



# Visitors Policy

## **Policy statement:**

The Saturday Respite team work to ensure all visitors to the service receive a friendly and professional welcome to their service.

For clarity, any person visiting must be compliant with this policy and have a identity badge as described below in this policy.

Saturday Respite has a legal duty of care for the wellbeing, security, health and safety of all service users, staff and volunteers. This duty of care includes the duty to 'safeguard' all service users from being at risk to any form of harm, nuisance or abuse. It is the responsibility of the Saturday Respite staff team to ensure the duty of care is uncompromised at all times.

Whilst performing this duty, the Saturday Respite staff team recognise that there can be no complacency where the young person protection and safeguarding procedures are concerned. Saturday Respite therefore requires **all visitors** (with no exceptions) comply with the following policy and procedures. Failure to do so will result in the visitor being escorted off the premises by a member of the Saturday Respite team.

## **Policy responsibility:**

The Saturday Respite leadership team have the responsibility of ensuring that this procedure is implemented at all times and reviewed regularly. All breaches of this procedure must be reported to the Saturday Respite leadership team.

## **Our aim:**

As a service our aim is to safeguard all young people using our service within our working hours. Our main aim is to make sure all young people feel safe in an environment where they can have fun with their

Saturday Respite Limited (A service for young people with LD, ASD and social communication)

A registered company (Company Number: 10360900)

Registered Office: 20-22 Wenlock Road, London, Essex, England, N1 7GU

peers, create new experiences and develop their social skills.

### **Where the policy applies and who it applies to:**

Saturday Respite has a responsibility for all its young people anywhere on the premises during our working hours and to make sure the security of the premises is maintained at all times.

### **The policy applies to:**

- All staff employed by Saturday Respite
- All volunteers at Saturday Respite
- All external visitors entering the premises during our working hours
- All parents and carers
- All young people
- All other external visitors i.e. cleaners and builders

### **Protocol and procedure – visitors to Saturday Respite**

All visitors to Saturday Respite will be asked for formal identification at the time of the visit. They must follow the procedure below:

- Once on the premises, all visitors must report to the reception desk. No visitors are permitted to enter the premises via any other entrance but the main reception.
- At the reception desk all visitors must give the purpose of their visit and give the name of the person that they have been contacting with regards to the visit.
- All visitors must be ready to show formal identification on request.
- On arrival, visitors must sign in to the 'visitors register' which is kept on the reception desk, providing their name, date of visit, reason for visit, signature, car registration and time of entry and exit to the premises.
- All visitors will be given an identification badge which they must wear throughout the visit making sure the badge is visible at all times.

The Saturday Respite staff member who has been in contact with the visitor regarding their visit will be called to come and meet them at the reception area, this staff member will be responsible for the visitor throughout their visit. At no point can the visitor be allowed to move around the premises unaccompanied.

On the departure from the Saturday Respite premises, visitors must leave via the main reception. They must then:

- Enter their departure time in the visitors register book alongside their arrival time.
- Return their identification badge to reception.

### **Unknown/uninvited visitors to Saturday Respite**

Any visitors spotted without an identification badge must be challenged immediately to enquire who they are and the reason they are on the Saturday Respite premises.

They should then be escorted to the reception to sign in to the 'visitors register' and will then be issued with an identity badge.

At this point the procedures above will apply.

If the visitor refuses to comply with the procedure in place they will be asked to leave the premises immediately and a member of the Saturday Respite leadership team will be informed straight away. It will then be the responsibility of that member of staff to decide whether it is necessary to inform the police.

If a visitor becomes aggressive or abusive, they will be asked to leave the premises immediately and warned that if they refuse to do so, police assistance will be called.

### **New staff and volunteers**

All new staff and volunteers must comply with this policy as soon as they start working/volunteering with the Saturday Respite service.