

VISITOR ACCESS POLICY



Effective from: 6th May 2019

Visitor Access Policy and Procedures

Policy Statement

Butterfly Bloom assures all visitors a warm, friendly and professional welcome whatever the purpose of their visit.

Butterfly Bloom has a legal duty of care for the health, safety, security and wellbeing of all service users and staff. This duty of care incorporates the duty to 'safeguard' all service users from subjection to any form of harm, abuse or nuisance. It is the responsibility of Butterfly Bloom staff to ensure that this duty is uncompromised at all times.

In performing this duty, Butterfly Bloom recognises that there can be no complacency where safeguarding vulnerable adults procedures are concerned. Butterfly Bloom therefore requires that **ALL VISITORS** (without exception) comply with the following policy and procedures. Failure so to do may result in the visitor's escorted departure from the Butterfly Bloom site.

Policy Responsibility

The Service Manager is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with Butterfly Bloom's designated safeguard lead as appropriate. All breaches of this procedure must be reported to the Service Manager.

Aim

To safeguard all vulnerable adults under Butterfly Bloom's responsibility both during service hours and out of service hours activities which are arranged by Butterfly Bloom. The ultimate aim is to ensure that service users at Butterfly Bloom can socialise and enjoy experiences, in an environment where they are safe from harm.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to Butterfly Bloom which is understood by all staff, volunteers, visitors and carers/families and conforms to vulnerable adult safeguarding guidelines.

Where and to whom the policy applies

Butterfly Bloom is deemed to have control and responsibility for its service users anywhere on the Butterfly Bloom site, during normal service hours, during after service activities and on organised (and supervised) off-site activities.

The policy applies to:

- All staff employed by Butterfly Bloom
- All external visitors entering the Butterfly Bloom site during the day or for after service activities
- Volunteers of Butterfly Bloom
- All families and carers
- All service users
- Building & Maintenance and all other Independent contractors visiting the Butterfly Bloom premises
- Independent contractors who may transport service users on minibuses or in taxis

Protocol and Procedures

Visitors to Butterfly Bloom

All visitors to Butterfly Bloom may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors list as set out below). They must follow the procedure below.

- All visitors must stop at the front door and press the call button to gain access to the building, explaining who they are and the purpose of their visit.
- Once on site, all visitors must report to the Service Manager, who will greet the visitor, first. No visitor is permitted to enter the Butterfly Bloom building via any other entrance under any circumstances.
- All visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to sign the Visitors Record Book which is kept in the entrance foyer at all times making note of their name, organisation, who they are visiting, car registration and visitor badge number.
- All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.
- Visitors will then be escorted to their point of contact **OR** their point of contact will be asked to come to receive the visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied unless they are registered on the Approved Visitor List

Approved Visitor List

Butterfly Bloom will hold an approved visitor list for visitors who frequently visit the Butterfly Bloom site to undertake work within Butterfly Bloom (including contractors and supply staff).

To qualify for this list the visitor must have demonstrated, prior to the visit that:

- a) They have a current clear enhanced DBS check and a copy of this has been registered on Butterfly Bloom's Central Record (a current DBS is defined as no more than 3 years old)
AND
- b) They have the written authorisation of the Service Manager to travel around the Butterfly Bloom site unaided.

Visitors on the Approved List **MUST** follow the same procedures on entry to the premises. A copy of the approved visitor list will be kept in the entrance foyer at all times.

Visitors Departure from Butterfly Bloom

On departing Butterfly Bloom, visitors **MUST** leave via the front door and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry
- Return the identification badge to their point of contact
- A member of staff should escort the visitor to the car park (ensuring the visitor does not re-enter the Butterfly Bloom site, potentially breaching security).

Unknown/Uninvited Visitors to the Butterfly Bloom

Any visitor to the Butterfly Bloom site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the Butterfly Bloom site.

They should then be escorted to the entrance foyer to sign the visitors book and be issued with an identity badge. The procedures under "Visitors to Butterfly Bloom" above will then apply.

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Service Manager should be informed promptly.

The Service Manager will consider the situation and decide if it is necessary to inform the police.

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

Volunteers

All volunteers must comply with Disclosure and Barring Service procedures, completing an enhanced DBS form (if not already held).

The Butterfly Bloom must check all volunteers DBS certification is current (i.e. less than 3 years old)

Thereafter, procedures should apply.

New volunteers will be asked to comply with this policy by staff they first report to when coming into Butterfly Bloom for an activity or class supporting role.

Staff Development

As part of their induction, new staff will be made conversant with this policy for External Visitors and asked to ensure compliance with its procedures at all times.

Linked Policies

This policy and procedures should be read in conjunction with other related Butterfly Bloom policies, including:

- Safeguarding of Vulnerable Adults Policy
- Confidentiality Policy
- Health and Safety Policy