

Visitors Procedure

This procedure provides guidance on the safe management of visitors whilst on Lingfield campus.

BACKGROUND

Young Epilepsy/St Piers is based on a large site with a public road that passes through as well as a number of public rights of way. So, in addition to invited visitors to the site, there are likely to be some visitors on the Lingfield site who are not invited. We aim to ensure that all visitors are safe whilst visiting site, but this also relies on reasonable behaviour from each visitor.

It is recognised that sometimes people attempt to gain access to children and vulnerable adults for the purposes of abuse, causing harm and exploitation. Therefore, this Visitors Procedure is crucial as part of the safeguarding responsibilities we have for our students.

One of the key requirements is that all Young Epilepsy's & St Piers buildings, especially those where students live and are educated, are kept secure at all times, and unknown visitors are not given access to these.

This procedure should be read alongside the following procedures and guidance:

- Young Epilepsy's & St Piers, Child and Adult Protection and Safeguarding procedure
- Young Epilepsy's Contractor Management Procedures
- Young Epilepsy's Health and Safety Management Procedure
- PREVENT Strategy, HM Government
- Young Epilepsy/St Piers Lanyard Procedure

PROCEDURE/GUIDELINES

It is the responsibility of the employee who has made the arrangement for the visitor to attend campus to ensure that they follow the Visitors procedure. They are responsible for ensuring that the visitor is accompanied on campus at all times. They are also responsible for letting reception know in advance in order to ensure prompt follow up in letting the appropriate person know that their visitor has arrived.

However, it is all staff's responsibility to be aware of this procedure, follow the steps outlined within it, and to respectfully challenge any visitors who are not acting within the procedures.

Definition of a Visitor at Young Epilepsy

A visitor is defined as any person seeking to enter Young Epilepsy or St Piers premises who is not a student, employee, trustee, governor, casual worker, volunteer or on-site resident. For the purposes of this procedure, parents and guardians of the children and young people attending Young Epilepsy & St Piers will also be considered as

visitors. This procedure does not cover visitors to Staff Accommodation. Please refer to the Staff Hostel handbook or contact the Facilities department for further details.

- There is a separate procedure within Young Epilepsy for the management of contractor (Young Epilepsy's, Contractor Management Procedures). A contractor is defined as 'a person or firm that undertakes a contract to provide materials or labour to perform a service or do a job'.

Visitors Invited to Young Epilepsy

When a visit is arranged, where possible, all visitors should report to Main Reception (Neville Centre Building) in the first instance. When a visit is known in advance, Reception should be notified of their name(s) and who they are visiting. This way, the digital sign-in system can be pre-prepared, and the same system can send an automated notification to the staff member to announce their arrival. Contractors and those involved with estate management will sign in at facilities, as a matter of course.

Otherwise, visitors should be asked to go to one of the following main hubs where digital visitor check-in systems and lanyards/ID badges will be located:

- Facilities
- School
- College
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Visitors making a pre-arranged visit to a student residential house should sign in at main reception when open. Outside of reception opening hours, such visitors should report directly to the house in question and be signed in there. If they wish to move around campus they will be issued with a visitor sticker and red visitor lanyard to wear and if not a parent/carer they will require to be escorted. The purpose of the sticker is to help alert staff to the visitor's status so that they do not need to be automatically challenged.

- A copy of this procedure must be printed and available to all staff and visitors at each hub, if requested.
- Visitors must sign in and will be issued with an ID badge and a lanyard which must be worn at all times whilst on campus. Lanyards are to be issued in line with the Lanyards procedure. In almost all cases, this will mean issuing red visitor lanyards.
- Parents of children and young people on campus for assessment purposes or EEG will be issued with a red visitor's lanyard. They are able to visit only the Granary unaccompanied. They will be advised of this on arrival by whomever arranged the visit. On any other area of campus respectful challenge should occur and they should be escorted back to Main Reception in line with the lanyard procedure.

- Any visitor wearing a red lanyard and not accompanied by a staff member should be politely and respectfully challenged and escorted to Main Reception or one of the above hubs.
- The visitor will be issued with a Visitors' & Safeguarding Leaflet detailing basic site and safeguarding information. Spare copies of these leaflets will be held at main reception in the Neville Centre.
- Visitors will then be escorted to their point of contact or their point of contact will be asked to come to the relevant hub to receive the visitor. The contact will then be responsible for them while they are on campus.
- Visitors only need to sign in to the digital sign-in system once and do not need to sign in again at school or college. However, if visiting a residential house having signed in to the digital system at a reception hub, they should also be signed in and out of the residential house they visit.
- At no point should a visitor be left on their own with a child or young person (unless they are the parent/carer of the student or unless consent has been given by the student or their parent).
- On departing the campus, visitors should leave via the hub they visited and return their ID badge and lanyard. If they are leaving any hub having also signed in at main reception, they only need to sign out of the digital system once. The person hosting the visitor should then ensure that the visitor is guided or accompanied back to their arrival point or their parked car.

Group Visits to Site

It is important that when large groups are visiting site they are co-ordinated with reception staff. Reception must be issued with a register of attendees whether the group are on site for an event in the Neville Centre/Nicholson Hall or other location or outside completing a challenge. If it is an indoors event, the Young Epilepsy coordinator will be provided with visitor labels and red lanyards to hand out to attendees. If it is an outdoors event they will be provided with clip badges and red lanyards which have more security during activities.

The staff member responsible for organising the group event/challenge is responsible for ensuring that the group members' whereabouts are known at all times, and that a member of Young Epilepsy/St Piers staff is always present with the group members.

Any conduct of a visitor that raises concern about their suitability to be around children or adults at risk, must be immediately reported to a Designated Safeguarding Lead (DSL).

Groups attending campus for more than one day, or groups who are likely to come in to contact with students around campus, will be provided with a health and safety and safeguarding briefing from a member of Young Epilepsy Staff with key messages about keeping themselves and others safe.

Large fundraising events on Site

Young Epilepsy organise a number of large fundraising events on campus. Some of these will result in a large number of specific pre-booked visitors attending site (such

as sporting events). Other events will be open to all members of public. Some of these events will take place outside of normal working hours.

It is the responsibility of the event organiser to have completed a risk assessment prior to such events taking place, and that this is authorised by the appropriate Executive.

Children Visiting Site

Employees should not bring their own children into any service (e.g., residential home, medical centre or education setting) with students present without explicit consent from their line manager, as well as the necessary consent from students. This is for the protection of both St Piers' students and the employee's child.

Regular visitors

Regular visitors who are likely to come in to contact with children and young people must undertake an Enhanced DBS check. It is the responsibility of the staff member who has made the arrangements for the visitor to contact the HR department to discuss and arrange this. Once they have completed appropriate DBS and other checks, they will be issued with a YE or St Piers lanyard. Until then, they should be issued with a red visitor lanyard on each visit.

Permission and Checks

When arranging for a visitor to attend campus, consideration should be given as to whether prior permission needs to be sought. If the purpose of the visit is to visit students or as a visiting speaker, then the employee arranging the visit must request permission from their Head of service/department. If the visitor is attending campus to visit a child or young person, then it may be necessary to seek relevant permission from the child/young person and/or their parent/carers.

Young Epilepsy & St Piers has a duty to protect children and young people on campus from extremist views and from harmful or exploitative behaviour. As such, it is necessary to undertake suitability checks on visitors who will be directly working with any students, particularly visiting speakers.

With regards to suitability checks for visiting speakers or facilitators who will have contact with children and young people on campus, appropriate checks should include one or more of the following:

- Checking the content of their website and carrying out internet searches
- Contacting organisations where the person has spoken previously
- Requesting a copy of the content the speaker will use during their visit

If during the visit, any concerns are raised regarding the behaviour of the speaker or the content they are delivering, a DSL must be contacted and staff must intervene to stop the visitor. In such instances, details of the speaker should be given to the Chief Executive's Office.

Unknown/uninvited visitors to Young Epilepsy/St Piers

It is likely that there will be unknown or uninvited visitors to Young Epilepsy & St Piers as a highway runs through the campus, and there are also various public rights of way. Therefore, the following points should be followed by staff with regards to these visitors:

- Any visitor to the site who is not on the highway or a public footpath, and who is either not wearing an ID badge and lanyard or is wearing a red lanyard but is unaccompanied, must be challenged politely to enquire who they are and their business on the campus. They should then either be escorted to Reception to sign in and be issued with an ID badge and red lanyard, or escorted back to the host who should be supervising them if they already have a red lanyard.
- If the unknown visitor is on campus for the purposes of leisure pursuits (for example cycling, walking, or running), then the visitors must remain on the public rights of way and should be directed towards these by staff. Dog walkers should be respectfully asked to keep dogs on a lead.
- In the event that the visitor refuses to comply with the procedures above, then they should be asked to leave the site immediately and the relevant Head of Service informed. The Executive on Call should also be informed immediately.
- The Executive on Call and/or members of the senior management team will consider the situation and decide if necessary to inform the police.
- If a visitor becomes abusive or aggressive, they will be asked to leave the campus immediately and warned that if they fail to leave the grounds, police assistance will be called for.
- During non-school/college hours, where visitors are not complying with reasonable requests to return to and remain on public paths and rights of way, the on-site security team should be notified.
- If there are concerns about challenging the individual, the reception team should be contacted in the first instance. Outside of Reception open hours, the Duty Manager and police should be contacted if there are concerns regarding safety. The Executive on call should be kept updated by the Duty Manager.

These procedure/These guidelines is/are agreed by the Executive and will be implemented by all department(s).

Signed:

Date: 12 November 2025



Nazar Al-Khalili
Director of Finance & IT

Date of review next review: 1 October 2026

Version table

Creation: - Lynne Houghton

Approved by: - Nazar Al-Khalili

<u>Version No.</u>	<u>Date of changes</u>	<u>Reason for change</u>	<u>Changes made by</u>
1	13 Jan 2023	All visitors will be required to wear a red lanyard	LH/GW
2	27 Jan 2023	Updated information regarding visitors who should wear a green lanyard	LH/GW
3	Oct 24	Updated to reflect general review of lanyards across campus	JL
4	Nov 25	Reviewed to reflect the digital sign-in system	JL
5	Dec 25	Update with regards to red lanyards – pg. 2	GW/JL