

POLICIES AND PROCEDURES

Arrival and Departure of Visitors to Kensington Resource Centre Procedure

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Cross Reference	

Purpose of this document

To ensure that all visitors to Kensington Resource Centre are correctly registered and identified within the building at all times to ensure maximum security.

Details of Procedure

- All visitors to Kensington Resource Centre for Aspired Futures (AF) or the Kensington Resource Centre must access the building via the front door. If any people try to gain access from the kitchen door they will be advised to go to the front door entrance so they are able to signed in and collect their relevant I.D. badge.
- All visitors are able to use the security intercom when they arrive, there is an intercom in the main Kensington Foundation office, the Rainbow room and the main AF office.
- Only AF staff are to answer the intercom in the Rainbow Room and AF office to allow visitors access, thus ensuring maximum security for the building and groups that are being facilitated. Any person using the front door intercom, who are unknown to the AF team and when all CYP book in at the front door they must detail the date, time, name, company, purpose of visit and car details. If visitors are entering an AF group they must also be entered on the group registration form as a visitor. All visitors will receive a visitors badge to be worn throughout their visit.
- When leaving the building all visitors must sign out of the register for any groups and the Kensington Resource centre front entrance register book. This is to adhere to all health and safety procedures, fire safety procedures and to ensure safeguarding procedures are met at all times.
- If visitors are attending any therapeutic sessions, the group facilitators must be informed the visitor is leaving, the visitor must be escorted out of the building signing out on the Therapeutic session register and the front door register also.
- If any unknown visitors try to enter and a therapeutic session is being facilitated only the AF volunteer and service manager or lead sessional worker must open the Rainbow Room door or front door to ensure safety at all times. If the visitor is a Kensington Resource centre, visitor, staff must speak with Kensington Resource centre staff to seek the nature of the visit and request that they do not access the Rainbow Room or other parts of the house whilst any groups are being facilitated unless they are escorted by Kensington resource centre staff.