



The **Daffodil** Project CIC

Visitor & Public Access Policy

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1. Policy Statement

The Daffodil Project CIC is committed to maintaining a safe, nurturing, and protective environment for all children in our care. Visitors, including professionals, family members, volunteers, and members of the public, play a valuable role in supporting our mission; however, our overriding priority is to ensure the safety, privacy, and wellbeing of children—especially those who are vulnerable, neurodivergent, or have additional needs. This policy sets out a clear, risk-managed, and safeguarding-led approach to visitor management. It includes control measures for access, conduct, supervision, animal welfare, hygiene, and emergency response, and is designed to ensure all visits uphold the standards required by Ofsted and the broader safeguarding framework.

- Prioritise child safety and wellbeing in all visitor interactions
 - Embed safeguarding into every stage of the visit process
 - Apply consistent procedures to manage public access responsibly
 - Maintain rigorous records of visitor activity and supervision
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2. Scope

This policy applies to all individuals visiting The Daffodil Project CIC, whether for professional, educational, voluntary, therapeutic, personal, or public engagement purposes. It includes:

- Family members of children attending the provision
- External professionals (e.g. SENCOs, social workers, EHCP assessors)
- Contractors and delivery personnel
- Volunteers, trainees, or work experience students
- Community visitors (e.g. during open days or animal-assisted learning sessions)

It covers procedures before, during, and after the visit, and applies to all areas of the site including animal zones, classrooms, gardens, and indoor therapeutic spaces.

- Applies to all visitors regardless of purpose or duration
 - Covers full premises including indoor, outdoor, and animal areas
 - Includes both scheduled and unscheduled visits
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3. Legal & Regulatory Framework

This policy is informed by:

- **Keeping Children Safe in Education (2023)**
- **Working Together to Safeguard Children (2018)**
- **Children Act 1989 & 2004**
- **Health and Safety at Work Act 1974**
- **Equality Act 2010**
- **SEND Code of Practice (2015)**
- **Ofsted Education Inspection Framework**
- **The Animal Welfare Act 2006**
- Ensure all visitors comply with UK safeguarding and health legislation
- Reflect guidance from Ofsted and local safeguarding partners
- Maintain legal records of visitor logs and risk assessments

4. Purpose of Public Access

Visitors may be permitted on-site to:

- Support therapeutic sessions (e.g. speech therapists, behaviour specialists)
- Observe or assess children as part of EHCP planning
- Maintain or repair site infrastructure (e.g. contractors, tradespeople)
- Participate in scheduled community days or animal therapy programmes
- Engage in partnership activities with local agencies or schools
- Attend professional meetings or case reviews

All public access must have a clearly defined purpose, with risk assessments completed in advance and supervision plans put in place.

- Allow visitor access only for defined, legitimate purposes
 - Require advance risk assessment and staff supervision for all visits
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5. Types of Visitors

Visitors are categorised into the following groups:

1. Supervised Visitors (No DBS Required)

Includes parents, delivery personnel, tradespeople, and members of the public. These visitors are always escorted and never left alone with children.

2. Regular/Unsupervised Visitors (Enhanced DBS Required)

Includes regular volunteers, therapists, tutors, or work experience students. These individuals may work with children without direct supervision only if they have:

- A valid, enhanced DBS check with children's barred list check
- Completed safeguarding induction and reference checks
- Been risk assessed and approved by the Director/DSL

3. Emergency or Unscheduled Visitors

These include emergency services, inspectors, or unplanned contractors. Staff must apply dynamic risk assessment and ensure direct staff supervision until identity is confirmed and visit is recorded.

- Categorise all visitors and apply appropriate supervision
 - Require DBS and safeguarding checks for any unsupervised contact
 - Maintain real-time judgement and supervision for unannounced visitors
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6. Pre-Arrival Information & Expectations

All non-routine visitors must be provided with pre-arrival information, including:

- Purpose and expected duration of the visit
- Arrival and signing-in procedures
- Code of conduct and safeguarding responsibilities
- Mobile phone and photography restrictions

- PPE or clothing requirements (e.g. animal zones)
- Emergency evacuation information
- SEND awareness guidance (e.g. sensory considerations, non-verbal communication)

For public events, clear signage, briefing points, and designated visitor liaisons will be provided.

- Share clear conduct and safety expectations in advance
- Prepare visitors for SEND-aware, trauma-informed interaction
- Restrict access based on behaviour, compliance, or risk

7. Onsite Safety & Conduct Rules

All visitors must:

- Sign in and out using the Visitor Log Book
- Display a visible visitor badge at all times
- Be supervised or escorted unless authorised otherwise
- Remain in approved areas only
- Refrain from using mobile phones, cameras, or social media on-site
- Adhere to all staff instructions and safety notices
- Follow emergency evacuation instructions and routes

Visitors must not:

- Enter private or unsupervised areas (e.g. staff room, therapeutic rooms)
- Approach or touch animals without permission and supervision
- Physically intervene with children under any circumstance
- Share personal details or discuss sensitive issues with children
- Enforce site-wide rules on behaviour, movement, and equipment use
- Restrict visitor access to designated zones only
- Display visitor badges and maintain sign-in procedures

8. Supervision & Safeguarding

The Daffodil Project CIC holds a zero-tolerance policy toward any breach of safeguarding principles by visitors. Children must never be left alone or unsupervised with a visitor unless a full safeguarding check and risk assessment has been completed. Safeguarding expectations include:

- All staff to challenge unknown adults not wearing a badge
- Visitors must not enter toilet areas used by children
- Any safeguarding concern must be reported to the **Designated Safeguarding Lead (DSL)** immediately
- Safeguarding disclosures made to visitors must be passed on to the DSL without delay
- Visitors who fail to comply with expectations will be asked to leave and potentially banned from future access

Staff receive regular training to remain alert to safeguarding concerns arising during visits.

- Never leave a child unsupervised with a visitor unless cleared

- Ensure all safeguarding concerns raised by or about visitors are recorded
 - Train staff to challenge, monitor, and report visitor risks
 - Escort all unauthorised or non-compliant visitors from the premises
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9. Health, Hygiene & Animal Interaction

Visitors engaging in animal-assisted activities must:

- Wash hands before and after animal contact
- Avoid food consumption in animal zones
- Be briefed on animal behaviour, handling, and safety protocols
- Not bring external animals onto site under any circumstances
- Inform staff of any allergies, phobias, or immune vulnerabilities before arrival

During events or tours involving children and animals, staff-child ratios are increased, and visitor movement is restricted to protect both animal and child wellbeing.

- Brief visitors on zoonotic risks and infection prevention
 - Supervise all animal interactions and enforce hygiene measures
 - Isolate animals or restrict visitor access if animals are unwell or overstimulated
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10. Monitoring & Review

Visitor procedures, access logs, and risk assessments are reviewed **termly** and after any incident or public event. The Director and DSL will audit:

- Visitor records and DBS documentation
- Incident reports involving visitors
- Public event risk assessments
- Safeguarding training for regular visitors and volunteers
- Feedback from staff, children, and families regarding visitor safety

This policy is reviewed annually or following any safeguarding breach, and all amendments are documented in the version control log.

- Review all visitor activity each term and post-incident
- Update policy annually and following safeguarding developments
- Use logs, feedback, and inspection outcomes to improve practice

Signed:

Magdalena Van De Voort



Director, The Daffodil Project CIC

Date: January 2026