

# **SES KITE**

## **Access and Visitors Policy and Practice**

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*SES Kite Ltd (12634002) is a subsidiary company of  
Specialist Education Services (Holdings) Ltd (7970185)*

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## 1 AIMS

- To ensure a young adult's basic right to safety and security.
- To facilitate and monitor access to young adults for approved/legitimate visitors i.e. parents and relatives, Local Authority personnel and others e.g. police.
- To prevent young adults being targeted for improper purposes.
- To ensure that visits from professionals relate directly or indirectly to the enhancement of the overall provision of service to the young adult
- To keep in mind at all times the young adult's right to a domestic home environment

## 2 STATEMENT

Young adults who live at SES Kite establishments have a right to telephone and written contact with, and visits from, parents, carers and other bona-fide relatives/family friends.

Young adults living in our establishments are the responsibility of the Young Adult Residential Support Manager (YARSM) and members of staff. All staff adults are responsible for being aware of the whereabouts of young adults who reside at the home, and where appropriate, maintaining a written record. Acting 'in loco parentis' carries with it a parallel responsibility of 'duty of care'. Within this responsibility is the onus to do what is reasonable at all times to safeguard the best interests of the young adult in question. On occasions this test may need to be applied to the issue of making decisions in relation to access to young adults and visitors to the home.

SES policy and procedures will take a common sense approach to welcoming and receiving visitors into a domestic setting and preserving as much as possible an open and domestic feel that is so important to the long term well being of our young adults. We fundamentally believe that over cautious, institutional responses to short term perceived risks that in reality are minimal is far more damaging and 'risky' for our young adults over the long term. All procedures are based upon a thorough and quantified security risk assessment, as well as the Appropriate and Suitable Location Review (*see Security Risk Assessment and Appropriate and Suitable Location review on the Network*).

## 3 PROCEDURES FOR VISITORS

- Professional visitors are asked to arrange their visit at least 24 hours in advance.
- All young adults will be made aware of professional visitors to their home through a variety of ways that allow for differences in the relevance of visitors to individuals.
- In the case that a member of staff receives a telephone request for a visit to take place, and they are uncertain as to the credentials of the person requesting the visit they must discuss the request with the YARSM. All prospective professional visitors will be asked to provide a telephone number for return contact.

- Local authority or other agency visitors are expected to carry identification and sight of this will be requested on their first visit. Access to a young adult may be denied until such times as a visitor can prove their identity.

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| <p><b>ALL VISITORS ARE EXPECTED TO BE GREETED BY A YARSW OR THE YARSM ON ARRIVAL TO THE HOME</b></p> |
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- All professional visitors, including contractors, must sign the 'Visitors Book' on arrival, giving the date and time of their visit and reason for visiting etc, and similarly they must 'sign out' when they leave site. The 'Visitors Book' is located in the kitchen and will be discreetly made available for the visitor by the staff adult.
- When signing in for the first time, all professional visitors will be asked to read a safeguarding statement to ensure they have understood the protocols and information sharing relating to SES.
- Staff must sign in friends and family of the young adults in the Visitors Book, and when the visitor leaves. The friend or family member will not be required to sign the Visitor Book. All friends and family must make themselves known to staff on arrival.
- Visitors are expected to behave reasonably and within the parameters of home policies during the course of their visit. If a visitor is judged to be intoxicated, or otherwise impaired, or becomes violent, abusive or otherwise threatening to the continuing good order of the environment they will be asked to leave the site.
- Professional visitors are expected to abide by the Specialist Education Services' rules that alcohol is not to be brought on to site and that smoking is not permitted in the home, including the grounds and the road immediately bordering the home.
- Friends and family may bring alcohol or smoking materials to the home; this is only allowed where there exists a clear plan in line with the young adult's risk assessment. Smoking is not permitted inside the home.
- The YARSM will be made aware of visitors when they are present in the home.
- If the YARSM or their delegate, uses their judgement to deny a family member or friend access to a young adult, or has reason to terminate a visit for one of the aforementioned reasons, they will subsequently inform the representative from the young adult's local authority about their decision and follow this up with a letter or email, confirming the facts that lead to the decision. An alternative visit date will only be offered after a full assessment of the situation involving consultation with all appropriate parties.
- If a professional visitor asks to take a young adult out of the home, the staff adult present will be consulted. The in/out log in the office will be completed

accordingly. Upon returning to site the young adult will be expected to advise the member of staff that they have returned.

- Where a friend or family member wishes to take the young adult out, this will be agreed with the staff member in line with the young adult's risk assessment. A clear record will be made of the time they departed and the purpose of their trip out.
- If any visitor removes a young adult from site without permission advice will be immediately sought from the YARSM, or in their absence, the SES Principal / Deputy Principal. Advice may also be requested from the young adult's Local Authority officers, the home's adjacent social services or the local police.
- Young adults are provided with the means to make private telephone calls. Telephone help-line numbers are given to young adult's on individual helpline cards. Reasonable guidelines are given to young adults as to when routine telephone calls might be made/received.
- If a member of staff has concerns as to the nature of a telephone call a young adult might be receiving they will discuss their concerns with the YARSM. If a decision is made to deny any personal telephone access to a young adult then the same procedures will apply as to when a prospective visitor to site is denied access to a young adult.
- Young adults will be encouraged to write letters or electronic communication, such as emails. They are entitled to privacy both in respect of what they choose to write and the content of any letters/messages they receive. However, if a member of staff has concerns as to the contents (e.g. in the case of illegal substances) of a young adult's mail they will discuss this with the YARSM. Local authority officers will then be contacted and an agreement will be reached as to what measures will be taken to prevent such material entering the home.
- All members of staff will be required to 'reasonably challenge' any person they find on the home's site that they do not recognise.
- All members of staff are responsible for ensuring that all visitors have followed the signing in and out procedures, particularly where the visitor may have inadvertently bypassed it.
- Staff are not permitted to have their own personal visitors to the home when on duty.

## **4 APPENDICES**

### **Appendix A: Dealing with Unknown Visitors and Intruders**

#### Daytime

Essentially no stranger to the home should go unchallenged, but this should be handled sensitively. Much will depend on the time of day, who else is present, etc.

Staff should be aware of predictable visitors that are in the diary, for example. Challenging strangers must not be aggressive or unwelcoming, but clear, pleasant and polite. If during daylight hours a person appears on site and it is not obvious that they are a pre-arranged visitor a greeting such as is given below is appropriate.

*“Hello. Can I help you? Are you looking for someone?”*

An easy follow up can be:

*“Let me take you to the office to sign in.”*

Usually the other person will respond with an explanation of why they are there and for the vast majority of times it there will be for a valid reason and the situation will be easily resolved.

If there is any hint of suspicion or disquiet about the response, politely withdraw and immediately inform the YARSM, or if necessary, the police.

### Hours of Darkness

The front and back external doors must be secured for the night once darkness approaches. They should be locked internally and alarms set; each young adult has their own key to the doors in case of emergency.

During the hours of darkness any stranger is potentially going to be seen either because they come to the front door in view of street lights or they are making themselves visible elsewhere round the outside of the home.

A stranger at the door can likely be immediately visually assessed and greeted with the normal politeness and an enquiry as to what they want. This will again usually be a straightforward situation with an easy explanation. If a stranger is present in the garden without prior permission the back door should remain locked.

Under no circumstances should staff exit the building to directly challenge.

### During Sleeping in Times

Any suspicious activity during the sleeping in time should be immediately reported to the YARSM (or SES Principal / Deputy Principal) the following day, under no circumstances should staff exit the building to directly challenge.

### Procedures for Serious Concern about Intruders on site during daylight hours

Serious concern about a visitor or stranger within the home or garden during daylight hours will be reported to the YARSM if they are on site. There will be a decision about who will take the lead in any action in these circumstances.

If the staff adult is in sole charge the following points apply:

- They will assess the seriousness of the situation

- If required, quietly and sensibly make sure young adults are safely inside their bedrooms or home (and reassured if they are concerned)
- An assessment will be made as to whether the police need to be informed
- If concern is high enough a calm but swift check of internal doors should be organised (i.e. all exits/entrances are secured)
- Where applicable note any key features of the intruder (physical, voice, etc.,) and any vehicle registration
- Consider whether this falls into the critical incident definition as described in the critical incident policy
- Record your actions and the outcome

#### Procedures for Serious Concern about Intruders on site during darkness

- The staff adult will assess the seriousness of the situation
- Intruders on site (likely the garden areas) during the hours of darkness will automatically be of a suspicious and potentially serious nature. Much may depend on their behaviour.
- There is an assumption that the home is secured for the night once darkness approaches.
- The time of evening will have a bearing on the staff response (e.g. visibility outside, whether young adults are in bed, etc)
- An assessment will be made as to whether the police need to be informed
- Internal security should already have been checked
- Night time alarms can be set so that premises are secure

There is a possibility that whilst doing an external security check of the home an intruder is encountered. If this happens your primary aim is to calmly return to the home as best as possible with a view to protecting your own personal safety.

#### Procedures for Serious Concern about Intruders in the building during darkness

In the event of the front or back door alarms being activated:

- Check alarm pad – this will indicate where security has been breached
- If this is the case call the police
- Await police assistance.

If you are physically faced with intruders in the building make it clear the police are on their way.

Do not show any resistance in respect of protection for property, money or possessions. In the event of a realistic threat to personal safety, or the safety of young adults, the company would support any reasonable and proportionate action in the circumstances that an individual chooses to take.

### **Appendix B: Visitors Safeguarding Statement**

See overleaf

## **INTRODUCTION**

Safeguarding and vulnerable young adult protection are central to everyone's role at Tower Hill.

Regardless of your role as an employee, a visitor or a volunteer whilst you are on our premises you must pay heed to our policies and procedures.

## **KEEPING CHILDREN SAFE**

Specialist Education Services operates a policy of restricting unsupervised access to children and young adults to those professionals who have been correctly vetted.

All adults working regularly with our young adults must undertake a Disclosure Barring Service Check which must be completed before they commence work.

Adults visiting the home will sign our visitor's book. Upon departure, visitors will sign out and return the card.

## **SAFEGUARDING**

### **FIRST AID**

If you encounter a young adult with any medical concerns or who seems ill, or in case of an accident please alert the nearest staff adult. All staff adults are First Aid trained. First aid boxes are located within Tower Hill.

### **HEALTH AND SAFETY**

The premises are regularly audited to ensure that everywhere is safe for young adults, but you have a responsibility to ensure that your actions do not endanger anyone.

As a visitor you have a legal responsibility to care for your own as well as others health and safety and you are required to observe all health, safety and welfare rules.

### **SUBSTANCE ABUSE**

For visitors, there is a no smoking policy covering the whole site, including the grounds and the road immediately bordering the site.

Equally it is not acceptable for alcohol and/or illegal substances to be brought onto the site or into the home.

# **SPECIALIST EDUCATION SERVICES**

## **Tower Hill**

Safeguarding and Vulnerable Young Adult  
Protection  
A Quick Guide

*SES Ltd is committed to safeguarding and promoting the welfare of children, young people and young adults, and expects all staff and volunteers to share this commitment.*

# VULNERABLE YOUNG ADULT PROTECTION

If you have any vulnerable young adult protection concerns about a young adult you meet at Tower Hill you should immediately report these to a member of the staff team.

If you feel the young adult is at risk or the subject of abuse you should contact the Designated Safeguarding Officers who are:

- The Young Adult Residential Support Manager
- The SES Principal
- The SES Deputy Principal
- The Operational Director

Any adult will guide you to one of the above-mentioned people.

**PLEASE REPORT  
ANYTHING THAT GIVES  
YOU CAUSE FOR  
CONCERN**

**REMEMBER.....**

**NEVER PROMISE TO KEEP A  
SECRET**

**ALWAYS PASS ON INFORMATION  
IMMEDIATELY**

**What if a vulnerable young adult  
wants to tell me something?**

If a young adult begins to tell you something that is happening to them you should:

- Tell them that you want to make sure they are safe
- Tell them that you will have to pass on what they tell you to help keep them safe
- Listen carefully but try not to ask questions