



5.5 Visitors Policy

Ecclesall Kids Club is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. In the vast majority of cases we expect visits to be by prior appointment and there may be times when site visits are restricted eg during a pandemic, or at the request of school.

Accordingly, when a visitor arrives at the club, we will follow the procedure set out below

- All visitors to the Club must sign the **Visitor Log**.
- The identity of the visitor will be checked and a visitor lanyard issued
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, e.g. Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Duty Manager.
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- Visitors to the club will be asked to voluntarily turn off their mobile phone and keep it inside their personal belongings, whilst on the clubs premises.
- If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed, and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log** and **secure the return of the visitor lanyard**.

This policy was adopted by: Ecclesall Kids Club	Date: 3/1/17
Reviewed: 29/6/23	Signed: <i>Ecclesall Kids Club Committee</i>