

Visitors Policy

Document Control

Author:	Hannah Curry, Head of Centre
Version number:	2:00
Approved by:	RBET Trustees
Approved:	12.04.2026
Review cycle:	1 Year
Date of next review:	April 2027
To be published on website (Yes/No):	Yes
Related policies:	DBS Check Policy Supervision of Pupils Policy Safeguarding and Child Protection Policy Health and Safety Policy
Related documents:	Keeping Children Safe in Education (KCSiE) 2025 Section 175 of the Education Act 2002 Working Together to Safeguard Children 2023 Safeguarding Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012) Police Act 1997 (Criminal Records) Regulations 2002 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 Health and Safety at Work etc. Act 1974 Management of Health and Safety at Work Regulations 1999 Counter-Terrorism and Security Act 2015 (Prevent duty) Equality Act 2010 Human Rights Act 1998 Employment Rights Act 2025 (as amended)

Version History

Version	Date	Changes made	Changed by	Approved by
1.00	03.02.2025	Original approved version	Designated Safeguarding Lead (DSL)	Trustees
1.01	14.09.2025	Updated KCSiE reference to September 2025 version	DSL	Trustees
2.00	12.04.2026	Policy review. Updates to sections 3 & 13; added to Visitor Code of Conduct (s.14):	DSL	Trustees

		added whistleblowing protections (Employment Rights Act 2025 as amended); strengthened photography & recording use; updated disclosure procedures.		
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Key Contacts

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1. Introduction

The safety of learners, staff and visitors is a primary concern for Red Balloon of the Air (RBAir). Due to the nature of RBAir's provision, operating hours and range of visitors, it is necessary to have measures in place to prevent unauthorised access to our premises and to control authorised access.

This policy sets out the arrangements for persons coming onto RBAir premises, including an assessment of the educational value, the age appropriateness of what is to be delivered, and whether relevant checks will be required, as required by paragraph 308 of Keeping Children Safe in Education (KCSiE) 2025.

2. General requirements

All persons on site must sign in at Reception and display the appropriate lanyard, as follows:

- **Red:** Staff lanyards. All staff wearing a red lanyard have been DBS checked by RBAir and either work for RBAir or RBET Central Services.
- **Black:** Learner lanyards.
- **Green:** Visitor lanyards. Please note all visitors (regular and occasional) will be given a green lanyard.

Visitor and learner lanyards will be collected by Reception at the end of the visit.

All visitors must enter and exit through the front door of the building.

If the visitor is not known to staff, their identity must be verified on arrival by requesting photographic identification.

Visitors must be always accompanied on site by a member of staff unless they have been DBS checked and their unsupervised access has been risk assessed and approved by the Designated Safeguarding Lead (DSL) or a senior leader, and confirmed as appropriate for the nature of their visit.

Any visitor working unsupervised in the Centre whilst learners are in the building must have an appropriate DBS check confirmed either by RB Air or by their employing organisation.

It is the responsibility of the member of staff organising the visit to ensure that appropriate DBS and safeguarding checks are confirmed in writing by the visitor's employer or relevant

organisation, and that this assurance is reviewed and approved by the Designated Safeguarding Lead (DSL) or a senior leader prior to the visit. DBS certificates will not be viewed directly.

Visitors will be expected to adhere to our Visitor Code of Conduct (see section 14 below).

3. Visitor information and communication

Before visiting, all visitors will receive key information about our safeguarding expectations and practical arrangements. This information will be provided via a visitor information leaflet provided at Reception on arrival.

The information provided will include:

- our safeguarding expectations and who to contact with concerns (DSL contact details);
- fire evacuation procedures and assembly points;
- information about photography and recording, namely that:
 - visitors must not take photographs, videos or audio recordings of learners without prior written permission from the Head of Centre;
 - personal mobile phones must not be used to photograph or film learners under any circumstances;
 - permission from the Head of Centre must be requested at least 48 hours in advance if photographs for legitimate educational purposes are required;
 - any unauthorised photography will result in the visitor being asked to leave the premises immediately.
- the expected behaviour standards set out in the Visitor Code of Conduct section of this policy and that they must be followed at all times.
- practical information including:
 - parking arrangements;
 - location of toilets and disabled access;
 - WiFi access (if applicable);
 - who to contact if they need assistance.

4. Sign-in and identification procedures

All visitors must sign in at Reception using our visitor sign-in system. Our sign-in procedures are as follows:

- Visitors will be asked to provide photographic ID if they are not known to staff.
- Visitors will sign in electronically in our Sign-In App recording their:
 - name;
 - Organisation;
 - time of arrival; and
 - who they are visiting.
- Visitors will be issued with a green lanyard which must be worn and visible at all times.
- Visitors will sign out and return their lanyard when leaving.

Our visitor sign-in system, Sign-In App, complies with UK GDPR requirements by:

- only capturing data necessary for health and safety purposes;
- keeping records secure;
- retaining records for two months (unless there is a report of serious incident or allegation) in line with our data retention policy.

It is the responsibility of Reception staff to advise visitors of what to do in an emergency.

5. Unannounced visitors

If a parent, carer or friend arrives unannounced, the Receptionist on duty is required to request photographic ID and to contact a senior member of staff to obtain permission for the visitor to enter the Centre or for the learner to leave with the visitor.

If no senior member of staff can be contacted, permission will not be granted, the visitor will not be permitted entry, and the learner will not be permitted to leave. RBAir acknowledges that such a refusal may be inconvenient and disappointing but prefers to protect learners by adhering to these procedures rather than putting learners at risk.

6. Unidentified visitors

If any member of staff encounters a person on site who is not wearing a visible lanyard or whose identity is unclear, they should:

1. not approach the visitor alone;
2. immediately alert Reception or a member of the Senior Leadership Team;
3. keep the unidentified person in sight (from a safe distance) until Reception/SLT arrives;
4. not put themselves at risk.

Reception or SLT will:

- approach the unidentified visitor (with at least one other staff member present);
- request identification;
- establish the purpose of their visit;
- ensure they sign in and receive a visitor lanyard; or
- escort them from the premises if they cannot provide satisfactory identification or have no legitimate reason for being on site.

Any incidents involving unidentified visitors will be reported to the Head of Centre and Designated Safeguarding Lead (DSL) and recorded Immediately.

7. Contractors

Most planned work will be organised to take place during holidays or during sessions when learners will be absent from the premises. On the very rare occasions when contractors are required to attend when learners are present, they are supervised appropriately.

Contractors are required to:

- sign in (and sign out on departure) before starting work;
- display their RBAir Visitor badge at all times;
- provide health and safety policies, insurance details, and Risk Assessments to the satisfaction of the Head of Centre before attending site.

Where contractors are engaging in regulated activity relating to children, they will require an enhanced DBS check (including children's Barred List information).

For 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 children's Barred List information) will be required.

Under no circumstances should a contractor for whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity relating to children. The level of supervision required will be determined by the Head of Centre or their delegate based on the circumstances.

RBAir will ensure that appropriate DBS and safeguarding checks are confirmed via written assurance from the contractor's or visitor's employer or relevant organisation. DBS certificates will not be viewed directly.

8. Regular volunteers and people on work experience

'Regular' is defined as a frequency equal to or more than once per month or three times within one month.

Regular visitors will:

- be DBS checked and have references taken up prior to the visits;
- receive safeguarding training from the DSL;
- be briefed on fire evacuation procedures, assembly points, and emergency exits by the member of staff initiating the visit;
- receive information as to the ethos of the school and other relevant information from the member of staff initiating the visit;
- adhere to normal sign-in and sign-out procedures.

Before a regular volunteer begins their role, the member of staff organising the placement must undertake the following:

1. Complete a written Risk Assessment considering:
 - the nature of the work with children, especially if it will constitute regulated activity, including the level of supervision;
 - what the Centre knows about the volunteer, including formal or informal information offered by staff, parents/carers and other volunteers;
 - whether the volunteer has other employment or undertakes voluntary activities where referees can advise on their suitability;
 - whether the role is eligible for a DBS check, and if it is, the level of the check.
2. Obtain an enhanced DBS check (which should include children's Barred List information) for all volunteers who are new to working in regulated activity with children (i.e. where they are unsupervised and teach or look after children regularly or provide personal care on a one-off basis).
3. Provide the volunteer with RBAir's Visitor Information Leaflet.
4. Organise safeguarding training from the DSL covering:

- How to recognise signs of abuse;
 - What to do if you have a concern about a learner;
 - Who the DSL is and how to contact them;
 - The importance of maintaining confidentiality;
 - Expected professional boundaries.
5. Ensure the Risk Assessment is approved by the DSL and filed electronically.
6. Ensure that under no circumstances should a volunteer on whom no checks have been obtained be left unsupervised or allowed to work in regulated activity.

9. Visitors who are invited into the Centre on an occasional basis

Examples may be visitors invited to give a talk, undertake a session observation, etc.

The member of staff organising the visit must inform the Designated Safeguarding Lead (DSL) (or a deputy DSL in their absence) at least 48 hours prior to the visit. At this stage, the DSL will determine whether a Risk Assessment is required and will countersign where appropriate. The member of staff organising the visit is responsible for ensuring any required Risk Assessment is completed, implemented, and relevant staff are informed. The Risk Assessment will be filed electronically.

The suitability of the speaker will be assessed by the person making the invitation with a view to Prevent duty guidance. If not known to the person making the invitation, this may include proportionate checks such as reviewing publicly available information where appropriate and necessary.

Final visitor details must be provided to the DSL at least 24 hours before the visit for inclusion in the electronic sign-in system. This includes the date, name, purpose/topic of visit, and confirmation of any checks and risk assessment completed. Where the person issuing the invitation has any concerns regarding the suitability of the visitor, then the advice of the DSL will be sought before the invitation is formally issued.

In addition to the above, the following rules apply:

- Visitors will not be allowed unsupervised access to learners.
- The person organising the visit is responsible for ensuring safety of the visitor in case of an evacuation, etc.
- The person organising the visit is responsible for ensuring that RBAir's ethos is maintained.

- Normal sign-in and sign-out procedures at Reception will be adhered to.
- Visitors must be provided with our Visitor Information Leaflet on arrival.
- The person organising the visit must brief the visitor on:
 - safeguarding expectations
 - what to do if a learner makes a disclosure to them
 - fire evacuation procedures
 - expected professional conduct.

10. Visiting professionals

Visiting professionals (e.g. medical professionals, social workers, educational psychologists) are required to sign in and sign out of the Centre.

For visitors who are there in a professional capacity, we will:

- check photographic ID on arrival;
- be assured that the visitor has had the appropriate DBS check by obtaining written confirmation from their employer that their staff have appropriate checks;
- not ask to see DBS certificates directly.

Professional visitors will be provided with our Visitor Information Leaflet and briefed on emergency procedures.

11. RBET staff

RBET staff are subject to normal sign-in and sign-out procedures and will wear the authorised red staff lanyards to demonstrate that they are DBS checked.

12. Emergency procedures

All visitors will be informed of our emergency evacuation procedures on arrival. This information will be provided:

- digitally in our Sign-In App;
- via visible signage in Reception and around the Centre.

The member of staff supervising/hosting the visitor is responsible for:

- ensuring the visitor is aware of emergency procedures;
- accounting for the visitor in the event of an evacuation;
- ensuring the visitor reaches the assembly point safely.

Reception staff will:

- take the visitor sign-in record to the assembly point;
- confirm all visitors are accounted for to the Head of Centre and Fire Marshal.

13. Safeguarding information for visitors

All visitors must adhere to our safeguarding expectations. This information is provided in our Visitor Information Leaflet and is summarised below.

If a learner makes a disclosure to you:

- listen carefully, remain calm, and take the disclosure seriously;
- do not promise confidentiality - explain that you will need to share the information with the DSL to keep them safe;
- do not ask leading questions or investigate;
- report immediately (and without delay) to the DSL or Deputy DSL;
- make a factual written record as soon as possible, using the individual's own words where practicable;
- do not discuss the disclosure with anyone except the DSL.

14. Visitor Code of Conduct

All visitors to RBAir must:

- treat all learners and staff with respect and dignity;
- follow all instructions from staff;
- not take photographs or videos of learners without prior written permission from the Head of Centre;
- not use their personal mobile phones to photograph or film learners;
- not share personal contact details with learners;
- not communicate with learners via social media or other online platforms;
- not be alone with a learner unless this has been pre-approved and risk-assessed by the DSL;

- report any concerns about the welfare or safety of a learner immediately to the DSL or Head of Centre;
- If you witness or experience sexual harassment or inappropriate sexual behaviour, you must report it to the Head of Centre or Designated Safeguarding Lead. This includes concerns involving learners or other members of staff. You will not suffer any detriment or dismissal for making such a report in good faith. Such disclosures are protected under RBET's Whistleblowing Policy and whistleblowing legislation.
- maintain appropriate professional boundaries at all times;
- not use inappropriate, offensive or discriminatory language;
- comply with all health and safety requirements.

Unacceptable behaviour

RBAir will not tolerate aggressive, abusive or threatening behaviour from visitors. This includes:

- shouting, swearing or using offensive language;
- threatening or intimidating behaviour towards staff or learners;
- physical violence or threats of violence;
- sending abusive emails or messages;
- posting derogatory comments about the Centre or staff on social media.

If a visitor behaves in an unacceptable manner, we will:

- ask them to leave the premises immediately;
- in serious cases, contact the police;
- consider banning the visitor from the premises.