

# Quay Visitors and Safeguarding

## Visitors

All visitors to The Quay may be asked to present formal identification at the time of their visit (unless they are named on the approved visitors list as set out below). They must follow the procedure below.

- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to sign the Visitors Record Book which is kept at the main entrance (kitchen) making note of their name, organisation, who they are visiting, car registration and time of arrival.
- All visitors will be required to wear an identification badge – the badge must remain visible throughout their visit.
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to receive the visitor. The contact will then be responsible for them while 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

## Unplanned visitors

If a visitor arrives unexpectedly, they *must not* enter the building without first having clarified their identity and purpose of the visit. If the purpose of the visit is deemed legitimate by the receiving member of staff, the procedure as set out above must be followed.

### **During the visit**

- Only go into areas of the site you've been permitted to enter.
- If you plan to take photographs of children and young people, you must seek prior permission from one of the Quay Directors.
- You should only be alone with children if The Quay has given you permission.

### **If you identify a safeguarding or child protection concern**

If you have any child protection or safeguarding concerns when visiting The Quay, they should be communicated as soon as possible to the safeguarding lead, Dean Frances-Hawksley. If the concern relates to Dean Frances-Hawksley, or if for any reason there are concerns about communicating the concern directly to a member of Quay staff, it should be relayed directly to a Safeguarding Officer at Gloucestershire County Council. You should keep a detailed record of your concern.

### **Active Gloucestershire Safeguarding Officers:**

#### **Children and Young People:**

Nicky Harverson: [nickyharverson@activegloucestershire.org](mailto:nickyharverson@activegloucestershire.org), 01452 393607

Rob Toomer: [Robtoomer@activegloucestershire.org](mailto:Robtoomer@activegloucestershire.org), 01452 393606

#### **Adults:**

Chris Davis: [chrisdavis@activegloucestershire.org](mailto:chrisdavis@activegloucestershire.org), 01452 393611

Ben Langworthy: [benlangworthy@activegloucestershire.org](mailto:benlangworthy@activegloucestershire.org), 01452 393613