

## Visitors Policy and Procedures

### **Policy Statement**

Malvern Special Families assures all visitors a warm, friendly, and professional welcome to their clubs and services.

MSF has a legal duty of care for the health, safety, security and wellbeing of all children, and staff. This duty of care incorporates the duty to safeguard children, young people, and staff from subjection to any form of harm, abuse, or nuisance. It is the responsibility of the trustees, and management to ensure that this duty is always uncompromised.

In performing this duty, MSF recognises that there can be no complacency where child protection and safeguarding procedures are concerned. MSF therefore requires that **all visitors** (without exception) comply with the following policy and procedures. Failure to do so may result in the visitors being requested to depart from the club site.

### **Policy Responsibility**

The Trustees are responsible for implementation, coordination, and review of this policy. The playleader of the club is responsible for visitors complying with these procedures during the session being visited.

### **Aim**

To safeguard all children, and staff at our clubs. The ultimate aim is to ensure that service users can learn and enjoy play and leisure experiences, in a supported environment where they are safe from harm.

### **Where and to whom the policy applies**

MSF is deemed to have control and responsibility for its service users anywhere on the club site, during normal club hours, when they have been signed over to us by the parent/carer

The policy applies to:

MSF staff

Volunteers

Trustees

External visitors entering the club site during the session

Parents/carers

Children and young people using the club

Other professional personnel (WCC monitoring visits, Ofsted Inspectors etc.)

Maintenance and independent contractors visiting the premises

Independent contractors who may transport students on minibuses/taxis etc.

### **Protocol and Procedures**

#### **Visitors to the Clubs**

All visitors to the clubs may be asked to bring formal identification with them at the time of their visit (unless they are named as known and approved). They must follow the procedure below.

- At times when the security gates are closed, all visitors must stop at the gate and press the call button to gain access to site, explaining who they are and the purpose of their visit.
- Once on site, all visitors must report to the playleader at the club reception area first. No visitor is permitted to enter the club via any other entrance under any circumstances.
- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to sign the Visitors Record Book which is always kept in reception making note of their name, organisation, who they are visiting and car registration.
- The Safeguarding information leaflet will be available to all visitors when signing in.
- The playleader will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless they are named as known and approved.

### **Named and approved visitors**

To qualify for this the visitor must have demonstrated, prior to the visit that: a) They have a current clear enhanced DBS check **AND** b) the playleader has been informed that they have had authorisation by the Service Manager or CEO to travel around the site unaided.

Named and approved visitors as well as visitors on the WCC Approved List **MUST** follow the same procedures on entry to the premises (i.e., come to reception and sign in the visitor's book).

### **Visitors Departure from club venue**

On departing the venue, visitors **MUST** leave via reception and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the identification badge to reception
- The playleader or deputy should escort the visitor out of the secure reception (ensuring the visitor does not re-enter the school site, potentially breaching security).

### **Unknown/Uninvited Visitors to the club venue**

Any visitor to the club site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the club site.

They should then be escorted to reception to sign the visitor's book and be issued with an identity badge.

The procedures under "Visitors to the clubs" above will then apply.

If the visitor refuses to comply, they should be asked to leave the site immediately.

The playleader will consider the situation and decide if it is necessary to inform the Service Manager, CEO, and/or 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 grounds, police assistance will be called for.

### **7. Staff Development**

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

### **8. Linked policies**

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

Child Protection and Safeguarding Policy

Confidentiality Policy

Healthy and Safety Policy

Fire Safety Policy