



# Gate Entry & Visitor Management

CHARITY POLICY & PROCEDURE

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## Gate Entry & Visitor Management Policy

### Statement of Intent

Talbot House Children's Charity Limited ("the Charity") exists to improve the lives of the children and families it works with. The Charity assures all visitors a warm, friendly, and professional welcome, whatever the purpose of their visit.

The Charity has a legal duty of care for the health, safety, security, and wellbeing of all children, visitors, and employees. This duty of care incorporates the duty to safeguard all children from any form of harm, abuse, or nuisance. It is the responsibility of the Trustees / Governors and the Senior Management Team (SMT) to ensure that this duty is uncompromised at all times.

The Charity recognises that there can be no complacency where child protection and safeguarding is concerned and therefore requires all visitors and employees, without exception, to comply with the following policy and procedures. Employees are expected to ensure this is the case and to understand that failure to do so may result in the visitors being escorted departure from the site.

It is the aim of the Charity to have in place a clear protocol for the admittance of external visitors to the site which is understood by all employees, Trustees / Governors, visitors, and parents, and conforms to child protection and safeguarding guidelines.

The Charity expects all employees to work within the Charity's rules and procedures. All employees have a responsibility to conduct themselves in an appropriate and professional manner in accordance with the Charity's Code of Conduct, Mission and Values, and cooperate in the application of this procedure.

## Gate Entry & Visitor Management Policy

### 1. Linked policies and guidance

The Charity has a set of policies relating to Health and Safety and this document forms part of that set. It has been created in line with the following guidance and policy documents:

- **Child Protection and Safeguarding Policy**
- **Fire Safety Policy**
- **Health and Safety Policy**
- Keeping Children Safe in Education
- Major Incident and Disaster Recovery Business Continuity Plan
- Working Together to Safeguard Children

### 2. Gate entry system and the site

- The site comprises of four detached buildings and several outbuildings mainly used for storage. It is approximately 8 acres in size and is contained within perimeter fencing and hedging, although is not a secure site. We have two main points of access to the site, the main gate, which is electronically controlled, and another gate which has access via the bridle path adjacent to the perimeter fence.
- For the safety and protection of everyone at the Charity, gates on site must remain closed and locked at all times when access is not required.
- Apart from the main gate, all other gates are padlocked and share a common key, so that access is not hindered.
- The Charity will not deprive anyone of their liberty to leave, unless doing so would appear to compromise their safety.
- The gate will open only under the following circumstances:
  - When a mobile phone sends a text to the gate with the appropriate number and message (which can be changed by the Charity as required).
  - With a fob.
  - From an intercom phone inside the building located in Reception, Administration and the Kitchen. The visitor should use the intercom on the gate to alert employees of their presence. The employee who will then allow access using the handset and ask the visitor to report to Reception (or the kitchen for food deliveries only).
  - When a vehicle drives up to the internal side of the gate and activates the sensor in the tarmac.
  - Manually as described in section 5.
- The gate closes automatically when the sensor on the gate post determines a clear path.
- Employees will ensure visitors who enter site report into the Reception (or Kitchen, if it is a food delivery). Visitors who do not sign in within a reasonable timeframe will be sought out to do so.
- The red button on the side of the gate, locks it in position, whether open or closed, a manual reset is required to release the lock.
- Key fobs must be signed for when allocated to an employee (or visitor, if appropriate).
- In the event that the gate does not open or close properly, the Administration Team must be informed immediately. They will check the status of the red button; use the reset key (located within the Administration Office) and / or follow the instructions in section 5. If the problem persists the system provider will be contacted to resolve the situation. Leaving site will, temporarily, be undertaken via the other gate, if required.

### 3. Employees

- All Charity employees are aware that the gates are in place to safeguard everyone on site and ensure that unwanted access to our pupils, employees or visitors, is not possible.

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- All permanent Charity employees have been given either a fob remote or a mobile telephone number and text message content needed to access the main entry gate.
- All permanent Charity employees have a padlock key to unlock the other gates on site, and then lock behind them.
- All employees are aware that keys, passes and fobs are to be kept safe at all times. The number and message required to open the main gate are kept confidential and are never given to any pupil or outside parties. Disciplinary sanctions may be imposed, if this is found to have happened, please refer to the Charity's **Disciplinary Policy** if further details are required.
- From time to time the code for the gate will be changed to ensure that entry cannot be gained by former employees or contractors of the Charity.

### 4. Visitors

- All visitors access the main entrance via the intercom at the gate. Reception and Administration employees are available, during normal working hours (8:00am to 4:00pm), to answer the intercom, sign visitors in, and allow access. Kitchen employees arrive on duty from 7:00am and are able to answer the intercom and allow access, until Reception opens at 8:00am.
- Delivery drivers and taxi drivers, are not required to sign in, but will be sought out if they fail to report to their intended destination within a reasonable timeframe (it is the responsibility of the employee who allowed access to ensure they have arrived at their destination within a reasonable, short, timeframe).

#### 4.1 Arrivals

All visitors must follow the procedure set out below:

- Report to Reception – no visitor is permitted to enter via any other entrance (food deliveries and taxis do not need to report to Reception unless entering the building).
- State the purpose of their visit and who has invited them.
- Be ready to produce formal identification upon request.
- Sign in – the visitors book is kept at Reception, this details the visitors name, organisation, who they are visiting, car registration, and the date and time of their visit.
- Read and sign the Information for Visitors form – this is a safeguarding measure detailing information for all visitors including basic house rules, the identity of the Designated Safeguarding Leads, mobile telephone protocol, and what to do in the event of a fire. The form encourages visitors to watch the first three presentation slides, playing on loop on the TV in the Reception area, to ensure they are aware of their safeguarding responsibilities. All forms are issued by, logged and retained by Reception.
- Wear the pass and lanyard issued upon arrival, and ensure it remains visible throughout their visit.
  - Green Lanyard – Trustees / Governors.
  - Red Lanyard – General Visitors (including agency staff and contractors).
  - Branded Lanyard – Permanent Employees.
- Remain with the Employee who they have come to visit (the Employee will be asked to come to Reception to receive their visitor/s and will be responsible for their visitor/s whilst they remain on site). Visitors are not allowed to move about the site unaccompanied without permission from the CEO and / or Head Teacher, in which case a risk assessment must be complete while pupils are present in the particular area concerned, (unless working in a sectioned off area with no access to pupils).

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### 4.2 Departures

- All visitors must leave via Reception and sign out, handing their visitors badge and lanyard back to Reception.
- If leaving by car, visitors should drive slowly up to the main entrance gate and wait for it to open.
- If leaving on foot, visitors should inform Reception of this as they sign out so that the gate can be opened for them.

### 4.3 Agency Staff

- All agency staff members must follow the procedures set out within this policy for every day they are on site.
- On first date of arrival, all agency staff are also be asked to:
  - Produce photo ID and their DBS certificate for our records.
  - Complete a Safeguarding Information for Temporary Agency Staff form.
- All agency staff will be allocated a swipe card, keys and safeguarding information card. These must be signed in / out at the beginning and end of each day.
- Agency staff may be given the code to the main entrance gates at the discretion of the Head Teacher and CEO.

### 4.4 Contractors

- All contractors must follow the procedures set out within this policy for every day they are on site.
  - All contractors are required to produce a Risk Assessment Method Statements (RAMS) before any works begin.
  - Longer term contractors may require a more detailed risk assessment, completed by the Charity, for the duration of the works scheduled to be completed on site. This risk assessment also includes whether or not the contractors are given the code to gain access to the premises via the main entrance gate. In this instance, arrangements are made by Administration to have the code changed following completion of the works by the contractors.
  - Read and sign the Information for Contractors form – this is a safeguarding measure detailing information for all visitors including basic house rules, the identity of the Designated Safeguarding Leads, mobile telephone protocol, and what to do in the event of a fire. The form encourages visitors to watch the first three presentation slides, playing on loop on the TV in the Reception area, to ensure they are aware of their safeguarding responsibilities. All forms are issued by, logged and retained by Reception.
  - Wear the Red Lanyard pass and lanyard issued upon arrival, and ensure it remains visible throughout their visit.
  - Remain with the Employee who they have come to visit (the Employee will be asked to come to Reception to receive their visitor/s and will be responsible for their visitor/s whilst they remain on site). Visitors are not allowed to move about the site unaccompanied without permission from the CEO and / or Head Teacher, in which case a risk assessment must be complete while pupils are present in the particular area concerned, (unless working in a sectioned off area with no access to pupils).

### 4.5 Trustees / Governors

- All Trustees / Governors must follow the procedures set out within this policy.
- All Trustees / Governors will be DBS checked by the Charity.

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### 4.6 Incidents

It is not usual for pupils to access the car park or the area where the main gate is located. However, if this occurs, the Charity has a duty of care to keep pupils safe.

- Visitors are reminded that it is not always safe for the gate to be opened for entry or exit.
- If an incident is on-going in the car park, visitors will be asked to wait patiently outside the main gate or remain in Reception until the situation has been de-escalated.
- Employees dealing with the incident can press the red button located on the inside of the main gate to prevent it from being opened by someone entering the code from the outside. Employees are also encouraged to radio to ensure everyone is aware that an incident is taking place.

### 4.7 Any visitor to the Charity who is not wearing an identity badge will:

- Be challenged politely to enquire who they are and their business on site.
- Be escorted to Reception to sign in, following the procedure outlined within this policy.
- In the event that the visitor refuses to comply, they should be asked to leave site immediately. The CEO or Head Teacher must be informed without delay. The CEO and / or Head Teacher will decide if it is necessary to inform the police.
- If the visitor becomes aggressive, they will be asked to leave the site immediately and warned if they fail to leave the grounds, Police assistance will be called for.

## 5. Power failure

- In the event of a power failure, employees should ensure the health and safety of every person on site and the CEO, Head Teacher and the Maintenance Team must be made aware of this immediately.
- If a power failure occurs during school opening times, employees should liaise with the Administration Department who will manage the situation to resolution.
- In the event of a power failure, the main entrance gate will not automatically open or close, however, this can be done manually using the following instructions:
  - Open the main panel of the gate, which is located on the left hand side of the gate as you look at it from inside the Charity grounds. This is accessible using the key marked "Main Entrance Gate" behind Reception.
  - Remove both panels for complete access.
  - Follow the instructions for manually operating the gate. Instructions are kept inside the main panel.
  - There is a manual crank that fits inside the brake unit of the gate and once fitted correctly, will allow employees to open and close the gate without electrical power.
- If the emergency services are required to attend site, the gate should be opened as a priority in order for the appropriate services to gain access.
- Information on whether or not the Northern Powergrid is aware of the power failure is available online at [www.northernpowergrid.com](http://www.northernpowergrid.com) . If there is a general power failure within the local or regional area, then details of the time the power failure occurred, when it is due to be resolved and other relevant contact details are available on the website.

## 6. Review

This policy is subject for review on a regular basis in the light of operational needs and requirements and / or changes in legislation and may be subject for review prior to the date shown if deemed necessary. The HR Department will be responsible for reviewing this policy.