

Visitor Policy

The Aims of this Policy

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all children and staff both during and outside House of Fun hours when they are on our site. The ultimate aim is to ensure that all children and staff learn and work 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 House of Fun which is understood by all staff, visitors and parents/carers and conforms to child protection guidelines and prevents unsuitable people from working with or accessing children and young persons in the House of Fun setting.

We have responsibility for the safety and well-being of all of our children anywhere on the House of Fun site, during normal course hours and on House of Fun organised (and supervised) off-site activities. This policy applies to:

- All House of Fun staff
- All external visitors entering the House of Fun site during a course
- Parents/carers
- Volunteers
- Children
- Building & Maintenance Contractors

Visitors Invited to House of Fun

Before a visitor is invited to House of Fun, the Team Manager is informed, with a clear explanation as to the relevance, purpose, date and time of the visit. Permission must be granted by the Team Manager before a visitor is asked to come to a course.

- All visitors to House of Fun must sign the Visitor Log
- The identity of the visitor will be checked and this will be recorded on the Visitor Log
- 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 Team Manager
- The reason for visit will be recorded on the Visitor Log
- All visitors are given/shown a copy of the Visitor Policy and Emergency Evacuation Procedure detailing information about emergency evacuations procedures and protocol
- All visitors will be asked to wear a Visitor badge for the duration of their time on the House of Fun site
- **Visitors will never be left alone or unsupervised with the children**

On departing, visitors leave via reception and:

- Return the Visitor badge to the Team Manager
- Staff will enter the visitor's departure time in the Visitor Log alongside their arrival entry

- If a visitor has no reason to be on House of Fun’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 Team Manager will immediately notify the Operations Manager and Managing Director

Unknown/Uninvited Visitors to House of Fun

Any visitor to the House of Fun site who is not wearing a Visitor badge is challenged politely to enquire who they are and their business on the site. They should then be escorted to reception to sign the Visitor Log and be issued with a Visitor badge. The above procedures then apply.

In the event that the visitor refuses to comply, they are asked to leave the site immediately. The Team Manager 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 site, police assistance will be called for.

Volunteers

All volunteers are required to have an enhanced DBS if possible. New volunteers will be asked to comply with this policy by the Team Manager.

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:

- Child Protection
- Safeguarding
- Confidentiality
- Health and Safety
- Fire Safety

Monitoring and Evaluation

The suitability of all visitors invited to House of Fun to work with children is assessed at the end of their visit and a decision made as to whether they may be asked to visit House of Fun in the future.

This policy was adopted by: House of Fun	Date: January 2024
To be reviewed: January 2025	Signed: Mr M Hilsdon

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.73]*.