



## **JPAC Ltd Intruder Policy**

JPAC Ltd believes that the safety of the children and staff is of paramount importance. We make every effort to keep our Clubs safe from intruders. All staff should note that it must be their priority to maintain the safety of the children in their care as well as their own safety.

### **Method**

An intruder is someone who has not followed the established visitor procedures for booking into the club and may or may not be a safety hazard, to the children and staff.

This policy suggests ways in which it is possible to deal with an intruder:

1. Any member of staff who sees an intruder should, if it appears safe to do so approach the individual and ask for their name and reason for visiting the Club.
2. The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be made aware of the procedures in place for visiting the Club.
3. While determining the status of a visitor, every effort must be made to ensure children in our care are safe, feeling secure where possible, continuing to be engaged in their current activities. If need be, children must be given reassurances as to their own and others safety and well being.

### **A) Procedure: visitor with legitimate business**

- Identify the person and determine their purpose or need for being in the Club
- Escort the person to the Club Manager and have them sign in as a visitor. Ensure they are aware of the procedures in place for visiting the Club for future reference.
- Review security to determine how the intruder gained entry.

## B) Procedure: intruder who may pose a safety hazard

- Politely greet intruder, identify yourself and ask purpose of the visit to the Club.
- Ask a colleague to observe your approach to the intruder.
- Explain that all visitors must report to the Manager and escort the person to the Manager of the Club. Remain standing a short distance away and if the Manager signals call the police.
- Depending on the circumstances and the demeanour of the intruder, the Manager will make every effort to call the police to report the incident. If the intruder appears agitated, irrational or refuses to leave the building in a peaceful manner, endeavour to calm the person by talking in a low calming reassuring voice. Signal to the staff member if the police are required.
- If the police are called and the individual leaves or attempts to leave prior to the police arriving, do not attempt to physically detain or restrain the person. Contact the police to inform the responding officers that the individual has left the building, the direction and means of transport.
- If the individual stays until the police arrive, inform the officers what has happened that led to the individual being with you so they can establish probable cause for arrest for trespassing. Also verbally ask the subject not to return to the Club whilst still in the presence of the police.
- Review security immediately and inform Ryan Robertson (JPAC Ltd Managing Director)

### Log incident and actions as soon as possible.

## C) Procedure: Intruder who is armed or otherwise poses a safety hazard

- Alert all staff members.
- **Contact the police as soon as possible** to report the incident. Give operator all the information regarding location of the intruder, a physical and clothing description and the weapon(s) involved.

- Advise the operator what you are doing to ensure the safety of the children and other staff members.
- Remain on the line until the operator advises you to hang up.
- Monitor the location of the intruder until the police arrive.

**When confronting an intruder, make sure your work colleagues are aware of what you are doing.**

**Always ensure that the children and staff are in a position of safety ie if the intruder is outside and the children are outside move the children well away or take them inside and close the door. Make sure ALL means of entry/exit are closed and secure.**

Use casual conversation or body language to calmly direct the situation. If the intruder shows a weapon, assure him/her that it is not necessary for him/her to consider using the weapon. Then:

- a) Back away slowly and leave the area.
  - b) Both of your hands should be up with your palms facing the intruder while slowly backing away.
  - c) Remain calm, do not attempt to disarm the person.
  - d) Once the police arrive provide them with the following information:
    - Location of intruder
    - Description of intruder
    - Any known weapons
    - Any statements made by the intruder
  - e) Be prepared to keep media, parents and other community members out of the Club. The police will secure the building.
  - d) All other staff members and official visitors should remain in the designated room with the children unless otherwise directed by the police, reassuring and engaging the children as appropriate.
- In any event there will be a thorough investigation of the incident, and a report will be made by all staff involved.

Inform Ryan Robertson who will inform Ofsted and the children's parents of the incident and the subsequent investigation, with due regard to the confidentiality policy.

Reviewed March 2019