



## Visitor Policy

### Oxfordshire Motor Project (TRAX)

**2022/2023**

#### Review Management

Initiated	Who	Action
05/10/2022	Trustees, CEO, COO and DSL Leads	Signed off and load onto ARBOR
08/10/2022 ongoing, planned completion 21/11/2022	COO and DSL Leads	Load onto ARBOR
The first week in November 2022	COO and DSL Leads	Staff refresh training first week of November
Throughout November planned completion	Lead Trustee CEO, COO and DSL	Review and validate- test for information and access
Early December OCC Visit		Invite OC to test and review Sign off as lead charity compliance process ( Replace activity section)
April 2023	Trustees, CEO, COO and DSL Leads	Review and update policy

## **The Aims of this Policy**

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all young people and staff both during and outside of Trax hours when they are on our site. The ultimate aim is to ensure that all young people 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 Trax 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 the young people whilst at Trax.

We have responsibility for the safety and well-being of all of our young people anywhere on Trax site, during normal hours. This policy applies to:

- All staff employed by Trax
- All external visitors entering the site during the day
- Trustees
- Parents/carers
- Volunteers
- Young People
- Local Authority staff
- Building & Maintenance Contractors

## **Protocol and Procedures:**

### **Visitors Invited to Trax**

Before a visitor is invited to Trax, both the Chief Operations Officer and the Administration Manager are informed, with a clear explanation as to the relevance, purpose date and time of the visit . Permission must be granted by either the Chief Operations Officer or the Administration Manager before a visitor is asked to come into Trax.

- Formal visitors representing the local authority, businesses, contractors, outside agencies etc are required to present formal identification
- All visitors enter the building through the main door and report to Administration staff
- All visitors must state the purpose of their visit and who has invited them or who they wish to see. They should be ready to produce formal identification
- All visitors are required to sign the Visitors Record Book which is kept in reception at all times
- All visitors are required to wear a visitor badge
- All visitors are given/shown a copy of the Visitor Information Leaflet detailing information about emergency evacuations procedures and protocol

- Visitors are escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.

On departing, visitors leave via reception and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the visitor badge to reception

### **Unknown/Uninvited Visitors**

Any visitor to the site who is not wearing an identity 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 visitors' book 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 and an ER call is made if necessary. The Chief Operations Officer or/and the Administration Manager (or Senior Leader if neither is available) will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, an ER call is made and they will be asked to leave the site immediately and warned that if they fail to leave the grounds, police assistance will be called for.

### **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 school policies: including:

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