

# Visitors Policy



HOPS is committed to providing a safe and secure environment for the children in our care. When we have visitors to HOPS we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting HOPS. Accordingly, when a visitor arrives at HOPS we will follow the procedure set out below

- All visitors to HOPS must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of HOPS Team Leader or Administration Coordinator.
- The reason for visit will be recorded.
- The visitor will have their personal belongings including, bags, phone, computers and tables locked in a suitable locker while attending a HOPS session
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on HOPS 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 Team Leader and Administration Coordinator will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

This policy was adopted by: HOPS	Date March 2016
To be reviewed annually	Signed: