



# Green Labyrinth Visitor Policy 2025

## Review

Review Cycle	Date of Current Policy	Author(s) of Current Policy	Review Date
	August 2025	T Tuffin	August 2028

## Ratification

Role	Name	Signature	Date
Head of Curriculum	R. Katatic		24/09/2025

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## Policy

Introduction
Policy Responsibility
Policy Aim
Scope of the Policy - Where and to whom the policy applies

## Protocols and Procedures

Visitors to Green Labyrinth
Approved Visitor List
Visitors' Departure
Unknown/Uninvited Visitors



## Visitor procedures

**This policy should be read in conjunction with the following policies**

- Code of Conduct for Staff/ Staff Behaviour Policy
- Safeguarding
- Lockdown Procedure

### **Introduction**

At Green Labyrinth, the management and staff would like to offer all visitors a warm, friendly and professional welcome, whatever the purpose of their visit. Green Labyrinth has a legal duty of care for the health, safety, security and wellbeing of all learners and staff. This duty of care incorporates the duty to “safeguard” all learners from any form of harm, abuse or nuisance. It is the responsibility of the Directors and senior leaders to ensure that this duty is uncompromised at all times.

In performing this duty, Green Labyrinth management recognises that there can be no complacency where child protection and safeguarding procedures are concerned. Therefore **ALL VISITORS** (without exception) are required to comply with the following policy and procedures. Failure so to do may result in the visitors' escorted departure from the site.

### **Policy Responsibility**

The Designated Safeguarding Lead DSL is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the Directors. All breaches of this procedure must be reported to the DSL.

### **Policy Aim**

This Policy is primarily in place to safeguard all learners and members of staff during timetabled hours within the main site. The ultimate aim is to ensure that learners at Green Labyrinth can learn, and enjoy extra-curricular experiences, in an environment where they are safe from harm.

The protocol and procedures for the admittance of external visitors to the site will be understood by all staff, visiting agents, officials, visitors and parents and conforms to child protection and safeguarding guidelines.

### **Scope of the Policy - Where and to whom the policy applies**



Green Labyrinth is deemed to have control and responsibility for its learners anywhere on the main site during normal working hours. This includes our learners who attend Wiltshire School of Beauty & Holistic Therapy in Gorse Hill. The Safeguarding Policy applies here and in addition to any Green Labyrinth off-site activities where this Visitor Policy cannot practically apply.

The policy applies to:

- All members of staff
- All stakeholders of Green Labyrinth
- All parents/carers of Green Labyrinth learners
- All Green Labyrinth learners
- Other Education related personnel (eg. Social workers, support professionals, inspectors)
- Building & Maintenance and all other independent contractors visiting the premises
- Independent contractors who may transport learners
- All other external visitors entering the site during the working day

## **Protocol and Procedures**

### **Visitors to Green Labyrinth**

- All visitors to Green Labyrinth may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors list as set out below). They must follow the procedure below.
- All visitors should arrange a meeting with a named member of staff prior to their visit. Any visitor wishing to enter without a prior arrangement should stay in reception or outside the front door while an appropriate member of staff is contacted to speak with them.
- Once on site, all visitors must report to reception first. No visitor is permitted to enter via any other entrance under any circumstances.
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.



- All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times making note of their name, organisation, who they are visiting, visitor badge number and car registration if applicable. Visitors will be issued with a parking permit.
- All visitors will be required to wear a visitor lanyard – the badge must remain visible throughout their visit. There are separate badges for Ofsted inspectors and learners who have not brought their learner lanyard.
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied, unless they are authorised to do so by a Director or are listed on the Approved Visitor List.
- Visitors are reminded that learning is taking place, and our learners have a range of needs, and are asked not to make unnecessary noise i.e. not take personal calls in common areas.
- Parents and carers who are dropping off their children are asked to wait outside of the front door if possible. This allows for the reception to remain a free space for learners arriving and leaving and avoids the need to sign in as a visitor. If a parent or carer needs to enter the reception, we ask that this is for a minimal amount of time, and they do not move past the front desk. There is no need to sign in unless there is a pre-scheduled meeting.

### **Approved Visitor List**

Green Labyrinth will maintain an approved visitor list for visitors who frequently visit the site to undertake work (including contractors and temporary staff). To qualify for this list the visitor must have demonstrated, prior to the visit that:

- a) They have a current clear (enhanced) DBS check and a copy of this has been received and/or processed by HR (a current DBS is defined as no more than 3 years old/on the update service) AND
- b) They have the written authorisation of a member of the senior leader to travel around the site unsupervised. Visitors on the Approved List MUST follow the same procedures on entry to the premises (i.e. come to reception and sign in the Visitors Record Book).

A copy of the approved visitor list will be kept behind reception at all times. Please note: when receiving visitors from accredited organisations (Children's Services, local schools and colleges), possession of a valid DBS is assumed.



## **Visitors' Departure**

On departing, visitors **MUST** leave via reception and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the identification badge to reception
- Return their parking permit if applicable
- Leave through the main entrance.

## **Unknown/Uninvited Visitors**

Any visitor to the site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the site. They should then be escorted to reception to sign the Visitors Record Book and be issued with an identity badge. The procedures under "Visitors to Green Labyrinth" above will then apply. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a senior leader should be informed promptly. They will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave, police assistance will be called for. Cases like this must be reported to safeguarding team.

## **Visitor procedures**

All visiting staff and stakeholders must comply with Green Labyrinth's safeguarding policy and procedures.

A DBS issue number and date (if not already held) must be held on record at reception for any visitors working with learners.

Green Labyrinth must check all stakeholders have valid DBS certification (i.e. less than 3 years old) Thereafter, above procedures should apply. Please note that all visiting stakeholders should sign in and out using 'the Visitors Book'.



All members of staff will be made aware of this policy and familiar with its procedures as part of their induction. This is the responsibility of the DSL.