

Visitors Policy

Little Lanes Out of School Club

Version: October 2026 | Applies to all staff, volunteers and visitors

Our commitment

Little Lanes welcomes visitors who have a legitimate reason to attend while protecting the safety, privacy and wellbeing of children. Staff control admission to the Club and ensure that visits do not compromise supervision or the safe running of a session.

Arrival and identity checks

Visitors must report to the Little Lanes door: the fire exit in the corridor next to the canteen's front entrance. They must wait for a member of staff before entering. The entrance must remain clear and its use for visitor access must not compromise its function as a fire exit.

Staff will establish the visitor's name, organisation where relevant, purpose of visit and person they are meeting. Staff will check identification as appropriate before admitting the visitor, including official identification for professional visitors. Unannounced official visitors may attend; lack of an appointment alone does not establish that a visit is invalid.

Where further verification is needed, staff will contact the visitor's organisation using an independently obtained telephone number. If identity or authority remains uncertain, the visitor must wait away from the children while staff seek advice from the manager or session leader. Staff will respect lawful rights of access while completing appropriate checks.

Recording visits on iPAL

Staff record visitors on iPAL, including:

- Name and organisation, where relevant.
- Reason for the visit and arrival time.
- Confirmation of how identity was checked and the staff member completing the check.
- Departure time when the visitor leaves.

Do not routinely copy identity documents or record unnecessary identification numbers. Visitor information is kept confidential and accessible only to those who need it.

If iPAL is unavailable, use a temporary paper record held securely and transfer the information to iPAL when access is restored. Staff must know which visitors are present throughout the session, including if the electronic record cannot be accessed during an evacuation.

Parents and carers

Parents and authorised collectors attending ordinary drop-off or collection follow the Club's arrival and collection procedures rather than signing in as visitors each time. Those staying for a meeting, activity or other visit follow this visitor procedure. Collection authorisation and identity checks still apply.

Supervision and visitor conduct

Visitors must remain supervised in areas used by the Club and must never be left alone with children or have unsupervised contact with them. A visitor badge or DBS certificate does not replace these arrangements. Visitors are not counted in staffing ratios.

The manager or session leader identifies a staff member to oversee the visit. Supervision of the visitor must not compromise supervision of children. Visitors may enter only the areas necessary for their visit and must follow staff instructions.

Staff give visitors a brief explanation of relevant arrangements, including:

- The fire alarm, safe exit route and assembly point, and following staff directions in an emergency.
- Reporting any concern about a child immediately to a member of staff or the Designated Safeguarding Lead.
- Respecting confidentiality and not accessing children's records without a legitimate professional need and appropriate authority.
- Keeping personal phones and recording devices away in children's areas. Visitors must not photograph, film or record children unless specifically authorised under the Club's photography and safeguarding arrangements.

Shared school premises

The manager will coordinate with the school about school staff, contractors and other visitors entering areas used by Little Lanes during Club hours. Signing in at school does not replace the need for Club staff to know who is present in their area and why.

School staff or contractors entering the Club's area must make themselves known to Little Lanes staff. Their identity, purpose and presence must be checked and accounted for, with visits recorded on iPAL. Being familiar to the school does not authorise unsupervised contact with children in Little Lanes' care.

Unauthorised visitors and concerns

A person with no legitimate reason or authority to enter will be refused admission or asked to leave. Staff must not put themselves or children at risk by attempting to physically remove someone. Keep children away from the situation, alert the manager or session leader and follow safeguarding or lockdown procedures where appropriate.

If the person refuses to leave, seek police assistance. Call 999 where there is immediate danger or a crime is in progress; use 101 for non-emergency police assistance. Record the incident and notify the manager promptly. Any concern about a visitor's behaviour towards a child must be handled under the Safeguarding Policy.

Departure and emergencies

Staff record the visitor's departure on iPAL and ensure access remains controlled. During an evacuation, visitors follow staff instructions and go to the safe assembly point. The evacuation lead ensures that visitors, as well as children and staff, are accounted for. Nobody must delay escape or re-enter to retrieve visitor records.

Approval and review

Adopted by: Little Lanes Out of School Club

Date approved: October 2026 Review date: October 2027

Signed: MG Name and role: Megan - manager

Review within 12 months of adoption and sooner following an incident or a change in arrangements. Brief staff on this policy and make it available to parents and visitors on request.

References and related policies

EYFS framework for group and school-based providers, September 2026: paragraph 3.89, visitor identity and prevention of unauthorised entry; paragraphs 3.95–3.97, records and confidentiality. Read alongside Safeguarding, Emergency Evacuation Fire Safety and Closure, arrival and collection procedures, and policies on phones, photographs and data protection.