with this policy and to co-operate with the colleagues responsible for its implementation.

The protocols are being implemented by the Trust in accordance with the statutory guidance Keeping Children Safe in Education 2025 (KCSIE 2025) copies of this policy will be provided to all visitors prior to them gaining access to site; the policy is also available on the Trusts website, on the provisions website, and in the main reception of each provision.

3. Links to other policies

Other policies with links to this policy and addendum include the Trust's / provisions:

- Induction Policy
- Data Protection Policy
- Equal Opportunities Policy
- Whistleblowing Policy
- Safeguarding and Child Protection Policy and Procedures
- Contractor code of Practice

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

4. Visitor Conduct and Communication Expectations

BAT expects all visitors, including parents and carers, to behave in a respectful and appropriate manner when engaging with employees, students and other members of the school community. This expectation applies to:

- In-person visits to Trust provisions
- Telephone conversations
- Written correspondence
- Digital communication platforms used by the Trust or its provisions (including email, messaging systems, or parent communication applications)

Visitors, parents and carers must not engage in behaviour that could reasonably be considered:

- Threatening, intimidating or aggressive
- Verbally abusive or offensive
- Harassing, discriminatory or defamatory
- Persistent or excessive communication that places unreasonable pressure on staff
- Conduct that undermines the provision's ability to safely carry out its safeguarding responsibilities

The Trust and its provisions will not tolerate behaviour of this nature towards colleagues or members of the school community.

Where such behaviour occurs, the provision may take appropriate action including:

- Ending a meeting, phone call or digital communication
- Requiring communication to take place through a nominated member of staff or in writing only
- Requesting that the individual leaves the site immediately
- Restricting future access to site or communication channels
- Escalating the matter in line with Trust policies and, where necessary, referring the matter to the relevant authorities

These measures are intended to ensure that the Trust can continue to provide a safe, respectful and professional environment for all staff, students and visitors.

5. Colleague responsibilities

All colleagues are responsible for ensuring that this policy is implemented at all times, by working in partnership, staff in provisions will work alongside staff within Central Services who have specific key responsibilities to support the provision staff, such as People Services, Finance and Operations.

All colleagues must ensure that:

- If a person is present within a provision setting or grounds and who is not a student and who is not wearing a BAT or Green lanyard or is wearing a red lanyard and is unaccompanied, they must intervene and escort them to the main reception area.
- Within term time when inviting visitors onto the site, prior authorisation from the Head of Provision (HoP) will need to be granted. If in doubt colleagues should ask the Senior Leadership Team (SLT) whether an individual is authorised or is in an authorised category.
- They work with the Provisions Senior Leaders Team (SLT) to ensure that the required checks are carried out in a timely manner prior to the visitor arriving on site.
- If they are expecting a visitor, they will need to ensure they have notified colleagues working on reception in advance of the full 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 to escort them.

Failure to comply with this policy and addendum may be managed in accordance with the Trust's Disciplinary Policy.

6. Protocol for ALL visitors on arrival

On arrival at the provision, all visitors must immediately report to the main reception. They:

- Must confirm their full name, the organisation they are from, the purpose of their visit and who they are expecting to meet.
- Must be able to show a valid ID, preferably organisationally issued and photographic where available.
- Must sign in using the electronic signing in system, and in doing so provide written confirmation of their name, the organisation they belong to, who they are expecting to meet, the time of their arrival and where applicable their vehicle registration if parked within the provision grounds. The visitor's photograph will be taken using the sign in system and kept on record.
- Will be made aware of the safeguarding procedures and relevant Health and Safety information, and by signing in confirm their acceptance and understanding of the requirements detailed.
- Will be issued with a colour appropriate lanyard with their personalised visitor badge completed with photograph taken, which they will be required to wear at all times and where deemed appropriate present to staff members if asked.
- Must be escorted from reception by their designated host, unless they are an approved unescorted visitor, reception staff will have been notified in advance of their arrival and they have previously attended the site and a green lanyard will be issued for unescorted access.
- Will receive a site information if granted unescorted access by approved site staff prior to access being granted.
- Are made aware of any local procedures in operation such as for example those relating to personal equipment usage on site etc, including use of mobile phones.

7. Visitor categories

Provisions must manage visitors by placing them into one of two categories as highlighted within Appendix 1:

i) Those who are not listed on the Provision's Single Central Record (SCR) **ii)** Those who are on the SCR

The SLT is responsible for ensuring that the provision has an accurate and up to date SCR. In accordance with KCSIE 2025, it is a requirement that relevant visitors from external agencies, including teacher supply agencies, are recorded on the SCR. The Provision also records trainee teachers, volunteers and subject to frequency of visit and nature of work, contractors.

Visitors who will not be engaging in regulated activity on site, for example parents, carers, people attending interviews, meetings or carrying out work under supervision, are not required to be listed on the SCR, however the provision will list contractors who, whilst not working in regulated activity, will have access to learners around the site.

The provision 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 SCR. This may include checks being undertaken directly by the provision or at Trust level, or receipt by the site of confirmation that an external organisation has carried out the checks. The checks that will be carried out on the visitor's arrival at site are in addition to these checks and must also be completed.

For visitors who are attending in a professional capacity provisions should check ID and be assured that the visitor has had the appropriate DBS check or the visitor's employers have confirmed that their staff have appropriate checks by way of a Letter of Assurance (LOA) provided in advance of the visitor arriving at site.

8. Protocol for visitors who are not on the Single Central Record (SCR)

Visitors who are not listed on the SCR will be provided with a red lanyard. They:

- Must be supervised at all times by a Trust colleague who has enhanced DBS and barred list clearance. These colleagues can be identified by their staff lanyard and ID badge.
- Must never be allowed to move about the provision or grounds unaccompanied or be left unaccompanied in any part of the provision where they can access learners or potentially sensitive information.
- Must be escorted back to reception to sign out when they leave.

Provisions should not request DBS checks or barred list checks for visitors such as parents or family members attending an event such as a sports day. HoPs and SLT should use their own professional judgement to determine the level of supervision required.

If anyone wearing a red lanyard is not accompanied by a colleague, they must be challenged and escorted back to reception immediately.

9. Protocol for visitors who are listed on the SCR

- Approved visitors will be provided with a green lanyard if the provision is satisfied that all required safeguarding checks have been undertaken and verified on arrival.
- They must provide sight of photographic ID in the form of a driving licence or passport on their first visit to each provision if this function has not already been undertaken by central staff.
- Must, when asked to on any subsequent visits, provide sight of the proof of identity agreed with the provision.

The photographic ID will be viewed by reception staff with designated responsibility or a member of the People Services Team. They will then complete a form to confirm that identity has been verified, and the proof of identity that will be accepted on each subsequent visit; for example, a Local Authority or NHS employee identity card. The only driving licence or passport information that will be recorded on the form will be the visitor's full name.

In addition to this if a visitor is a supply teacher from a supply agency, a volunteer whose DBS check has been carried out by the Trust or is self-employed and they have not already done so by People Services Team they must, on their first visit to the provision show their original DBS certificate to Reception or SLT or their designated host, so that the information therein can be recorded in accordance with the Trust's Policy on the secure handling of information provided by the Disclosure and Barring Service. A copy of this policy will be made available to these visitors when sight of their DBS certificate is requested.

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

10. Protocol for all visitors on leaving provisions

- On leaving the site all visitors must leave via reception, to ensure they sign out and return their identification badge, lanyard, and door pass where provided.
- Any lost lanyards or badges must be reported immediately to reception staff, or the visitors point of contact within the provision.
- If a contractor leaves the site with their lanyard, door pass or any keys still with them, they must notify their host immediately and make arrangements to return to all items directly to the provision within 24hrs.
- If keys or door passes are lost by a contractor, they may be subject to costs associated with changing locks if the security of the site and its Children & Young People are compromised by the loss. Where this is required, there will be discussions with the contractor to avoid future issues of a similar nature arising.

11. Protocol for Central Services staff accessing provisions

- Any Central Services staff that are required to access provisions as part of their role will have their details entered into the provision's SCR as part of the Central Services LOA.
- Information will be shared securely from Central Services to each provision to be entered into their SCR ahead of and staff's first visit to site.
- All Central Services staff will have a Trust staff ID badge which must be visible at all times allowing them access to the provisions.
- SCR should be regularly reviewed and updated by provision SLT and office managers to remove any staff who are leavers or who no longer require access to provisions.

12. Lanyard Colours for Staff, visitors, and contractors

Red Lanyards: Issued to visitors who are not on the SCR and require supervision
Visitors issued with red lanyards should <u>not</u> be left unaccompanied provisions at any time

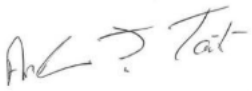
Green lanyards: issued to visitors who are on the SCR and whose identity has been verified, they are allowed unsupervised access to site as long as the provision are satisfied with checks, approved contractors will also have a green lanyard and contractor badge

Black BAT Lanyards: Issued to BAT employees, including central Services staff visiting provisions, all staff visiting provisions should be on the provisions SCR

This policy has been approved by the Audit and Risk Committee and adopted by the BAT Board of Trustees. This policy will be reviewed every year or earlier if change to legislation.

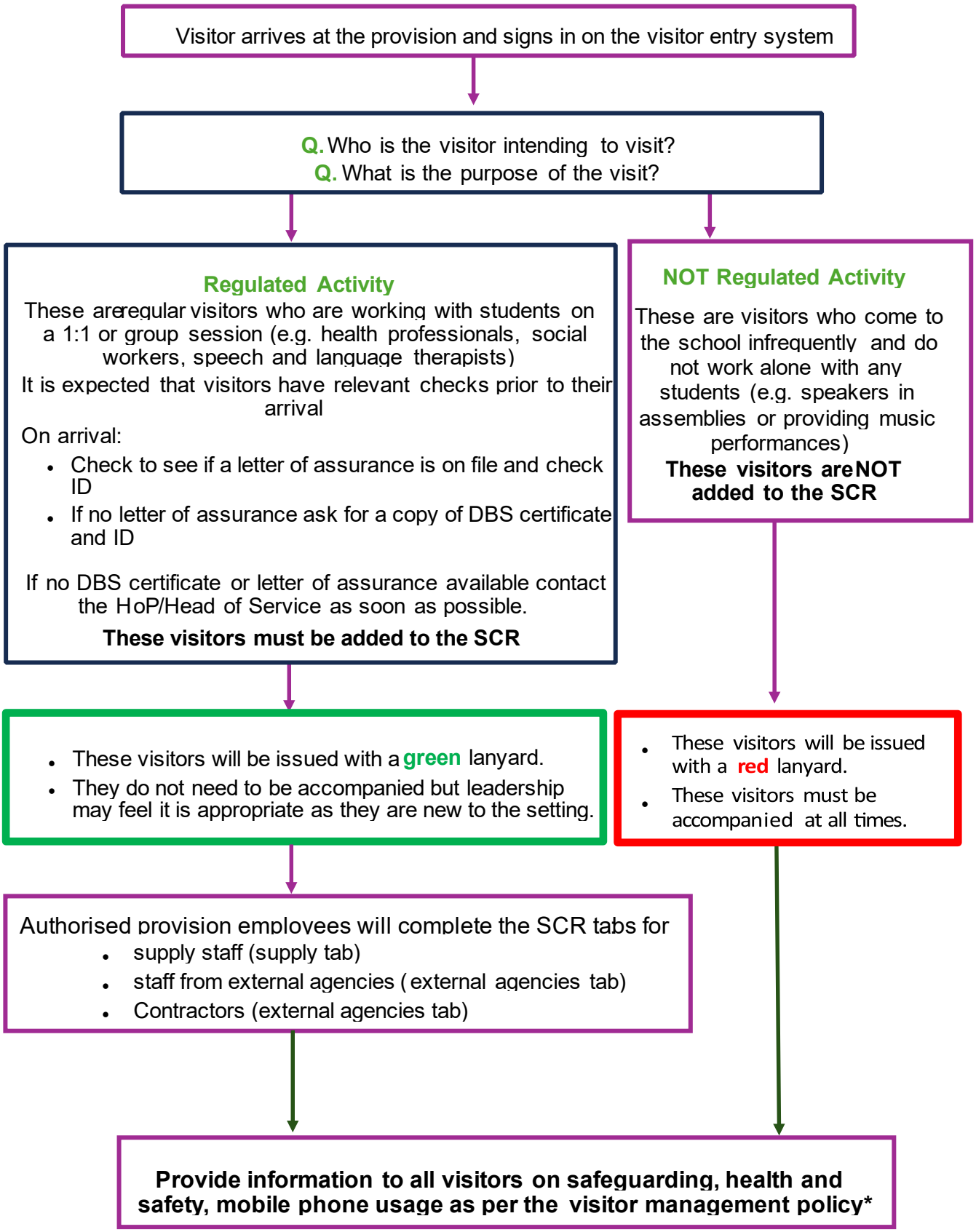
Signed on behalf of the BAT Board of Trustees:

Signed: CEO

Signed:  Chair of BAT Board of Trustees

Date: 25.02.2026

Appendix 1 Visitor Flowchart and Single Central Record



*For further details see the BAT Visitor Management Policy and Contractor Code of Practice Policy