

# Visitors Policy

## Change Control

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|---------------------------------------|--------------------|
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## Revision History

| Version | Type        | Date          | History   |
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| v1.0    | Fresh       | January 2020  | New   |
| V1.1    | Minor edits | November 2020 | Slight revision and addition of content, addition of Appendix 1 |

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## Contacts

Please find below contact numbers for Company and Local Authority Safeguarding referrals and assistance. Where there is a risk of immediate significant harm to a child or young person at risk a referral should be made to Children’s Social Care Services. Anyone can make a safeguarding referral at anytime.

|                                    |  |
|------------------------------------|--|
| Contacts WS Training               |  |
| Prevent/Safeguarding Lead          | Charlotte Woolcock. Based at the Supported Learning Centre.<br>Tel: 01473 220230<br>Mobile 07841996141<br>Email <a href="mailto:CWoolcock@wstraining.co.uk">CWoolcock@wstraining.co.uk</a> |
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## 1. Policy Statement

The policy aims are on the one hand to promote an open ethos whereby all bona fide visitors are made welcome and comfortable during their visit and are treated with courtesy and respect, and on the other to recognise that the organisation has a duty of care to protect its students and staff from intruders and anyone who threatens their safety and security.

The policy applies to everyone visiting the organisation on any business and to all staff in their treatment of visitors. It provides guidance for students or staff on what they can expect when they have visitors or arrange to have them.

## 2. Definitions

A visitor is defined as someone who does not normally work on the premises as a paid staff member or accredited volunteer and who comes to the organisation for a short period of time to see students or staff.

For the purposes of this policy visitors include people who:

- deliver, provide or supply goods and services that have been bought or commissioned by the company, including repairs and maintenance
- provide professional services to students such as community nurses, speech and language therapists, occupational therapists, social workers, local authorities, advocates, guest speakers
- visit students on a personal or social basis regularly or occasionally, eg relatives, friends and others who come to see an individual learner
- come to the site to see staff members for any reason
- visit the home on a professional or business basis, e.g. external managers, inspectors and other personnel from the employing organisation or similar who may not be coming specifically to see individual student, but who may have some contact with them depending on the nature and purpose of their visit.

### 3. Introduction

This policy must be read in conjunction with WS Training's Safeguarding and Prevent Policies. This procedure is in place to safeguard vulnerable learners. Staff must follow this procedure and report any discrepancies they may observe immediately to their line manager or Safeguarding Lead (whistle blowing).

#### 3.1 Check in and Check out

All visitors must be registered in the visitor book which is operated by the front entrance receptionist. The system records the name and company affiliation of each visitor, as well as the purpose and duration of their visit.

#### 3.2 Visitor Badge

At check-in, every visitor is given a visitors badge. The visitor's badge must be worn at all times and returned to reception on departure.

#### 3.3 Visitors Must Be Accompanied by an Employee at All Times

All visitors must be accompanied by the employee(s) they are visiting for the duration of their stay and not participated in regulated activity. This requirement does not apply to visitors from branch offices of WS Training. Special arrangements may be made to accommodate contractors hired for long-term assignments but these arrangements must be cleared with management. Family and friends of staff or learners should be welcomed and seated in reception for the staff member or learner to receive them. If there is an authorised reason why they need access to the building then they should be accompanied at all times.

#### 3.4 Safety

The safety and wellbeing of visitors during their visit are important to us. All visitors have a legal duty to care for the health and safety of themselves and others. Any accidents, injury or illness must be reported to the receptionist.

In the event of a fire evacuation, visitors should be directed by a member of staff to the nearest exit and proceed to the designated assembly point. Visitors must not re-enter the building until directed to do so.

If a visitor has any concern that a child has been harmed, is at risk of harm or receives a disclosure during the visit this must be reported immediately to Reception so that the appropriate member of staff can be informed.

Personal mobile phones must not be used except in staff only areas of school.

### 3.5 Photographs

No photographs may be taken without prior approval from the Manager or the Director. In addition, photography that is allowed cannot be published without prior approval from the Manager.

### 3.6 Approved Visitor List

The company will hold an approved visitor list for visitors who frequently visit any of the sites to undertake work within the school (including music tuition staff, volunteers, maintenance workers etc.). To qualify for this list the visitor must have demonstrated, prior to the visit that they have a current clear enhanced DBS check, including a children's barred check, and a copy of this has been registered on the companies' Single Central Record. They will wear a lanyard. Visitors on the Approved List MUST follow the same procedures on entry to the premises (i.e. come to reception and sign. Details of the approved visitors will be held on the HR System.

### 3.7 Unknown/Uninvited Visitors to the School

Any visitor to any of the sites who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the company grounds. They should then be escorted to reception to sign and be issued with an identity badge. The procedures under "Visitors must be accompanied" above will then apply. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and a member of the SLT informed. The SLT member will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the company grounds, police assistance will be called for.

Please see Lockdown procedure for further guidance.

### 3.8 Governors and Volunteers

All governors and parent helpers will be subject to an enhanced Disclosure and Barring Service (DBS) check. Governors and volunteers will sign in and out of reception and will be issued with an identification badge.

### 3.9 Staff Induction

As part of their induction, new staff will be made conversant with this policy for External Visitors and asked to ensure compliance with its procedures at all times.

### 3.10 Linked Policies

This policy and procedures should be read in conjunction with other related school policies, including:

- Safeguarding Child Protection Policy
- Health and Safety Policy
- Fire Evacuation Policy
- Lockdown Policy

## Appendix 1

### **Visitor Policy Centre Guidance & Social Distancing during COVID-19** **All visitors must:**

- **Have a pre-arranged appointment authorised before attending the centre**

#### **Upon arrival**

- Ring the doorbell, and wait for assistance. Visitors must communicate from behind the wall, ensuring there is a 2m gap
- Before entering, visitors must be asked if they have had any Covid symptoms or if they have felt unwell over the past 48 hrs. If so, they must not enter the building, and will be requested to self isolate.
- Upon entering Reception, visitors to sanitise their hands and asked if they would like a mask. Masks are optional and will be available in Reception.
- Temperature taken by Reception Staff
- Reception staff must sign in visitors in and give them the laminated guidance sheet to read. Visitors must be given a 'Covid Health Check Questionnaire' which must be completed by Reception staff or by another staff member, then signed
- Visitors to be given a 'Visitor' badge lanyard – to be returned
- Only one visitor 'bubble' allowed in the Reception waiting room at any given time. If more are expected, they must be shown into another allocated room. Reception foyer and hallway must be kept clear at all times
- All visitors must be escorted round the building at all times, unless authorised
- Wherever possible, visitors must maintain social distancing with staff members involved in visit, other staff or students onsite and must not shake hands
- Visitors must follow the exit procedure when leaving the premises and must, sanitise their hands upon leaving. Exit doors must be used for leaving the premises and not the main entrance.
- Visitor badges to be returned
- Once left, staff member to inform Reception so that visitors can be signed out, badges to be returned to Reception