

Visitors Policy

Change Control

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Revision History

Version	Type	Date	History
v1.0	Fresh	January 2020	New
V1.1	Minor edits	November 2020	Slight revision and addition of content, addition of Appendix 1
V1.2	Minor edits	February 2023	Removal of Appendix 1 (Covid Policy)
V1.3	Minor Edits	January 2024	Changing of wording to include delegates

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Contacts

Please find below contact numbers for company contacts. 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 any time.

Contacts WS Training	
Prevent/Safeguarding Lead	Charlotte Woolcock Tel: 01284 788005 Mobile 07841996141 Email CWoolcock@wstraining.co.uk
CEO	Ms. Kirstie Wright- CEO Phone 01284 788005 Email: Kwright@wstraining.co.uk
Prevent/Safeguarding Board Advisor	Prof Dave Muller Email: davemuller01@btinternet.com

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 learners, (including delegates) 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 learners, (including delegates), or staff on what they can expect when they have visitors or arrange to have them.

Staff must follow this procedure and report any discrepancies they may observe immediately to their line manager or Safeguarding Lead (whistle blowing).

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 learners (including delegates), 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 learners such as community nurses, speech and language therapists, occupational therapists, social workers, local authorities, advocates, guest speakers.
- visit learners on a personal or social basis regularly or occasionally, e.g. relatives, friends and others who come to see an individual learner.
- come to the site to see staff members for any reason.
- visit the site 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. 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.

4. Visitor Badge

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

5. 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, not including delegates at the Manor Barn site. 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 always accompanied.

6. Safety

The safety and wellbeing of visitors during their visit is 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 or health and safety representative, who will complete an accident report respectively.

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.

7. Photographs

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

8. Approved Visitor List

The organisation will hold an approved visitor list for visitors who frequently visit any of the sites to undertake work within the organisation (including freelance tutors, guest speakers, 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 and relevant insurances if required for contractors (refer to Health and Safety Policy). 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 in). Details of the approved visitors will be held on the HR System.

9. Unknown/Uninvited Visitors

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. If the visitor refuses to comply, they should be asked to leave the site immediately and a member of the senior leadership team (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.

10. Volunteers

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

11. Staff Induction

As part of their induction, new staff will be made conversant with this policy for visitors and asked to always ensure compliance with its procedures.

12. Linked Policies

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

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