

Shoeburyness High School
a member of
Southend East Community Academy Trust

VISITORS POLICY

'Strong Partnerships, Strong Community, Strong Schools'

Status:	Complimentary
Updated:	July 2026
Next Review date:	July 2029
Reviewed and monitored by:	Dr Fran Haddock
Lead Member of Staff:	Dr Fran Haddock
Approved by:	Chair of the Academy Committee



1. RATIONALE & PURPOSE

To give a high-quality service to our visitors.

2. POLICY STATEMENT

We welcome visitors to our school.

The safety and security of pupils, staff and visitors is our highest priority. Nowhere in this school will we tolerate violent and abusive behaviour. Visitors behaving in this way are likely to be removed from the premises and prosecuted.

3. GUIDING PRINCIPLES

- During the school day visitors should only enter the school via the Caulfield Road Reception (clearly signposted).
- Visitors will be greeted at the Reception Desk, open 08.00 a.m. until 04.30 p.m., and enquiries will be dealt with in this area.
- If the visitor needs to enter the main body of the school, they will be asked to sign in using our inventory system and will be issued with a visitor's badge. Fire safety details will be provided to visitors entering the site. Visitors will be asked to provide photographic identification if they are unknown to the school.
- Visitors will be met in Reception by a member of staff and will be escorted to the appropriate area of the school. Visitors who have not provided DBS details will be always accompanied.
- Visitors to the school who are familiar with the building may be allowed to make their own way to their relevant meeting place providing the school holds their DBS details on its database.
- Contractors will always be always accompanied unless the school holds DBS details on its database.
- Visitors leaving the site should sign out on the inventory system, remove their visitors badge, and leave from the Caulfield Road Reception.
- There is a ramp leading from the outside car park into the front door.

4. CONSULTATION GROUP

Reference to the guidelines for Safeguarding, outlined by the DfE, have been made in producing this procedure.

5. LINKS TO OTHER PROCEDURES AND DOCUMENTS

- Inventory system.
- Visitors' badges.
- Fire Safety information.
- Safeguarding Database.

6. MONITORING AND EVALUATION ARRANGEMENTS

- A video camera is situated in the reception area with a monitor located in the adjacent main school office.
- Both external and internal reception doors are fitted with ID badge entry systems to control access into the reception area.
- The receptionist is situated in a safe environment. He/she has access directly into the main school office. There is a signing in procedure which ensures a scrutiny of all visitors to the school.

7. ROLES AND RESPONSIBILITIES

- To give a high-quality service to our visitors. We have a back up system in place should the need arise for additional support in the reception area.
- To answer the telephone promptly and not to keep visitors waiting for an inappropriate length of time.
- Visitors are greeted in a courteous and pleasant manner irrespective of the circumstances. We ensure our receptionist is trained to be welcoming and is as accommodating as possible.