

**MANAGEMENT GUIDANCE NOTE
(C26)**

**VISITOR SECURITY
(HEALTH, SAFETY & WELFARE)**

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POLICY:

- 1.1 To provide information and general guidance for managers and employees of Leicester City Council on the health, safety and welfare aspects relating to security and the control of visitors.

1. PURPOSE:

- a. To protect our customers, pupils, students, colleagues and ourselves.

2. SCOPE:

- a. Operational Property used or controlled by Leicester City Council Premises in which Leicester City Council are the Landlord.

3. DEFINITIONS:

a. Authorised Visitor

- i) Members of the public – person(s) who are not contracted or employed by Leicester City Council, but who have a legitimate reason to enter the premises through designated routes.
- ii) A Contractor – any individual, group of people or organisation who is under a contract, formal or informal, to undertake work on behalf of Leicester City Council.

b. Unauthorised Visitor

- i) Benign – for example, a person lost on the premises, who may inadvertently pose a health and safety risk to themselves and/or others.
- ii) Hostile/mischievous – person(s) intent or with the potential to do harm to other persons and/or property.

4. REFERENCES:

- A The Health and Safety at Work, etc Act 1974
- B The Management of Health and Safety at Work Regulations 1999
- C Leicester City Council procedures for booking in visitors and contractors (premises arrangements may vary)
- D Individual Premises emergency procedures including fire and bomb
- E Preventing violence to staff, Leicester City Council Safety Manual
- F Local rules for safety and security of individual premises
- G Managing Contractors, Leicester City Council Safety Manual
- H Safe school initiative, Leicester City Council/Leicestershire Constabulary 1976, Section 4
- I LEA health and safety bulletin 14, nuisance and disturbance on school premises, April 1999
- J LEA safety bulletin 17, the management of contracts involving building works at City educational establishments

6. **PROCEDURE:**

6.1 **Introduction**

Security and the control of visitors is an essential part of ensuring the health, safety and welfare of employees and visitors (including contractors) whilst on Council premises.

6.2 **Guidance**

6.2.1 Each individual premises must have an appropriate system of controls in place to ensure security and the control of visitors and contractors.

A 'suitable and sufficient' risk assessment will identify appropriate control mechanisms for individual or collective premises.

With exception to the centrally located Administration Buildings, it is the responsibility of the tenant to ensure that a suitable system is in place and maintained. Where there is multi-occupancy, or shared tenancy, a policy of co-operation on matters relating to health, safety and welfare should be followed.

In the centrally located Administration Buildings the Corporate Landlord is responsible for implementing suitable control measures.

6.2.2 Schools must develop and maintain appropriate controls in line with Local Education Authority policy and guidance and Landlord/Tenant agreements. In City schools this duty is explicitly delegated to head teachers and principals as part of their Safety Key Manager duties

6.2.3 All visitors should be provided with an appropriate level of information, instruction and supervision. Care should be taken to ensure that the visitor is suitably briefed on and fully understands all relevant emergency procedures.

6.3 **Controls**

6.3.1 There are a number of access and security control measures that may be put into place within premises controlled by Leicester City Council. These include:

- i) Designated public access and common areas, which have secure boundaries to prevent access into other areas.
- ii) Access Controls, including:
 - a) Reception/Security staff
 - b) Electronic Key Tags and/or Identification Badges
 - c) Keypad door controls
 - d) Conventional door locks and key controls

- e) Security checks
 - f) Procedure for booking in visitors and contractors
 - g) Appointment system (including escorts, if appropriate)
- iii) Some employees are issued with an electronic security key tag, which gives them access into the building via security controlled automatic doors. Any authorised persons using these doors should be aware of 'tail gating' and take reasonable steps to ensure that this does not occur.
 - iv) Access for visitors is restricted to reception areas and designated public common areas. Access into other areas by non-employees can only be gained by obtaining authorisation through the established visitor booking-in procedure, usually by prior appointment, or via a reception area.
 - v) An appropriate level of supervisors must be exercised for visitors/contractors whilst on the premises, including the provision of a nominated officer to act as an 'escort' and the issue of identity badges. Special arrangements may be necessary for disabled and vulnerable persons, and for employees or contractors carrying out work outside of 'normal office' hours.
 - vi) Unoccupied Council owned property/land should be suitably secured/fenced with adequate controls in place in order to assure, as far as reasonably practicable, the health, safety and welfare of persons who may be affected by the undertaking, including trespassers and those who may be affected by 'Statutory Nuisance'.
 - vii) All control measures implemented by the Landlord, Tenant and/or Occupier must be appropriate to the risk and subject to a schedule of monitoring and review in order to assess their effectiveness.

7. UNAUTHORISED ACCESS:

7.1 This may lead to situations involving:

- i) Physical assault or violent behaviour
- ii) Theft, which could escalate to a conflict situation if the person is challenged
- iii) Arson
- iv) Criminal Damage, this may lead to a conflict situation if the person is challenged, or buildings and/or equipment could be left in a dangerous condition due to damage or tampering
- v) Terrorism
- vi) Unauthorised persons may present an unintentional health and safety risk to themselves and to others.

7.2.1 All employees and unauthorised visitors/contractors should display their valid identity badge in a prominent visible position whilst on the premises.

Unauthorised visitors, or suspected unauthorised visitors should be asked politely who they are and why they are there.

Do not approach any persons if you feel it could lead to a conflict situation, or if it could leave you in a vulnerable position.

Any suspicious person(s) or packages should be reported to a manager, or to security personnel immediately.

Head teachers' and Principals' attention is drawn to health and safety bulletins 14 & 17 which detail arrangements for dealing with nuisance and disturbance on school premises and the management of contracts respectively.

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