Lime Trust

Putting Learners First

# Visitors Policy

Lime Trust 2026

**Policy: Visitors Policy**

**Date of Policy: April 2026**

**Date of Renewal: April 2027**

## LIME Trust Vision & Values

***Putting Learners First*** is our Trust vision.

We aim to create a nurturing and supportive learning environment for all, encouraging our learners to achieve academic excellence and reach their full potential. We set high expectations and build capacity-rich schools through facilitating school-to-school collaboration. The high challenge we put forward is met with equally high support from our team of education experts, so we continue to improve our children's lives and futures – especially for disadvantaged pupils.

Our values are based on R.E.S.P.E.C.T. which means we believe that:

**R**espect is built on unconditional positive regard for all learners, all employees, and our wider communities.
**E**quity enables everyone to be treated as individuals. It removes barriers, provides opportunity and celebrates difference.
**S**elf-worth creates a culture where all learners, all employees and our wider community have pride in their contributions and feel confident and valued.
**P**artnership is working together for the common good, ensuring that our learners are at the heart of all that we do.
**E**njoyment is feeling happy, safe and motivated to make a positive contribution.
**C**ommunication provides a voice for all, creating a shared understanding through dialogue.
**T**rust is a partnership which requires us to act with integrity. Be brave, honest and kind.

## Governance

Where a policy refers to the responsibility of the Trust Board for monitoring, scrutiny or quality assurance, these may be delegated to one of the teams below through their governance processes.

- School Improvement Team Governance , who directly report to the Education Curriculum and Standards Committee
- Operations Team Governance, who directly report to the Finance Risk and Audit Committee
- External and internal audits reported to the Trust Board

## Introduction

Visitors are welcome at Lime Trust and its academies, especially as they often make an important contribution to the life and work of our schools in many ways.

It is the Trust's and its academies' responsibility to ensure that the security and wellbeing of our pupils is not compromised at any time and that visitors comply with the guidelines below at all times.

This policy applies to all visitors invited to the Trust and its academies by a member of staff. All staff will be informed of this policy as part of their induction.

## Purpose

a) To have in place a clear procedure for the attendance of external visitors to our schools, which complies with the "Keeping Children Safe in Education" guidance and is understood and followed by all our staff and visitors
b) To safeguard all pupils under our responsibility when at school, at arranged activities under our direction and out of school/after school
c) To ensure that the Trust and its academies always put our pupils first, and enable them to learn and enjoy extra-curricular experiences in an environment where they are safe from harm

## General visitors

When a visitor is invited to the Trust and its academies, they should be informed that they are required to bring formal identification with them for their visit and follow the procedures below:

On arrival:

a) All visitors must report to the main school office; they must not, under any circumstances, enter the school they are visiting via any other entrance
b) At the main school office, all visitors will be asked to complete the 'visitors to school' form (please see Appendix 1), which requests them to state the purpose of their visit. They should be ready to produce formal identification at this point
c) All visitors should sign in using our visitor's system. They will be issued with a badge and a visitor's lanyard (see appropriate lanyard colours below)
d) Ideally, the office will be notified of visitors due for appointments, which can be pre-booked on our visitor's system and registered to the relevant member of staff
e) All visitors will wait in reception for their designated staff member and will be accompanied at all times
f) All visitors will be provided with a copy of our visitor's information leaflet on arrival for their visit
g) In case of a fire evacuation, the point of contact must ensure that the visitor leaves the school buildings and assembles at the designated points as displayed around the school they are visiting

On departure:

a) All visitors should leave via the school office and sign out using the signing in/out system
b) Visitors should return their lanyard and visitors badge to reception
c) Visitors do not need supervising to the car park, as the site is secure once they leave the reception area; however, they must ensure that they close the school perimeter gates on departure

Lanyards:

| | |
|---|---|
| Grey: | DBS checked visitor |
| Lime Green: | Lime Trust & Academy Staff |
| Red: | Non-DBS checked visitor (should be always accompanied by a member of staff) |

## Unknown visitors

Any visitor to the Trust and its academies who is not wearing a school lanyard and identity badge should be challenged politely to enquire who they are and their business on the school site. They should then be escorted to reception to sign in using the visitor's system, issued with a school lanyard and identity badge, and follow the above procedures.

In the event that any visitor refuses to comply, the Headteacher/Deputy Headteacher should be informed promptly, and the visitor will then be asked to leave the site immediately. The Headteacher/Deputy Headteacher will decide if it is necessary to inform the police and/or the Local Authority Designated Officer (LADO).

If any visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for. The Headteacher/Deputy Headteacher will decide what further action to take, which may include seeking legal advice or police contact.

## Agency/external/regular workers/contractors

There is a requirement in the "Keeping Children Safe in Education" guidance that we obtain an annual letter from all agencies to ensure they are complying with the necessary pre-employment/safer recruitment practices checks as per the guidance.

For all staff that fall into this category, information should be recorded onto the single central record (SCR), and, on their first arrival at the school, we should verify the person's ID and record it on the SCR, as well as their DBS (Disclosure and Barring Service) information, which should have been supplied by the agency.

All staff and any agency staff used on a regular basis should sign to say they have had an induction, read and understood key policies and will adhere to them. We should record the date of induction and policies received. Once the above checks have been done, they can be allowed to carry out their duties in school unsupervised and should use the school's signing in and out system.

## Student Teachers

Student teachers will follow the same guidelines/induction as supply/agency staff. Students on placements for a week or more can be issued with reusable ID badges and their information recorded on the SCR.

Students should not commence a placement with the school until their ID and DBS clearance information has been received and verified. All students should be given on-site induction and be allocated a mentor whilst on site.

There will be times when students may have their supervisor attend the site to observe them. They should be asked to provide verification of ID on arrival and should always be accompanied.

## Trustees

All Trustees are required to have their ID verified and an enhanced DBS, which will be recorded on the SCR prior to attendance at meetings. Trustees are required to sign in and out using the visitor's system when they come on site

## Lime Trust staff

Trust staff who are regular attendees at a particular school should be placed on its SCR. Staff who may not have been on site previously will be required to provide ID for verification and should also have their Lime Trust/Academy ID badge with them.

## Volunteers

All volunteers must attend a "volunteer induction" once a year before they can help in school. This induction is designed to ensure that they are informed about how they will work in the school in terms of health & safety and in compliance with rigorous safeguarding practice.

All volunteers will require an enhanced DBS, as there will be times when they will be left unsupervised with

children, especially when helping on educational trips. A volunteer risk assessment will also be required to be undertaken before any volunteer starts at the school (see Appendix 2). All volunteers will be required to be entered onto the SCR. All volunteers must sign in using the visitor's system and wear a visit lanyard.

Should any concerns be raised about a volunteer, this should be reported immediately to the Headteacher/Deputy Headteacher/Designated Safeguarding Lead (DSL).

Policies/agreements to be given at volunteer induction:

a) Volunteers' agreement
b) Visitors Information Leaflet
c) Safeguarding Policy
d) Code of Conduct
e) ICT Acceptable Use Agreement
f) ICT Equipment Policy
g) Health & Safety Policy
h) Confidentiality Policy
i) Keeping Children Safe in Education (Part 1)

## Appendix 1 – Visitors Form

**Visitors, Agency and Contractors**

| PLEASE PRINT – Please complete ALL sections of the form | |
|---|---|
| Date on site: | |
| Name: | |
| Employer: | |
| Role: | |
| Company Address: | |

**To be completed by the school Office:**

| Name of person they are visiting: | | Supervised: Y/N |
|---|---|---|
| *Type of ID shown: | | |
| **Does the DBS have any convictions recorded (Y/N)<br>(If yes further investigation maybe required) | | |
| ***ID checked by: | | |
| DBS Type: enhanced, standard and children/Vulnerable Adults | | |
| DBS No: | | |
| Issue Date: | | |
| Letter of Assurance received (Y/N)<br>(If no, please ask for Managers/HR email address and phone number) | | |

* Please indicate the type of ID you have seen, i.e., Driving Licence, Passport (please state nationality), Biometric Residents Permit (BRP)

** If no DBS can be seen, please write not supplied

*** Please print your name

Name: Company:

Signature: Position:

Telephone No: Date:

## Appendix 2 – Risk Assessment for Volunteers

| | |
|---|---|
| Name of volunteer: | Type of volunteer work: |
| Intended date of volunteering: | Manager responsible for volunteer: |
| Questions: | Considerations: |
| Has the applicant filled out a volunteer application? | Yes/No<br>If yes, proceed with risk assessment<br>If no, an application form must be completed prior to volunteering |
| Has the applicant provided a minimum of one employment/personal reference as part of their application? | Yes/No<br>If yes, proceed with risk assessment<br>If no, a minimum of one reference must be received prior to volunteering |
| Will the volunteer undertake regulated activity? i.e., is the work:<br>➢ unsupervised;<br>➢ undertaken once a week, four or more times in a 30- day period or overnight; and<br>➢ provides the opportunity for contact with children? | Yes/No<br>If yes, an enhanced DBS is required along with an overseas check if the volunteer has lived in another country for a period of six months or more within the last five years, in the form of a 'Certificate of Good Conduct' or similar criminal records check from the country in question |
| If the volunteer is undertaking regulated activity has an enhanced DBS been requested? | Yes/No<br>If yes, enter the date the DBS was requested<br>If no, the volunteer must not undertake any duties at school until the DBS has been received |

| | |
|---|---|
| Has the DBS certificate been received? | Yes/No<br>If no, no volunteer can start at the school until the certificate has been received<br>If yes, does the certificate contain any criminal record information? If yes, carry out the DBS disclosure risk assessment to determine whether the disclosure is suitable in the opinion of the school |
| Is the individual barred from working with children? | Yes/No<br>If yes, it is an offence for barred people to work with children or to apply to work with children. The school must report this to the appropriate body/DBS<br>If no, the individual can start volunteering at the school |

Responsible manager for volunteer…….

Date……

70-72 New Road
Chingford
London
E4 8ET

020 8529 4979

info@limetrust.org

limetrust.org

Lime Trust
Putting Learners First