



Signing In and Out Policy

Policy Statement

Frylands Wood ensures all visitors have a warm, friendly and professional welcome.

The Centre has a legal duty of care for the health, welfare and safety of all visitors and staff.

In performing this duty, the Centre recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The Centre therefore requires that ALL VISITORS (without exception) comply with this following policy and procedure. Failure to do so may result in the visitor(s) being escorted from the Centre.

Policy Responsibilities

The Centre Manager is the member of staff responsible for the implementation, co-ordination and review of this policy.

All breaches of this procedure must be reported to the Centre Manager. This can be via the Duty Manager if the Centre Manager is not working.

Aim

To safeguard and promote the welfare of children and young people the Centre has responsibility for, in line with The Scout Child Protection Policy and have a list of people on site in case of emergency such as fire.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to the Centre which is understood by all staff, crew and visitors and conforms to Child Protection safeguarding guidelines.

Where and to whom the policy applies

The Centre is deemed to have responsibility for its young people, adults and visitors anywhere on the centre (i.e. within the Frylands Wood boundary, as outlined by boundary signs) at all times throughout the day and night.

The policy applies to:

- All staff employed by the Centre
- All external visitors entering the Campsite
- All Members of Lewisham District Scout Council
- All Service Crew members and other Volunteers
- All suppliers and contractors
- Other professionals

Protocol and Procedures

Visitors to Frylands Wood Scout Outdoor Centre

- All visitors and users of the Centre must report to the office on arrival.

- All visitors must complete the Signing In sheet, which is always kept in holder outside the reception door.

- At reception, all visitors must state the purpose of their visit and/or who has invited them. They should be ready to produce formal identification upon request.
- If for any reason the office is shut, you must call or text the Duty Manager and phone number is 07703569655. The Duty Manager can then arrange to hand over welcome pack, keys & wristbands as required. You should still ensure you complete the Signing In sheet
- All visitors will be required to wear appropriate coloured wristbands provided by Frylands Wood Scout Outdoor Centre
- The contact will then be responsible for the group whilst 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.
- The Centre's staff (paid or voluntary), can be identified by clothing which has the Frylands Wood Logo on.
- We are aware that Frylands Wood is an open site with a public footpath running around the boundary. Although the Centre is private property, open access to any part of the site is available at any time and visitors should expect to be asked who they are and what their business is even after registration at Reception. Security is of paramount importance.
- If an unknown person is not on the public footpath, you have the right to ask who they are & to see their Frylands Wood wrist band or staff clothing with logo (it may be hidden by a coat). You should not however put yourself in danger & if in any doubt and/or the person refuses to answer, then contact a member of Frylands staff or the Duty Manager. If the person is in anyway threatening, call 999 or 112, immediately & then try to inform the Duty Manager.

Approved Visitor List

The Centre will hold an approved visitor list for visitors who frequently visit the Centre to undertake work within the site. To qualify for this list, the visitor must have provided the Centre manager with a DBS enhanced certificate with barred list checks. This will be registered on the Centre's central record system.

Visitors on the Approved List MUST follow the same procedure on entry to the premises (i.e. come to reception and sign in the visitor's log). A copy of the approved visitor list will always be kept in the office.

Visitors Departure from Centre

On departing the site, visitors MUST leave via the office and:

- Enter their departure in the visitors' signing in book
- Return the identification wristband
- Settle up any outstanding payments

Unknown/uninvited visitors to the Centre

Any visitors to the Centre who are not wearing Frylands Wood wristbands should be challenged politely to enquire who they are and their business at the Centre.

They should then be escorted to reception to sign the visitors' book and be issued with a wristband. The procedures under 'Visitors to Frylands Wood' above will then apply.

If the visitor refuses to comply, they should be asked to leave the site immediately and the Duty Manager should be informed promptly.

The Duty Manager would 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 Centre immediately and warned that if they fail to leave the campsite police assistance will be called for.

Volunteers

All volunteers must comply with The Scouts joining process, completing a DBS disclosure form (if not already held.) Thereafter procedures as above should apply.

New volunteers will be asked to comply with this policy by the Duty Manager at an initial meeting.