



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 on-site visits are restricted e.g. during busy periods such as transition from school to club, at the request of the School or because of a health crisis such as an infectious disease.** 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, a visitors lanyard issued 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 Play Manager (or other leader in their absence).
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- 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
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reviewed: 22/5/25	Signed: <i>Ecclesall Kids Club Committee</i>
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