VISITOR POLICY

Controlled access, appropriate supervision and clear safeguarding routes

EFFECTIVE: SEPTEMBER 2026 | REVIEW: SEPTEMBER 2027 | IMPACT AP

1 | SCOPE AND RESPONSIBILITY

Applies to parents, professionals, contractors, volunteers, prospective learners and other visitors at Impact premises or activities. Kate Willis leads access arrangements; a named host is responsible for each visit. A welcoming approach must remain consistent with safeguarding, privacy and site safety. Regularity or personal familiarity does not remove the need for an appropriate check and sign-in.

2 | PLANNING A VISIT

Arrange appointments where practicable and establish purpose, host, expected duration, learner contact and access needs. Check visiting professionals' identity and organisation through reliable information. Decide supervision and any required suitability assurance before the visit. Do not assume a visitor carrying a DBS certificate can work unsupervised without role, identity and deployment checks.

3 | ARRIVAL AND SIGN-IN

Visitors report to the designated entrance and remain with staff until admitted. Record name, organisation, purpose, host, arrival time and contact details needed for safety. Check identity and issue clear visitor identification where used. Do not leave a sign-in book exposing others' information. Refuse or defer access if identity or purpose cannot be established safely.

4 | SAFEGUARDING BRIEFING

Tell visitors the DSL and Deputy DSL names, how to report concerns immediately, and how to raise an allegation about a leader independently. Explain conduct, boundaries, photography, devices and access restrictions. Visitors must not investigate disclosures, promise secrecy or seek personal contact with learners. Provide accessible briefing information appropriate to the visit rather than relying on a signature alone.

5 | SUPERVISION AND LEARNER CONTACT

Keep unchecked or unsuitable visitors appropriately supervised and away from unsupervised learner contact. The host remains responsible for monitoring access to rooms, records and learners. Clarify arrangements for visiting therapists or instructors before delivery. External professional status does not replace Impact's responsibility to know who is on site and what they are doing.

6 | CONTRACTORS AND HAZARDOUS WORK

Agree work areas, timing, isolation, tools, substances and emergency controls before work starts. Separate work safely from learners and prevent access to tools or unsecured areas. Check required competence and permits through Health and Safety arrangements. Contractors must not move freely through learner spaces merely because a repair is urgent.

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7 | PARENTS AND CONFIDENTIAL MEETINGS

Arrange private spaces for discussions and protect other learners' information. Confirm collection authority and any restrictions through learner records; a visitor must not collect a child without the agreed checks. Manage disagreements calmly with support from a lead. Threatening behaviour requires immediate safety action and appropriate police assistance where needed.

8 | FIRE AND EMERGENCIES

Explain alarms, exits, assembly arrangements and relevant accessible evacuation support. Include visitors in the emergency roll call using current sign-in information. Do not lock people into a space or obstruct evacuation while controlling access. The host checks that visitors are accounted for and shares missing-person information promptly during an emergency.

9 | DEVICES, RECORDS AND SIGN-OUT

Visitors must not photograph, record or access personal information without explicit authorisation and a lawful purpose. Secure confidential documents and screens during visits. Record departure, recover identification or access keys and ensure restricted doors remain secure. Investigate unexplained missing badges, keys or visitor records as a security concern.

10 | CHALLENGE, INCIDENTS AND REVIEW

Staff challenge unrecognised people safely and escort them to the appropriate reception point or seek help. Do not place themselves or learners at risk by physical confrontation. Record refusal, unsafe conduct, safeguarding concerns and access breaches and notify the relevant lead. Review visitor controls after incidents, room changes and feedback and correct weaknesses promptly.

11 | POLICY CONTROL AND REVIEW

Policy owner: Kate Willis, Principal and Proprietor. Effective date: September 2026. Scheduled review: September 2027, or sooner after relevant changes, incidents or feedback. Record actual governance approval and implementation decisions and brief staff on their duties. These policy dates do not assert that approval, staff training or operational checks have already occurred. Use the Complaints or independent reporting route for concerns about implementation.

12 | SOURCES AND RELATED DOCUMENTS

Impact Safeguarding, Safer Recruitment, Staff Code of Conduct, Fire Safety, Photography and Data Protection policies.

DfE Keeping Children Safe in Education 2026; apply relevant visitor safeguards to commissioned AP.

Check current versions and apply according to Impact's legal and commissioning status.