

Visitor Policy

The Aims of this Policy

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all Space2BHeard CIC (S2BH) users and staff during our service hours when they are on our site. The ultimate aim is to ensure that all service users and staff are in an environment where they are safe and free from harm.

The Objectives of this Policy

The key objectives of this policy is to have in place a clear protocol and procedure for the admittance of external visitors to the delivery sites which is understood by all staff, directors and visitors and prevents any non authorised visitors accessing S2BH premises.

We have responsibility for the safety and well-being of all of our staff and service users in any delivery site during service hours.

This policy applies to:

- All staff employed by S2BH
- All external visitors entering the S2BH delivery sites during the service hours
- Directors
- Volunteers
- Patients and Clients
- Partners
- Building & Maintenance Contractors
- IT support staff

Protocol and Procedures

Patients and Clients

- When a patient or client attends a session with a member of staff they will present themselves to the Administration Team and take a seat in reception whilst their worker comes to collect them
- If at Beverley Road site – use the electronic signing in system as directed
- At Holderness Road we will make patients and clients exempt from signing in due to confidentiality and potential distress.
- Instead we will ensure that patients and clients are always with their worker on site who will take responsibility for all their movement within the building including use of facilities and evacuation procedures



The Ellesmere Centre 267 Beverley Road Hull HU5 2ST



[email hello@S2BH.org](mailto:hello@S2BH.org)

- At the end of the session staff will lead the patients and clients off site

Visitors Invited on to site

- Formal visitors representing partners, businesses, contractors, outside agencies etc are required to present formal identification
- All visitors enter the buildings through the main door and report to Administration staff
- All visitors must state the purpose of their visit and who has invited them or who they wish to see. They should be ready to produce formal identification
- All visitors must sign in to the building by using the electronic signing in system
- All visitors are given/shown a copy of the Visitor Information Leaflet detailing information about emergency evacuations procedures and protocol
- Visitors are escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.

On departing, visitors leave via reception and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the identification badge to reception

Unknown/Uninvited Visitors to site

Any visitor to our sites who is not identifiable is challenged politely to enquire who they are and their business on the site. They should then be escorted to reception to sign in. The above procedures then apply.

In the event that the visitor refuses to comply, they are asked to leave the site immediately and an emergency call is made if necessary. The Management Team will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, an emergency call is made and they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.

Staff, Directors and Volunteers

All staff, directors, volunteers are required to have an enhanced DBS.

New staff, directors and volunteers are made aware of this policy and are expected to become familiar with its procedures as part of their induction. This is the responsibility of the Management Team.



CPD

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

Linked Policies


This policy should be read in conjunction with other related policies including:

- Safeguarding
- Healthy and Safety
- Fire Safety

Name: Laura Stead

Position: Operations Director and Leader

Signature:

A handwritten signature in black ink that reads 'Laura Stead'.

Date: 22.06.2023



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