LEITHS EDUCATION

Visitors Procedure

Author/reviewer responsible:	Louise Kissane
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Next review date:	September 2027
Lead for review:	Edward Hains - Head of Procurement & Facilities
Notable changes:	*Change in Safeguarding procedures to reflect adults only*

1. RATIONALE

1.1 Leiths Education has a duty of care for the health, safety, security and wellbeing of everyone who uses its premises. This includes students, staff, visitors, contractors, volunteers, external speakers and other members of the Leiths community.

1.2 Leiths primarily provides education to students aged 18 and above. Visitor management therefore forms part of Leiths' wider **Adult Safeguarding Policy**, ensuring that reasonable and proportionate measures are in place to protect adults from harm, abuse, exploitation, harassment and preventable risks while respecting their autonomy.

1.3 This procedure should be read alongside the Adult Safeguarding Policy, Low-Level Concerns Policy, Staff Code of Conduct, Health & Safety procedures, Prevent arrangements and relevant data protection requirements.

1.4 Where a child is present on the premises, the arrangements set out in **Section 11 – Children Visiting the Building** also apply.

1.5 All visitors must comply with this procedure. Failure to comply may result in the visitor being refused entry or being asked to leave the premises.

2. AIM

2.1 The aim of this procedure is to provide a clear and consistent approach to managing visitors to Leiths so that:

- students and staff are protected from avoidable risks
- visitors can be identified and accounted for while on site
- appropriate safeguarding information is provided to visitors
- concerns about visitors, staff, students or other adults can be reported promptly
- access to areas of the building is appropriately controlled
- children who may occasionally visit the premises are appropriately safeguarded

3. OBJECTIVES

3.1 Leiths will maintain a clear protocol for the admission and management of visitors which is understood by staff, students, Board members, contractors, volunteers and visitors.

3.2 Visitor arrangements will support the safeguarding principles set out in the Adult Safeguarding Policy:

4. SCOPE

4.1 This procedure applies to:

- all Leiths staff

- all students
- Board members
- volunteers
- prospective students and their family members or partners
- external speakers and guest teachers
- contractors and maintenance personnel
- delivery and service personnel
- other visitors entering the Leiths premises

4.2 The procedure applies during normal school hours, outside normal hours and during events or activities organised by Leiths.

4.3 The procedure also applies where visitors accompany Leiths staff or students on activities away from the premises where Leiths retains responsibility for the activity.

5. RESPONSIBILITY FOR THE PROCEDURE

5.1 The Culinary School Director is responsible for the implementation, coordination and review of this procedure.

5.2 The Culinary School Director will liaise with the school office, Head of Procurement & Facilities, DSL/DDSLs and other relevant staff as appropriate.

5.3 The DSL has overall responsibility for safeguarding and will provide advice where a visitor-related matter raises a safeguarding concern. The DDSLs will provide safeguarding support in the absence of the DSL.

5.4 Any significant breach of this procedure or safeguarding concern involving a visitor must be reported to the DSL/DDSL and Culinary School Director without delay.

5.5 Where the concern relates to the Culinary School Director, the concern should be reported in accordance with the Adult Safeguarding Policy and Low-Level Concerns Policy.

6. PRE-ARRIVAL ARRANGEMENTS

6.1 Wherever reasonably practicable, all visitors should have a named Leiths contact and a pre-arranged reason for their visit.

6.2 Where a visitor is attending to deliver teaching, training, an external talk, assessment, consultancy or another activity involving students, the organising member of staff should ensure that the visitor understands the relevant expectations and procedures before the visit.

6.3 Where an external organisation provides staff, contractors or volunteers to work at Leiths, appropriate assurance should be sought regarding their suitability and safeguarding arrangements where relevant to the role.

7. VISITORS TO LEITHS

7.1 All visitors must report to the school office on arrival and visitors should be prepared to provide identification if requested.

7.3 Visitors must sign in using the visitor sign-in system at the entrance. All visitors must wear their visitor identification badge prominently throughout their visit.

7.4 Visitors should be provided with appropriate information about:

- fire and emergency evacuation procedures
- relevant site safety arrangements
- safeguarding at Leiths
- the identity of the DSL and DDSLs
- how to report a safeguarding concern or other serious concern

7.5 Visitors will normally be escorted to their named point of contact, or their point of contact will attend the school office to receive them. The named Leiths contact is responsible for the visitor while they are on site.

7.6 Visitors should not move around the premises unaccompanied unless this has been specifically authorised as appropriate to their role and the areas they need to access.

9. REPORTING CONCERNS ABOUT VISITORS

9.1 Any concern about the behaviour or conduct of a visitor should be reported promptly.

9.2 Where the concern may relate to safeguarding, abuse, neglect, exploitation, harassment or a risk of harm, it must be reported to the DSL/DDSL without delay.

9.3 A concern does not need to meet a particular threshold before it is reported. A concern that appears to be low level may be managed under the **Low-Level Concerns Policy**. This includes a concern or "nagging doubt" that an adult working in or on behalf of Leiths may have acted inconsistently with the Staff Code or professional expectations.

9.4 Where concerns about a visitor are sufficiently serious, repeated or otherwise indicate a higher level of risk, the matter must be escalated in accordance with the Adult Safeguarding Policy, including whether referral to Adult Social Care is required.

9.6 Where there is an immediate risk of harm, the priority is to ensure the safety of those involved. This may include asking the visitor to leave the premises and, where necessary, contacting the police.

10. UNKNOWN OR UNINVITED VISITORS

10.1 Any person on the premises who is not wearing appropriate visitor identification should be approached politely by a member of staff to establish who they are and the purpose of their visit.

10.2 The person should be directed or escorted to the school office. Where the person has a legitimate reason for being on site, the normal visitor procedures will apply.

10.3 If an unknown or uninvited person refuses to comply with the visitor procedure, they should be asked to leave the premises immediately.

10.4 The Culinary School Director or senior member of staff should be informed promptly and where necessary, the police may be contacted.

10.5 If an unknown or uninvited visitor becomes abusive, threatening or aggressive, staff should prioritise their own safety and the safety of students and colleagues. The person should be instructed to leave and police assistance should be requested where necessary.

11. CHILDREN VISITING THE BUILDING

11.1 Leiths primarily provides education to students aged 18 and above. However, children under the age of 18 may occasionally be present on the premises, for example as:

- visitors accompanying an adult
- prospective students
- Leiths Partner School students
- guests attending an event or activity

11.2 Whenever a child is present at Leiths, staff must recognise that the child is subject to child safeguarding arrangements in addition to the general site-security requirements contained in this procedure.

11.3 The **Adult Safeguarding Policy** recognises that staff may encounter children in other contexts, including visitors and work experience arrangements, and states that applicable child safeguarding requirements will be followed where relevant.

11.4 Where a child is visiting the building, the member of staff responsible for arranging the visit should consider in advance:

- the reason for the child's visit
- the areas of the building the child will access
- who will supervise the child
- whether any particular risks have been identified
- whether the visit requires a risk assessment
- whether any additional safeguarding arrangements are necessary

11.5 Children visiting the building should normally remain with their parent, carer or designated responsible adult unless an alternative supervision arrangement has been agreed in advance.

11.6 Children must not be permitted to access kitchens, teaching areas, offices, storage areas or other potentially hazardous areas without appropriate supervision and authorisation.

11.7 Where a child is participating in an organised educational or work-experience activity, appropriate child safeguarding arrangements must be established before the activity takes place. This may include appropriate safeguarding checks, supervision and risk assessment depending on the nature of the activity.

11.8 Staff must report any concern about the welfare or safety of a child immediately through the appropriate child safeguarding route. Where the concern relates to a child, the relevant child safeguarding procedures and local authority arrangements should be followed rather than the adult safeguarding referral route. (See Appendix A)

11.10 Where a safeguarding concern involves both an adult and a child, the DSL/DDSL will consider the safeguarding needs of each individual and ensure that the appropriate adult and/or child safeguarding procedures are followed.

11.11 The presence of children on site does not alter the fact that Leiths' normal student population comprises adults. The Adult Safeguarding Policy therefore remains the primary safeguarding framework for Leiths students, with child safeguarding arrangements applying whenever a child is present.

12. VISITOR DEPARTURE

12.1 On leaving the premises, visitors must return to the school office.

12.2 Visitors must:

- sign out using the visitor sign-in system;
- return their visitor identification badge and lanyard;
- leave the premises promptly unless otherwise authorised.

12.3 The visitor record must provide an accurate indication of who is currently on site for fire, emergency and safeguarding purposes.

13. DIRECTORS AND VOLUNTEERS

13.1 Directors, volunteers and other individuals undertaking an ongoing role at Leiths must comply with the relevant safeguarding and safer recruitment requirements.

13.2 Where the nature of the role requires safeguarding checks, these must be completed in accordance with the **Safer Recruitment Policy** and applicable requirements.

13.3 New Directors and volunteers must be made aware of Leiths' safeguarding expectations and relevant procedures as part of their induction.

14. PREVENT AND RADICALISATION

14.1 Leiths has responsibilities under the Prevent Duty and expects external speakers and visitors to comply with relevant legal requirements.

14.2 Where there are concerns that a visitor may be promoting extremism, terrorism, hatred or radicalisation, the matter must be reported promptly to the DSL/Prevent Lead.

14.3 The DSL will determine the appropriate response, which may include seeking advice or making a referral to the relevant authority.

14.4 External speakers may be subject to proportionate checks where appropriate.

15. PHOTOGRAPHY, RECORDING AND CONFIDENTIALITY

15.1 Visitors must not photograph, film or otherwise record students, staff or activities at Leiths unless this has been specifically authorised.

15.2 Where photography or recording forms part of an agreed activity, the organiser must ensure that appropriate consent, privacy and data protection requirements are followed.

15.3 Visitors must respect the confidentiality of information they encounter while on the premises.

15.4 Visitors must not access student records, staff information, assessment information or other confidential material unless specifically authorised.

20. RECORD KEEPING

20.1 Visitor records will be maintained through the Leiths visitor sign-in system.

20.2 Safeguarding concerns arising from a visitor's conduct will be recorded in accordance with the Adult Safeguarding Policy and relevant safeguarding recording procedures.

20.3 Where a visitor-related concern becomes a low-level concern, it should be recorded and managed in accordance with the Low-Level Concerns Policy.

20.4 Where a concern reaches a higher safeguarding threshold, it must be managed in accordance with the Adult Safeguarding Policy and, where applicable, external safeguarding procedures.

21. EMERGENCY SITUATIONS

21.1 Visitor procedures must not prevent staff from taking immediate action where there is a risk to life or serious harm.

21.2 In an emergency, staff should:

- prioritise the immediate safety of students, staff and visitors
- contact emergency services where necessary
- notify the Culinary School Director and DSL/DDSL as soon as practicable
- follow the site's emergency and evacuation procedures

21.3 The police should be contacted where there is an immediate threat, serious criminal behaviour or other circumstances requiring police intervention.

23. POLICY REVIEW

23.1 This procedure will be reviewed annually and whenever there is a significant change to safeguarding requirements, site arrangements or relevant legislation or guidance.

Appendix A: Child Safeguarding reporting measures:

If a member of staff has a concern about a child or if a child makes a disclosure, staff will appropriately respond by listening and offering reassurance. Staff should:

1. Make an accurate factual record as soon as possible including details of:

- Dates and times of their observations or of any discussions in which they were involved
- Details of any injuries
- Explanations given by the child/adult
- What action was taken
- Any actual words or phrases used by the person making the disclosure
- Any questions the staff member asked (remembering not to ask any leading questions)

The records must be signed and dated by the author (or equivalent on electronic based records).

2. Listen to wishes and feelings of the student, but not to promise any confidentiality.

3. Report safeguarding and pastoral concerns asap to the DSL or DDSL who will record details on the Safeguarding Log and share having done so with other members of the Safeguarding Committee (DSL and DDSLs).

4. The DSL will consider if there is a requirement for immediate medical intervention, however, urgent medical attention should not be delayed if the DSL is not immediately available.

5. In the absence of the DSL or DDSL, staff will refer directly to MASH or the child's social worker (if applicable) and the police (if appropriate) if there is a significant concern, for advice and guidance.

6. The DSL will ensure any decisions and justifications for those decisions are recorded in writing with clear outcomes documented following any action taken.

Local Authority Designated Officer (LADO)	**Megan Cameron-Brown – Safer Organisations (LADO) and Safeguarding in Education Manager**	megan.brown@lbhf.gov.uk 07776 673020 (not monitored when LADO is away) Referrals LADO@lbhf.gov.uk (Mon to Fri, 9am to 5pm) OR duty admin: 020 8753 5125
ICAT	Initial Consultation and Advice Team (ICAT)	020 8753 6600 familyservices@lbhf.gov.uk Out of hours service: 020 8748 8588
Multi Agency Safeguarding Hub (MASH)	**The MASH Service can be contacted via ICAT**	020 8753 660 familyservices@lbhf.gov.uk Out of hours service: 020 8748 8588