

# Visitor Policy

## Allstars

**Office Address:** 3 Crewe Road, Sandbach, CW11 4NE

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## 1. Policy Statement

Allstars is committed to providing a safe and secure environment for all children, staff, and visitors. This policy outlines the procedures for managing visitors to our premises to ensure that all safeguarding and health and safety requirements are met.

We welcome visitors, including parents, professionals, and contractors, but maintain strict procedures to control access and protect children from potential risks.

## 2. Definition of a Visitor

A visitor is anyone who is not a member of the Allstars staff team, a registered child, or a designated parent/carer collecting a child. This includes:

- Parents attending for reasons other than drop-off/collection
- Contractors and maintenance personnel
- External coaches or activity providers
- Local authority officers, inspectors, or emergency services
- Volunteers or placement students (prior to formal induction)

## 3. Sign-In Procedures

- All visitors must report to the main entrance or designated sign-in point.
- They must provide their name, organisation (if applicable), and reason for visit.
- Visitors are asked to sign in and out on the **Visitor Log** and wear a visitor badge at all times while on site.
- The time of entry and exit is recorded.

#### **4. Identification and Supervision**

- Visitors must present photographic ID upon arrival, particularly if they have not been previously expected or booked.
- Visitors without pre-arranged appointments may be refused entry or asked to return at another time.
- Visitors are never left unsupervised with children unless they have an enhanced DBS check and prior authorisation from management.
- External coaches or providers must supply evidence of safeguarding training and DBS clearance before unsupervised contact is permitted.

#### **5. Contractors and Maintenance**

- Where possible, maintenance or repair work is scheduled outside of operating hours.
- If contractors are on site during sessions, they are supervised and do not enter child-accessible areas unless essential and safe to do so.
- All contractors are briefed on fire evacuation and safety procedures.

#### **6. Professional Visitors (e.g. Local Authority, Ofsted)**

- Identity is checked and verified.
- Professionals are provided with a safeguarding summary and are expected to follow the same rules as all other visitors.
- All visits from official bodies are recorded and logged securely.

#### **7. Unexpected Visitors or Concerns**

- Staff are instructed to challenge anyone not wearing a visitor badge or acting inappropriately.
- Any individual refusing to follow procedures will be asked to leave.
- Suspicious behaviour is reported to the Designated Safeguarding Lead immediately.

## **8. Safeguarding and Confidentiality**

- All visitors are made aware that mobile phone use is not permitted on site (see Mobile Phone and Camera Use Policy).
- Visitors must not take photographs, videos, or have any direct contact with children unless explicitly agreed in writing.
- All visitors must respect confidentiality and not share sensitive information they may become aware of during their visit.

## **9. Review**

This policy is reviewed annually or in response to safeguarding guidance or incidents involving visitors.

**Date of next review:** August 2026

**Policy lead:** Club Manager / DSL