



Visitor Policy

Version:	September 2026
Review Cycle:	Annually or sooner following changes to legislation, statutory guidance or organisational practice
Approved by:	Board of Trustees
Policy Owner:	Charity Lead and Designated Safeguarding Lead (DSL)
Next Review Date:	September 2027



1. Purpose

Autism Angels is committed to providing a safe, welcoming and supportive environment for all children, young people, families, staff, volunteers and visitors.

The purpose of this policy is to ensure that all visitors to Autism Angels are appropriately identified, recorded and managed while on site and that effective safeguarding arrangements are maintained at all times.

This policy should be read alongside Autism Angels':

- Child Protection and Safeguarding Policy;
- Safer Recruitment Policy;
- Health and Safety Policy;
- relevant site and activity Risk Assessments;
- Confidentiality and Data Protection arrangements; and
- other relevant operational policies and procedures.

2. Safeguarding

Autism Angels recognises that safeguarding is everyone's responsibility.

Our visitor arrangements are informed by Keeping Children Safe in Education (KCSIE) 2026, Working Together to Safeguard Children and other relevant safeguarding legislation and guidance.

All visitors are expected to behave in a manner that supports the safety, privacy and wellbeing of children and young people attending Autism Angels.

All visitors, whether expected, unexpected, regular or known to Autism Angels, must report to an Autism Angels team member on arrival and must not proceed onto or around the site independently.

3. Who is a Visitor?

For the purposes of this policy, a visitor is anyone attending the Autism Angels site who is not attending in their normal capacity as an Autism Angels employee or appropriately authorised volunteer.

Visitors may include:

- parents, carers and other family members;
- school or Local Authority representatives;
- social workers and other professionals;
- therapists and health professionals;
- contractors and tradespeople;
- funders, supporters and representatives of partner organisations;



- prospective families;
- guests and invited speakers;
- delivery or service personnel where they need to access the site beyond a normal delivery point; and
- any other person visiting the site.

4. Parents and Carers Remaining on Site

Autism Angels recognises and welcomes that, for some children and young people, a parent or carer may need or wish to remain on site during a session.

Any parent or carer who remains on site during a session will be treated as a visitor for safeguarding purposes.

Parents and carers remaining on site:

- must follow Autism Angels' visitor procedures;
- must sign in;
- must sign the Daily Sign-In and Risk Assessment Register on arrival;
- must follow any instructions provided by Autism Angels staff;
- must remain within agreed areas;
- must not proceed onto or around the site independently;
- must not be left unsupervised with any child or young person other than their own;
- must not undertake responsibility for supervising, supporting or caring for other children or young people;
- must not be regarded as part of Autism Angels' staffing arrangements or staff-to-young-person ratios; and
- must respect the confidentiality and privacy of all other children, young people and families.

Where a parent or carer's regular involvement develops beyond being a visitor, Autism Angels will review the arrangement under its safer recruitment and safeguarding procedures, including consideration of whether appropriate DBS and Children's Barred List checks are required.

5. Planned and Announced Visitors

Visits to Autism Angels should be planned and agreed in advance with an appropriate member of the Autism Angels team.

For planned or announced visitors, the Autism Angels team should, where appropriate, be aware in advance of:

- the visitor's name;
- the organisation they represent, where applicable;
- the purpose of the visit;
- the expected date and approximate time of arrival;



- who they are meeting;
- whether they will have any contact with children or young people; and
- whether any specific safeguarding, accessibility, confidentiality or health and safety arrangements are required.

Where a professional is visiting in connection with a particular child or young person, Autism Angels should ensure that the purpose of the visit is understood and that appropriate consent and information-sharing arrangements are in place where required.

Being a planned, announced, regular or known visitor does not exempt an individual from Autism Angels' visitor procedures.

All planned and announced visitors must report to an Autism Angels team member on arrival, sign in as required and follow the safeguarding and site arrangements set out in this policy.

Planned and announced visitors must not proceed onto or around the Autism Angels site independently.

A planned or announced visit does not in itself authorise a visitor to be left unsupervised with children or young people.

6. Unannounced or Unexpected Visitors

Autism Angels recognises that there may occasionally be legitimate reasons for an individual to attend the site without a prior appointment. However, wherever possible, visits should be arranged and agreed in advance.

Any unannounced or unexpected visitor must report to an Autism Angels team member on arrival. The Autism Angels team will establish the visitor's identity, reason for attending and, where appropriate, the organisation they represent before deciding whether access can be permitted.

Unannounced or unexpected visitors may be refused entry, asked to leave, or requested to arrange an appointment for another time. Autism Angels is under no obligation to permit access simply because an individual has arrived at the site.

Access may be refused or delayed where:

- the visitor's identity, purpose or authority cannot be satisfactorily established;
- the visit has not been agreed in advance and an appropriate member of the team is not available;
- allowing access could disrupt a child or young person's session, regulation or wellbeing;
- there are safeguarding, confidentiality, health and safety or operational concerns;
- the visit would compromise the privacy of children, young people or families;
- appropriate supervision of the visitor cannot be provided; or



- Autism Angels considers that permitting access at that time would not be in the best interests of the children and young people attending.

Where an unannounced visitor states that they are attending in an official or professional capacity, appropriate identification should be requested and, where necessary, their identity and purpose should be verified with their employing organisation before access is permitted.

Unannounced or unexpected visitors will not be given unsupervised access to children or young people.

Where access is refused or delayed, the visitor should be treated politely and professionally and, where appropriate, provided with details of how to arrange a suitable appointment.

Safeguarding, the wellbeing of children and young people, and the safe operation of Autism Angels will always take priority over accommodating any visits.

Nothing within this section prevents access by the emergency services or other persons who have a lawful right or statutory authority to enter the premises.

7. Arrival, Signing In and Site Access

All visitors, whether planned, announced, regular, known, unannounced or unexpected, must report to an Autism Angels team member on arrival. No visitor should proceed onto or around the site independently.

Visitors will be required to provide their name and, where appropriate, the organisation they represent and the purpose of their visit.

Visitors must sign the appropriate visitor/sign-in record on arrival.

Where required, visitors must also sign the **Daily Sign-In and Risk Assessment Register**, confirming that they have received, read or been made aware of relevant site safety and risk information.

Once admitted, visitors must remain with or under the direction of an appropriate Autism Angels team member and remain within agreed areas for the purpose of their visit.

Visitors must not enter other areas of the site, including areas used by children and young people, animal areas, fields, stables, offices or other restricted areas, unless specifically authorised and appropriately accompanied or supervised by Autism Angels.

8. Daily Sign-In and Risk Assessment Register

Autism Angels operates a Daily Sign-In and Risk Assessment Register as part of its health, safety and safeguarding arrangements.



Visitors required to sign the register must do so on each day they attend the site, even where they are regular visitors.

By signing, the visitor confirms that they have been made aware of relevant site arrangements, risks and instructions applicable to their visit and agree to follow the directions of Autism Angels staff.

Visitors must make Autism Angels aware of any additional information or reasonable adjustment that may be relevant to their own safety while on site.

9. Supervision of Visitors

The level of supervision required will be determined by Autism Angels based upon the nature and purpose of the visit and any relevant safeguarding considerations.

Visitors must not independently access or move around the Autism Angels site and must not be left unsupervised with children or young people attending Autism Angels.

Visitors must not:

- assume responsibility for a child or young person;
- escort a child away from the agreed session area;
- enter private or restricted areas without permission;
-

undertake any activity that would place them in a position of responsibility or trust in relation to a child.

- Autism Angels staff retain responsibility for the supervision and safeguarding of children and young people attending sessions.

10. Professional Visitors

Professional visitors may include social workers, Local Authority officers, school staff, educational professionals, health professionals, therapists or other practitioners attending in a professional capacity.

Autism Angels may request appropriate identification and confirmation of the individual's professional role and organisation.

Professional visitors are subject to the same arrival and site access procedures as other visitors and must not proceed onto or around the site independently.

Where the nature of the visit involves direct work with children or young people, Autism Angels will satisfy itself that appropriate safeguarding and safer recruitment arrangements are in place, including appropriate DBS and Children's Barred List checks where required.



Professional status alone does not automatically provide unrestricted or unsupervised access to children or young people.

11. Contractors and Other Site Visitors

Contractors and tradespeople must report to an Autism Angels team member before beginning work and must not proceed onto or around the site independently unless specific arrangements have been agreed and appropriate safeguarding controls are in place.

The nature and location of the work will be considered and appropriate arrangements made to minimise unnecessary contact with children and young people.

Where reasonably practicable, work presenting additional risk, significant disruption or unrestricted access to areas used by children should be undertaken outside session times.

Contractors must follow Autism Angels' site health and safety requirements and any instructions given by the team.

12. Photography, Video and Mobile Devices

Visitors must respect the privacy and confidentiality of children, young people and families attending Autism Angels.

Visitors must not photograph, video or make audio recordings of children or young people other than their own without the express permission of Autism Angels.

Permission from a parent or carer to photograph their own child does not give permission to photograph or record other children, young people, staff or volunteers.

Visitors must take particular care when using mobile phones or other devices where other children or young people may be visible or identifiable.

13. Confidentiality

Visitors may see or hear information relating to children, young people and families while on site.

Such information must be treated as confidential and must not be discussed, shared, photographed, recorded or posted on social media.

Any information relating to a safeguarding concern must be reported directly to the Autism Angels DSL and must not be investigated by the visitor themselves.

14. Animals and Site Safety

Autism Angels operates in an outdoor, animal and equine environment.



Visitors must follow all instructions provided by Autism Angels staff relating to animals, horses, fields, gates, fencing, vehicles, equipment and other site hazards.

Visitors must not enter animal enclosures, fields, stables or restricted areas without the permission and appropriate supervision of an Autism Angels team member.

Children and young people must not be approached, assisted with animals or given instructions by visitors unless this has been specifically agreed with the Autism Angels team.

15. Emergencies

Visitors must follow the instructions of Autism Angels staff in the event of an emergency, accident, fire, evacuation, missing child incident or other significant event.

Visitors must not independently remove a child or young person from the site unless they are the child's parent/carer and this has been agreed with the Autism Angels team.

16. Safeguarding Concerns

Any visitor who:

- witnesses something that causes concern;
- receives a disclosure from a child or young person;
- has concerns about the behaviour of an adult towards a child;
- becomes aware that a child may be at risk of harm; or
- has any other safeguarding concern

must report this **immediately** to the Autism Angels Charity Lead, Designated Safeguarding Lead or Deputy DSL.

Visitors should not investigate the matter themselves, question other individuals or promise confidentiality to a child or young person.

17. Refusal or Withdrawal of Access

Autism Angels reserves the right to refuse entry to, supervise more closely, restrict the access of, or ask any visitor to leave the site where there are concerns relating to:

- safeguarding;
- health and safety;
- inappropriate or unacceptable behaviour;
- confidentiality;
- failure to follow Autism Angels policies or staff instructions;
- disruption to children or young people's sessions;
- the welfare or regulation of a child or young person; or
- the welfare of children, young people, animals, staff, volunteers or other visitors.



Any significant safeguarding incident involving a visitor will be recorded and managed in accordance with Autism Angels' Child Protection and Safeguarding Policy.

18. Regular Visitors and Changes in Role

Autism Angels will keep visitor arrangements under review.

Regular attendance or being well known to the Autism Angels team **does not give an individual permission to independently access or move around the site.**

Where an individual's involvement changes from simply visiting to undertaking activities with children or young people, Autism Angels will consider whether they should continue to be treated as a visitor or whether the role falls within Autism Angels' safer recruitment and DBS checking arrangements.

A person must not be used as a volunteer, member of staff or substitute for appropriately checked personnel simply because they are already known to Autism Angels or regularly attend the site.

19. Responsibilities

The Charity Lead and Designated Safeguarding Lead are responsible for ensuring appropriate visitor arrangements are in place.

All Autism Angels staff and volunteers have a responsibility to:

- be aware of who is on site;
- appropriately challenge or report any unidentified or unauthorised person;
- ensure visitors follow appropriate procedures;
- ensure visitors do not independently access or move around the site;
- maintain appropriate supervision;
- protect children's privacy and confidentiality; and
- report any safeguarding concerns immediately.

20. Policy Review

This policy will be reviewed annually, or sooner where required following:

- changes to statutory guidance or legislation;
- changes to Autism Angels' services or premises;
- a safeguarding or health and safety incident;
- learning identified through quality assurance; or
- recommendations from relevant external agencies.