

Policy	Visitors Policy and Procedures – ORG70
Document owner	Director of Care, People and resources
Date first implemented	November 2018
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Date governor-approved	
Associated documents	Keeping you Safe at Work Policy – COVID 19 Contractors Policy Security Policy Safeguarding Policy Complaints & Compliments Policy Health & Safety Policy Approved Facility User Policy
Reference documents	HR50 Visitor and Contractor Health Questionnaire
Initial reviewing body	Director People and Resources
Final approval body	Safeguarding Committee
Published on website	Yes

Purpose	The purpose of this policy and procedures is to give clear guidance around protocols for visitors, and to ensure that all parties are safeguarded, and that rights are protected.
Scope	<p>All visitors and customers coming on site.</p> <p>For the purposes of this policy the word 'student' will be used to describe all of the groups that attend Derwen College, this includes residential students, day students, prospective students and clients.</p> <p>A visitor will be used to describe anyone that is not a student, an employed member of Derwen College staff, college governor, volunteer or those on a work placement but does not include customers to Derwen College commercial outlets.</p> <p>A customer is a member of the public that has chosen to visit one of our commercial outlets.</p>
Equality & Diversity	<p><i>"[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices."</i> Derwen College Equal Opportunities Policy</p> <p>Derwen College's ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusivity are embedded throughout the</p>

	<p>organisation. This policy should be applied in accordance with this ethos.</p> <p>If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.</p>
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Introduction

Derwen College extends a warm welcome to all visitors and recognises the many benefits of parents, friends, relatives and multi-agency professionals visiting Derwen College. The College has a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to "safeguard" all students from subjection to any form of harm, abuse, nuisance or medically recognised risk.

The College will always welcome visitor and customer's onsite; however, access may be restricted from time to time i.e. during a sickness outbreak.

Our main objectives are as follows:

- To ensure that students only receive the visitors that they choose to see, and that they are not subject to any unwanted attention or abuse.
- To recognise the importance of visitors and the continued involvement of family and friends in the care and support of students.
- To ensure the privacy and dignity of students by ensuring that visitors are monitored and expectations are made clear.

Expectations of visitors

All visitors are expected to behave in such a way that is respectful and does not cause concern or a nuisance. Visitor cards, or electronic guidance, that outlines expectations and responsibilities will be issued on arrival. Failure to do adhere to guidance may result in a visitor being asked to leave.

Visitors are expected to wear a visitor's badge at all times. Colleagues and students will challenge any person that is on the main college campus (not commercial areas) without a visitor's badge. Visitors should not be able to wander around the site unaccompanied.

Procedures for visitors arriving on site

Visitors arriving Term-time Weekdays (8.45am – 5.00pm)

- All visitors arriving during these times should sign in at the main college reception where they will be issued with a visitor's badge.
- This badge should be worn at all times whilst the visitor is on-site.
- All visitors will be required to state the purpose of their visit and who invited them.
- Professional visitors and multi-agency professionals should be ready to produce formal identification upon request.
- Visitors are requested to remain in reception until they have been collected.

- Whilst in college buildings, visitors are requested to remain in communal areas unless specifically invited.
- Visitors will be required to complete a HR50 - Health Questionnaire.

Outside of main office hours (evening and weekends)

- Where possible, visitors should make prior arrangements with the student and/or their residence to ensure that they are on-site and able to accept visitors.
- All residences will keep a diary of who has/is visiting and will remind students if they are expecting a visitor.
- Residences may be required to verify the identification of any visitors if not previously known.
- Visitors are required to sign in at the student's residence and notify residential staff if they are going off-site, including an estimated time of return.
- Visitors will be required to complete a HR50 - Health Questionnaire.
- Individual residences are responsible for setting and enforcing their own local rules and expectations regarding visitors.

Derwen Care

- Friends and family of clients should report directly to relevant client's residence.

Contractors

- Contractors should report to the Estates office and sign in. They will be issued with a contractor's badge.
- Contractors should be accompanied at all times, unless they are on the approved contractors list where DBS checks have been undertaken. This is managed within the Estates team.

Failure to adhere to policy

- Where a visitor fails to maintain reasonable expectations of behavior, or presents a risk to students or staff, they should be politely asked to leave. If a visitor does not respond to this request, they should be informed that the police will be called.
- Where staff do not feel comfortable to approach a visitor (for example, during the night) they should call police immediately and report an intruder.
- Any incident as a result of a visitor failing to adhere to policy, or presenting a risk to staff or students will be fully investigated by a member of the safeguarding team and appropriate action taken.

Adults with care and support needs (including former students)

- The college and its staff are unable to meet the care and support needs of any visitors to the site, notwithstanding a first aid emergency. This includes former students.
- It is therefore up to the visitor or their carer to ensure that any care and support needs are planned for and supported during the visit.
- Several events are put on throughout the year to enable former students to visit college and spend time with friends and staff who are at college. This includes the annual sponsored walk and summer fete. Students who have care and support needs should be independently supported to attend these events.

Compliments and Complaints

All visitors will be made aware of Derwen College compliments and complaints procedure, and will be encouraged to provide feedback. Friends and family feedback forms will be available at all points where visitors sign in. The College will always treat with respect and courtesy those visitors who are giving feedback, and expects that its staff will be treated with reciprocal politeness and respect.

Data Protection

The data collected in the course of following this policy will be used for the purposes of monitoring only.