



# VISITOR POLICY

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# Visitors Policy

LEAPS Suffolk is committed to providing a safe and secure environment for everyone in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the attendees and that the person in question has a valid reason for visiting the club. All visits are arranged in advance where possible.

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

- Staff must not open the door but will call for the session lead or deputy to take over
- The identity of the visitor will be checked through the main security door whilst this is still locked and closed. Identity must include a driver's license, proof of workplace.
- 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 police
- Only open the front door when it is safe to do so and the identification has been thoroughly checked
- All visitors to the Club must sign the Visitor Log.
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with attendees.
- 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. (See Lockdown Policy)
- When a visitor leaves the premises, we will record the time of departure on the Visitor Log.
- Visitors must not use their mobile phone whilst at the club. The session lead/deputy should remind visitors of this on arrival. If during the session, a visitor needs to use their phone, they should be directed to an area away from all attendees and this should be discussed with the session lead or deputy
- If a member of staff observes a visitor with their phone visible on the premises, they must remind the visitor of our Mobile Phone Policy and they must notify the session lead immediately