

Queenswood



Visitor Policy

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VISITOR POLICY

Purpose

The Governors and Staff of Queenswood School ('the School') are very aware of the importance of maintaining a high level of personal security within the School as well as reducing the potential for arson, theft and vandalism. The purpose of this policy is to set out the measures that will be adopted to ensure, so far as is reasonably practicable, that employees, pupils and other non-employees are protected from risks to their health and safety. We also wish to ensure that all visitors to our site feel welcomed and well informed.

Introduction

Visitors are any person not employed directly by the school or its subsidiary company (QEL) or current pupils of the school i.e. not on the current school roll. This includes all residents in school properties including staff member's spouses, partners, family members and other permanent residents who must seek permission from the Principal. They include, but are not limited to;

- Contractors
- Prospective Parents
- Visitors of residential staff living in the centre of the school grounds
- Visitors of residential staff living outside the centre of the school grounds
- Temporary or supply staff
- Volunteers
- Parents/Guardians
- Trainers
- Governors
- Outside professionals
- Volunteers

Guidelines are incorporated in the visitor's badge issued to visitors on arrival at Reception. The guidelines include information regarding evacuation procedures, a map of the site and the site wide no smoking policy.

The centre of the school grounds is defined as the area of the school inside the security fence in very close proximity to boarding accommodation. The residential properties falling within this area are;

- All boarding staff accommodation
- Bridge
- Stamp
- Trew
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Specific residential properties falling outside of this area are;

- Chapel Close
- Stable Mews
- South Lodge
- Sheepwell Cottages
- Staff House

Residents of Ramsey Close are not deemed to be living on site, simply in staff accommodation. All procedures for supervision of visitors etc. apply to visitors to residents in Ramsey Close, excluding overnight stays.

General Procedures

General Procedure/s for management of visitors is as follows:

- Staff who are allocated accommodation by the School must ask permission from the Principal for any other person to live in that unit of accommodation in advance of them moving in. Subject to permission being granted, a DBS must be organised and the process completed before they move in.
- Staff are responsible for those whom they have invited to visit, and should follow all the procedures outlined in the Visitor Policy. Staff must comply with the Recruitment, Selection and Disclosure (Safer Recruitment) Policy if they are arranging regular visitors or volunteers, or any visiting coaches, trainers or professionals. Staff should liaise with HR well in advance of the visit so the correct procedures and checks can be undertaken. Failure to comply with these procedures would result in a disciplinary hearing, and might be classed as gross misconduct. Failure to comply with these procedures would be a disciplinary matter and in some circumstances would be viewed as gross misconduct.
- Queenswood takes seriously the key Prevent Duties (2015). Visiting speakers, whether invited by pupils or staff are always accompanied by a member of staff who will oversee the content of the talk. Staff inviting visitors to speak must liaise with the Deputy Head Pastoral and Boarding to ensure the correct checks are made and recorded to minimise the risk of radicalisation.
- All visitors are required to sign in and out at Reception and to sign in with details of their name, organisation, host/destination, car registration and time of arrival/departure. Outside of normal office hours (08.00 - 17.00, Monday to Friday) the visitors' book is still available at the reception desk.
- Any member of staff expecting a visitor should notify Reception using the visitors' site on the Staff Portal, ensuring details of the visit are completed. If there is less than 24 hours before the visitor is due, please email/telephone front reception giving details of the visit.
- Any member of staff expecting to receive a visitor outside of normal office hours should make Reception aware and then ensure the visitor is escorted to Reception to sign in and receive an identification badge.
- Visitors will be provided with an identification badge which also provides them with health and safety information. Badges must be displayed by visitors at all times whilst they remain on the School premises.
- If the visitor is not personally known to the Reception staff, he/she must remain in the reception area until collected by their host at the School. Visitors will be restricted to designated areas in accordance with their business at the School and will not be allowed unsupervised access to pupils. Staff must at all times supervise any visitors; ensuring the visitor is not allowed unsupervised access to pupils or school property.

- On departure, or at the end of each day for prolonged visits, visitors will return their badge to Reception and sign out.
- All contractors are accompanied at all times when the school has pupils on site (Queenswood or other).
- Parents receive advice regularly about visiting Houses. See Annex A.

Access and Egress

The main car park gates are open during term time from approximately 17.40 to 22.30, unless an evening event is being held at the School. Overnight security personnel maintain a watch over the car park and main entrance barriers via CCTV during the hours of 19.00 until 07.00 seven days a week.

A security pass is issued to all staff. These passes are to be worn at all times to aid identification of staff and residents. These passes also operate the main gate. Temporary visitor passes are issued to all visitors, these passes cannot operate the gates.

Doors throughout the School are fitted with keypad locks. These doors, in addition to all fire doors which are clearly marked, must be kept locked at all times and accessed only with the relevant code.

All of these doors can be opened from the inside without the need for a code. Any visitors/contractors who have not been issued with a code and who need to access the site out of School hours are required to contact the Head of Maintenance or Bursar, in advance.

Windows must not be opened after they have been secured as part of the locking up routine. Staff must ensure that they maintain security in their own areas by locking doors, closing windows and putting lights off when they leave.

The caretaker visits all buildings as part of the lockup routine normally between 21.00 and 23.30. The lockup routine includes activation of the intruder alarm systems which include ABC, Belling, Library, Theatre and Estates Department. These areas cannot be entered until the caretaker opens the buildings from 6.30 am the next morning.

Annex B relates to QEL visitors.

Parking Arrangements

Due to the limited number of visitor parking spaces, visitors should be directed to park in the main car park wherever possible and where they can be met and escorted to Reception. The visitor parking spaces are located in front of Trew and clearly marked. These spaces should be reserved, not exclusively, for prospective parents, governors and any other visitor with limited mobility such as elderly Old Queenswoodians. Visitors should be supervised at all times.

All visitors should at all times observe the site speed limit of 10 mph. All road users should take great care when driving through the school and in the car park. All staff and visitors should park responsibly ensuring they do not block a right of way or another car.

Overnight visitors

Overnight stays for visitors are in the main part strictly forbidden. The following exceptions and rules governing these exceptions are detailed below. If any member of staff is in any doubt they must, giving a reasonable period of notice, seek written permission from the Principal or Bursar and copy in the Deputy Head Pastoral and Boarding prior to confirming arrangements to receive an overnight guest at the school. Any contravention of this policy is deemed an act of gross misconduct which will be dealt with seriously in line with the Staff Disciplinary Procedure.

The following areas are excluded from the restrictions on overnight visitors;

- Chapel Close
- Stable Mews
- South Lodge
- Sheepwell Cottages
- Staff House
- Ramsey Close

If staff receive visitors (day or overnight) in any of these properties they must ensure that their visitors are not allowed to wander unescorted around the site during term times. In line with the school's policy for enhanced DBS clearance for spouses, family members (over the age of 16) or permanent guests, any regular overnight visitor must obtain enhanced DBS clearance from the Head of HR. Details of the process and cost may be obtained from the Head of HR. The school reserves the right to refuse entry to the school site for any reasonable reason.

Overnight visitors of staff living in all other areas of the site, are restricted to non-term times. For clarification, overnight visitors are not permitted at Exeat weekends except in the Summer Term when no girls remain on site. Visitors will not be allowed to stay when lets are resident. Any member of staff wishing to receive guests in these areas of the school must always seek written permission from the Principal or Bursar. The Deputy Head Pastoral and Boarding must also be kept informed. The staff member must give adequate notice for their request and detail, in writing, the name of the persons visiting, duration and purpose of the stay. No travel arrangements should be confirmed for any guests prior to receiving written permission from the Principal or Bursar. Any guest of a member of staff who has received an enhanced DBS clearance from Queenswood School does not need to seek written permission from the Principal or Bursar for individual visits. For health and safety reasons Reception should still be made aware of the guests.

In the interest of general security it is advisable that any legitimate guests with enhanced DBS clearance are not permitted to wander unescorted around the site. Permanent residents (spouses etc) are excluded from this advice.

QEL Lettings - see Annex B

Contractors - see Annex C

Volunteers - see Annex D

Catering

The catering department must be given notice of any visitor requiring food during their visit. All requests for catering should be made via email or written request directly to the catering department. A charge will be made either to the department receiving the guest or directly to staff members for personal visitors requiring food. The costs involved for various meals are available from the catering department. Spouses and family members of staff are not eligible for free school

meals. Further information relating to Queenswood catering is available in the Catering Policy and procedures manual.

Emergency arrangements

Fire emergency arrangements are detailed in the School's Fire policy and procedures. Other emergency arrangements are detailed in the School's Critical Incident Response Plan. Information relating to evacuation of the site is given to all visitors on arrival.

Intruder alarm

In the event that an intruder(s) is known to be on site, the fire bell will be rung both inside and out. Visitors should remain under the supervision of a member of staff and should follow the standard emergency evacuation procedure as detailed in the School's Fire Policy and Procedures.

Reporting Incidents

If any member of staff or pupil is unsure of a person's right to be on site at Queenswood they should immediately report their concerns by calling Caretaker's mobile number below. If staff feel it appropriate, they should challenge any visitor who is not clearly displaying their visitor's badge. If the visitor has not signed in then they should be escorted to Reception to sign in.

A security incident is any event that has or could have resulted in loss or damage to the school assets or a threat to the safety of staff or pupils. All such incidents should immediately be reported to the Bursar.

The Caretaker's mobile is 07753 494907

Risk Assessments

As required by the Management of Health and Safety at Work Regulations 1999 an assessment of risks posed by visitors has been carried out. The risk assessment/s are reviewed annually by the Bursar.

Please remember that Health and Safety and Security is everybody's responsibility.

Other related school policies and procedures

- Safeguarding Children (Child Protection Policy)
- Staff Code of Conduct
- Recruitment, Selection and Disclosure (Safer Recruitment Policy) found on HR section of portal
- Health and Safety Policy

Annexes

- A - Parents visiting Boarding Houses
- B - QEL Lettings
- C - Queenswood Contractors
- D - Queenswood Volunteers