

Visitor Policy

Date:	Reviewed by:	Ratified by:	Frequency of review:	Date for next review:
December 2023	Head Coach	Director	Annually	December 2024

This policy is designed to outline Learning to Listen’s procedures regarding visitors to the premises.

1. Aims

This policy aims to:

- Safeguard and protect the welfare of students and staff members
- Prevent unnecessary disruption to sessions and activities
- Protect our grounds and facilities from vandalism and misuse.
- Engage with the community and outside educational influences in a structured and productive manner.

2. Legal Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Health and safety at Work Act 1974
- DfE (2023) ‘Keeping Children Safe in Education 2023
- Childcare Act 2006
- Education Act 1996
- DfE (2021) Prevent Duty Guidance

3. Authorisation

Individuals who would like to visit the provision, but are not in contact with a member of staff regarding this, should arrange their visit through by contacting the Provision office on 01462



542050 or alternatively contact the Head Coach on 07983 030538 or by emailing jo.osborn@learningtolisten.co.uk

Visitors are required to sign in on arrival, recording the reason for the visit, the time of arrival, the name of the visitor(s), and the name of the organisation they are from where applicable. Visitors are then also required to sign out on departure.

Anyone wishing to visit the provision or arrange a meeting must do so prior to arrival, without a prior appointment it is not always possible to accommodate meetings with members of staff.

The visitor will not be allowed into the provision without the supervision of a member of Learning to Listen's staff at all times.

Parents are encouraged to visit the provision, as part of our community but are also encouraged to make prior appointments as they will be required to follow the visiting procedure.

4. Visiting procedures

All visitors to the provision, including parents, will comply with the following procedure:

- Ring the provision telecom system on the gate to alert the office
- Be met at the provision entrance gate by a member of staff from Learning to Listen
- Provide their details to the provision staff, including – Name, purpose of visit, name of student the visit pertains to / staff member who arranged the visit.
- Sign in using the sign in log (recording the reason for the visit, the time of arrival, the name of the visitor(s), and the name of the organisation they are from where applicable.)
- Display Visitor ID badge provided at all times while on the provision property
- Read the visitor information card
- Sign-out using the sign in log (recording the time of departure)
- Return Visitor ID badge
- Be accompanied back to the gate

5. Safeguarding

Learning to Listen is committed to promoting the safety of all students and may require visitors to undertake a DBS check depending on the purpose of their visit. A visitor will require an enhanced DBS check with children's barred list information if they work in a regulated activity. DBS checks will be undertaken in accordance with the provision's safer recruitment policy. The Head Coach will be responsible for determining whether DBS checks need to be carried out and ensuring that they are undertaken, where required.

Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with students. The provision will manage the risk of potential harm to students and take steps to segregate students from visitors. The provision will adhere to the Safeguarding and Child Protection Policy at all times when managing the risk of potential harm to students from visitors.

6. Contractors

As much as possible, contractors will be arranged to visit the provision outside of operational hours. Where this is not possible, contractors will be supervised by a member of staff at all times whilst on the provision site and follow the visitor's procedure as outlined in this policy.

7. Visiting Speakers

Visiting speakers will be required to follow the visitors procedures as set out in this policy. We will make sure that an agency and any materials used are appropriate and in line with our legal duties around political impartiality.

The provision remains responsible for what is said to students. This includes making sure that any speakers, tools and resources used don't undermine the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs.

We will:

- Only work with external agencies where we have full confidence in the agency, its approach and the resources it uses
- Make sure that any speakers and resources meet the intended outcome of the relevant part of the curriculum
- Review any case study materials and look for feedback from other people the agency has worked with
- Be clear on:
 - What they're going to say
 - Their position on the issues to be discussed
- Ask to see in advance any materials that the agency may use
- Know the named individuals who will be there, and follow our usual safeguarding procedures for these people
- Conduct a basic online search and address anything that may be of concern to us, or to parents and carers

- Check the agency's protocol for taking pictures or using any personal data they might get from a session
- Remind staff that they can say "no" or, in extreme cases, stop a session
- Make sure that a member of staff is in the room during any sessions with external speakers

We **won't**, under any circumstances:

- Work with external agencies that take or promote extreme political positions
- Use materials produced by such agencies, even if the material itself is not extreme

8. Exceptions

Visitors attending scheduled open days or other by-invitation provision activities will be exempt from the visiting procedures. However, staff will remain vigilant and anyone attending provision events will keep to the areas of the provision grounds where the events are taking place.

9. Unidentified Visitors

It is the responsibility of all staff members to politely question any individual who enters the premises unaccompanied and / or without a clearly displayed name badge. Any such visitors will be directed to the office where they can sign-in. If a visitor cannot be identified, the Head coach/ Director will be informed immediately. If a visitor refuses to report to the office, or becomes aggressive or abusive, they will be asked to leave the premises and the police may be called to assist.

10. Visitor conduct

Visitors to the provision will be required to act in accordance with the provision's Code of Conduct and other relevant policies at all times. Learning to Listen reserves the right to escort individuals from the premises who act in an aggressive or threatening manner towards staff members, students, parents or other visitors. Under Section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on the premises; therefore, the police may be contacted to assist in the removal of individuals from the premises, where necessary. In the event of persistent occurrence of unacceptable behaviour on the provision site, the provision has the right to request a banning order from the LA for the individual in question.

11. Monitoring and review

This policy will be monitored and reviewed on an annual basis by the Head Coach. Amendments to the policy will be communicated to the Managing Director.