

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 and safeguarding 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 members' 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

A leaflet about safeguarding is available for all visitors.

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
- Belling
- Senior

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.
- Queenswood takes seriously the key Prevent Duties (2015). Visiting speakers, whether invited by pupils or staff, must always be 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 Pupils 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, and time of arrival/departure. Outside of normal office hours (08.00 - 18.00, 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 GO area of 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. Identification will need to be verified for anyone not personally known to the School.
- 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 and their identity verified by photo identification. 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. Day visitors to boarding staff are not appropriate when on boarding staff are on duty.
- 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

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. 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, 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 of at least 48 hours) seek written permission from the Principal or Bursar and copy in the Assistant Head 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

Supervision must in place as per general procedures, specifically; guests are not to wander without supervision, door codes and access codes are not to be shared. 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 times when pupils are not in residence of the building that their accommodation is linked to. 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 Assistant Head Boarding must also be kept informed. The staff member must give adequate notice of at least 48 hours for their request and detail, in writing, the name of the person(s) 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

ANNEX A

PARENTS VISITING BOARDING HOUSES

Visits to Boarding Houses

We should like to clarify the guidelines for parents entering the boarding houses.

- Please only enter your daughter's boarding house when you are accompanied by her.
- If you are meeting with House staff between the hours of 8 am and 5 pm, please sign in at main school reception and one of the receptionists will notify the House staff that you have arrived.
- If you wish to speak with your daughter's Housemistress or Houseparent when returning your daughter in the evening, please would you notify the House staff in advance that you will be visiting and then telephone on your arrival. There is a telephone outside the security office in Centre, clearly labelled with all House numbers, which you are welcome to use.
- Please do not be in the boarding house after 8.00pm.
- Please do not use the girls' bathrooms but use the visitor's facilities which are located in Stamp (ground floor), Centre and Trew.
- Obviously at the beginning and end of terms, the arrangements are slightly different, as trunks and bags are transported up to the Houses.

We very much appreciate your co-operation with these guidelines.

ANNEX B

QEL LETTINGS

1. Individual visitors/prospective clients

These visitors are signed in at the reception and escorted on site by QEL staff. If out of reception hours, visitors report to QEL office.

2. Non- residential clients

- Clients wishing to have groups regularly visiting Queenswood for various activities are issued with a contract of conditions of booking and hire and a copy of the Queenswood Safeguarding children Policy, which needs to be read, signed for and agreed that the client will adhere to our Safeguarding policy whilst using Queenwood's facilities
- Confirmation that the client has read Queenswood keeping children safe in education policy
- Clients will provide two DSL (Designated Safeguard Leads) who will be responsible for all safeguarding issues whilst on site at Queenswood. Both of the clients named DSL's will be added to Queenswood DSL - Mrs Ceri Stokes group email that will provide regular safeguarding guidance and updates. This will also provide direct communication with Queenswood DSL to report any safeguarding issues or concerns
- QEL staff will have met the main organiser and the person who will be in charge on the day(s) of the activity.
- On the first visit, the organiser will be advised who the QEL Duty Manager is for the day, then given a welcome pack with an emergency telephone sheet, Welcome to Queenswood notes, a plan of the grounds, information about where the emergency assembly point is on Trew lawn if the alarm sounds, directions to the local hospital and a copy of the conditions of booking and hire in the pack.
- Organisers are expected to keep their own registers of who is attending for each session for child protection and fire purposes. Clients must keep registers on file for 1 month and Queenswood can request to see these within this time.
- Organisers have to stay until the last person has left the premises.
- Organisers are expected to check the facility they have been using before departure.
- Organisers are asked to phone the Duty Manager if their departure time changes from their booked time
- Tennis & Hockey Centre clients – have no authorised access to main school. There are signs to say no visitors beyond this point towards the school buildings and organisers are aware of this.
- All regular lets have two members of staff who have had a Queenswood DBS check (paid for by the client), unless they are a member of a professional body eg LTA who already are regularly checked and have undergone Child Protection training. Evidence of professional body needs to be provided for the school to accept this form of DBS
- The flowchart at Appendix 1 is to be followed; this may necessitate completion of a Letting Risk Assessment shown at Appendix 2.

3. Residential Lets

A contract is issued following meetings with key personnel.

- Course Directors have an individual briefing before the start of the course regarding where clients can go on the site.
- Key staff are issued with a welcome pack that includes a site plan with emergency assembly point, emergency telephone numbers, hospital directions, information re the local Doctor, and welcome to Queenswood notes.
- All residents are briefed by QEL or the Course Director re emergency procedures and the Queenswood Safeguarding Policy.
- Course Directors must hand in a list of residents to the QEL office and keep it updated throughout the stay.
- QEL office and GO must be informed of early and late departures to and from the site.
- Clients are advised there are some staff resident on site.
- There are likely to be contractors on site during the day and that the work sites are out of bounds.
- The clients are asked to inform QEL when they are expecting visitors on site. Clients must sign in visitors to reception, ensure that they are wearing a yellow tag and escort visitors around the site at all times.
- The Flowchart at Appendix 1 is to be followed; this may necessitate the completion of a Letting Risk Assessment shown at Appendix 2.

4. Swimming Pool

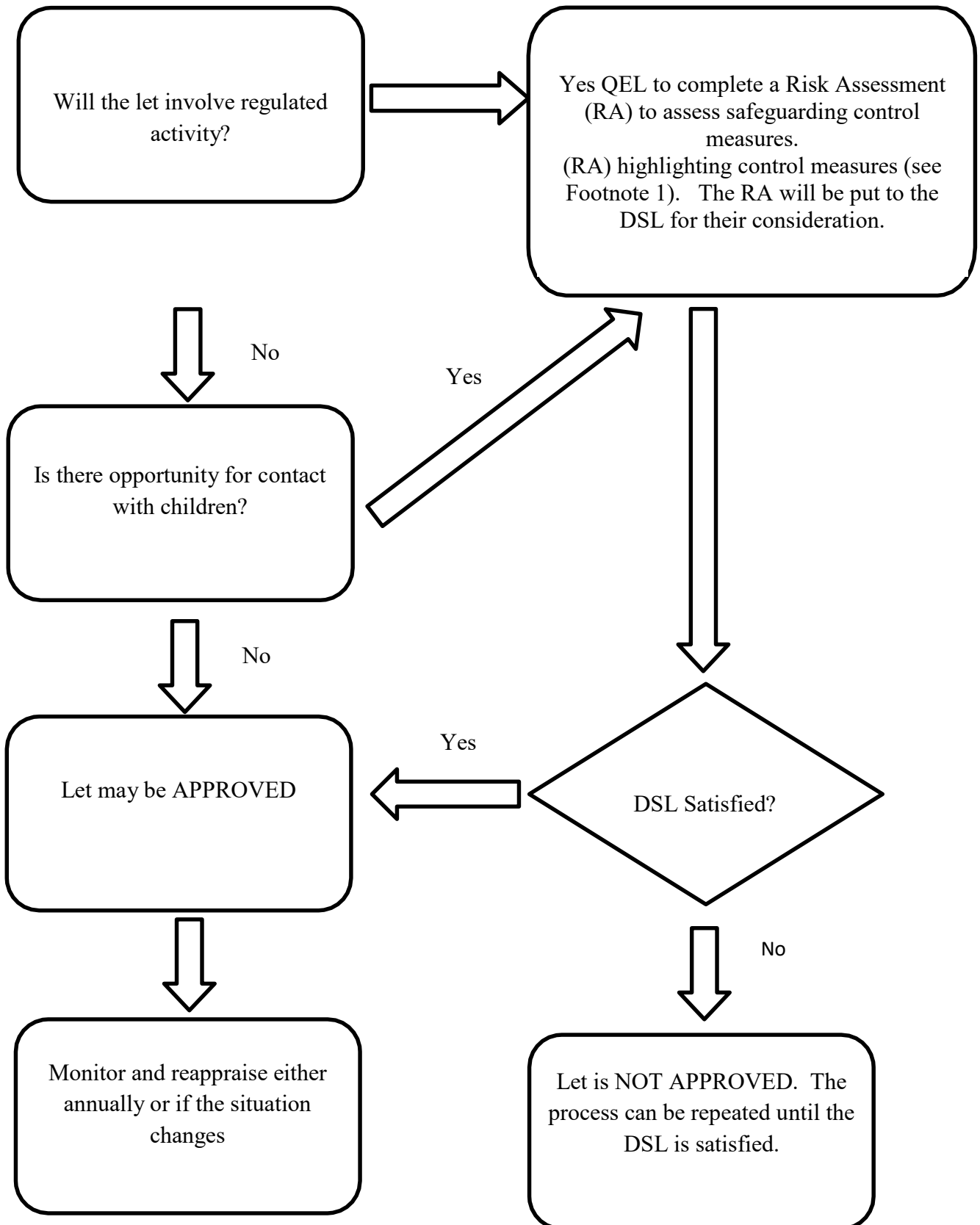
Clients sign Conditions of booking and hire prior to a booking.

- All clients are advised they must stay within the pool area and children must be supervised at all times going to and from the car park.
- All persons in charge of the pool have an annual induction with the Swimming Pool Manager.
- A person is designated to be in charge on the night and signs the appropriate paperwork before the group starts and at the end of the session.
- Organisers are expected to keep a registrar of attendance of their group.

Appendices

1. QEL Lettings Risk Flowchart
2. QEL Letting Risk Assessment (Regular Bookings)
3. QEL Letting Risk Assessment (Residential Bookings)

APPENDIX 1 – QEL LETTING RISK FLOWCHART¹



¹ All Lets involving Regulated Activities must provide Queenswood with confirmation that their senior staff (minimum of two) are nominated DSL and have received a DBS. If the Let is not a registered body with DBS Organisation then these checks can be completed by Queenswood and the cost disbursed. They must also sign the T&C's confirming that they will adhere to the respective rules and guidelines for their respective regulated activity.

APPENDIX 2

QEL LETTING RISK ASSESSMENT – REGULAR BOOKINGS

To be completed by the Client and then passed to QEL to secure agreement with Queenswood DSL

Name of Company:	Individual in charge:
Type of Activity:	Ages of participants attending (Adults 18+):
Days/dates/ times on site:	Facilities/ Areas that will be hired:
Do any Queenswood Students attend your activity? If yes, please provide names:	
<p><u>DESIGNATED SAFEGUARDING LEAD</u> (For clients with participants who are children, under 18 years, N/A to adult only groups)</p> <ul style="list-style-type: none"> • Details for two nominated senior staff, Designated Safeguarding leads (DSL) • DBS Numbers for two senior staff (either written proof or completed by ourselves if not a registered body)? • Email required, to be added to Queenswood DSL email with monthly Safeguarding guidance (Monthly emails for regular bookings only) • At least one DSL must be present at every booking 	<p><u>DSL Number 1</u> Name: DBS Number: Registered Body: Email: Telephone number:</p> <p><u>DSL Number 2</u> Name: DBS Number: Registered Body: Email: Telephone number:</p>
<u>DBS NUMBERS – Please list below any other DBS members of staff or coaches that will be on site (please use additional paper if needed):</u>	
Written proof of registered body required (sight of DBS certificate), if not registered body then DBS completed by Queenswood at additional cost	
Name: DBS Number: Registered Body:	Name: DBS Number: Registered Body:
Name: DBS Number: Registered Body:	Name: DBS Number: Registered Body:

Are there scenarios where children and non DBS cleared adults will be together without direct supervision?

Sign to confirm that you have received Queenswood Safeguarding Children policy, that you have read and that your organisation agrees that it will follow Queenswood policy whilst on site:

Name: _____ **Signed:** _____ **Date:** _____

Sign to confirm that you have read and understood Keeping children safe in education policy:

Name: _____ **Signed:** _____ **Date:** _____

- Protective Measures to be ensured by Queenswood QEL department:**
- QEL to conduct meetings with clients and check that DSL & DBS staff are on site
 - Registers to be taken for each session by the client for Child protection and fire purposes and stored for 1 month. Queenswood can request to see these at any time
 - Separate building codes issues to clients
 - Contact and emergency numbers issued to clients
 - Timings do not clash with Queenswood Students
 - Queenswood DSL provides a group email with safeguarding guidance

RECOMENDATION: Does QEL recommend the Letting under the measures given above? (Please tick as appropriate)

Yes		Please pass to either the DSL / DDSL / Bursar (in priority order).
No		The Letting cannot go ahead in its current form, revise and reassess.

ACTION: (please tick)

	Not approved, the letting is not approved
	Approved, the letting is approved

Signed QEL: Date:

Individual: Date:

Signed DSL (or other): Date:

APPENDIX 3

QEL LETTING RISK ASSESSMENT- RESIDENTIAL

To be completed by the Client and then passed to QEL to secure agreement with Queenswood DSL

Name of Company:	Individual in charge:
Type of Activity:	Ages of participants attending:
Days/dates/ times on site:	Facilities/ Areas that will be hired:
Do any Queenswood Students attend your activity? If yes, please provide names:	
Is your group BSA or Ofsted Registered?	
Sign to confirm that you have valid liability insurance for your group and that you have sent into QEL department:	
Name:	Signed: Date:
Sign to confirm that you have completed a full risk assessment for your group and that you have sent into QEL department:	
Name:	Signed: Date:
Sign to confirm that you have read and understood Keeping children safe in education policy:	
Name:	Signed: Date:
YOUR SAFEGUARDING CHILDREN POLICY:	
<ul style="list-style-type: none"> • Have you submitted your Safeguarding Children Policy? • Does your policy feature multiple groups on site together? • Does your policy work alongside the most recent Keeping Children Safe in Education? • Does your policy require DSL's? • Has your policy been reviewed externally? If so by who? 	
SAFEGUARDING CHECKS FOR YOUR STAFF:	
<ul style="list-style-type: none"> • Do you verify identity against official documentation? • Do you require staff to have DBS checks • Do you reference check your staff 	
Sign to confirm that you will allow a person authorised by Queenswood to view your staff records at any reasonable time if the school deems it necessary	
Name:	Signed: Date:

Sign to confirm that you have received Queenswood Safeguarding Children policy, that you have read and that your organisation agrees that it will follow Queenswood policy whilst on site:

Name: _____ **Signed:** _____ **Date:** _____

DESIGNATED SAFEGUARDING LEAD

Details for two nominated senior staff, Designated Safeguarding leads (DSL)

DBS Numbers for two senior staff

Email required for Safeguarding guidance

At least one DSL must be onsite at all times

Name:
DBS Number:
Registered Body:
Email:
Telephone number:

Name:
DBS Number:
Registered Body:
Email:
Telephone number:

Protective Measures to be ensured by Queenswood QEL department and agreed and ensured by client:

- QEL to conduct morning meetings with clients and check that DSL & DBS staff are on site
- Registers to be taken daily by the client for Child protection and fire purposes
- Separate building codes issues to clients
- Contact and emergency numbers issued to clients
- Under 21's students only
- Male and Female separated in accommodation
- Staff and students toilets separated
- Client pre sends risk assessment

RECOMENDATION: Does QEL recommend the Letting under the measures given above? (Please tick as appropriate)

Yes		Please pass to either the DSL / DDSL / Bursar (in priority order).
No		The Letting cannot go ahead in its current form, revise and reassess.

ACTION: (please tick)

		Not approved, the letting is not approved
		Approved, the letting is approved

Signed QEL:..... Date:

Individual: Date:

Signed DSL (or other): Date:

ANNEX C

QUEENSWOOD CONTRACTORS

All contractors must have been selected as a school contractor – this involves satisfactorily completing the contractor assessment form on page 25 of the Queenswood Health and Safety Policy. The focus is on safe working practices and ensuring that they have the correct insurance and risk assessments in place. It will be reasonable to appoint a contractor without these checks if it is an emergency situation.

Once approved they will need to have a Contractor Safeguarding Risk Assessment completed for them to work on site, this will allow you to assess associated safeguarding risks and highlight mitigating factors such as supervision or enhanced checks, etc. This risk assessment may be for an individual or a company. A company risk assessment may specify certain individuals with different permissions. These will make it clear if the risk assessment is for a one off visit, or it is valid for a longer period. They will also make it clear exactly what access they should be given whilst on site.

This can become complicated and it may be useful to discuss this with colleagues and HR.

The Contractor Safeguarding Risk Assessment must be completed on the online form linked below; this will be shared amongst the Catering Office (catering, housekeeping, resources and lettings), Maintenance Office (maintenance and estates) and General Office (all others).

When contractors arrive at school, they MUST sign into one of these locations and will be issued with the respective badge. Photo ID must be seen to confirm identity.

Contractor Safeguarding Risk Assessment:

1. <https://goo.gl/forms/XhD7zMo3zdkaeFH32>
2. A link to this is available on the Queenswood Portal within both HR and the GO

Other Relevant Policies:

1. Recruitment, selection and disclosure policy and procedure
2. Health and Safety Policy

ANNEX D

QUEENSWOOD VOLUNTEERS

Volunteer activities are encouraged at Queenswood, but they will always require a DBS to be completed. Checks will be completed by HR and are based on the below flowchart.

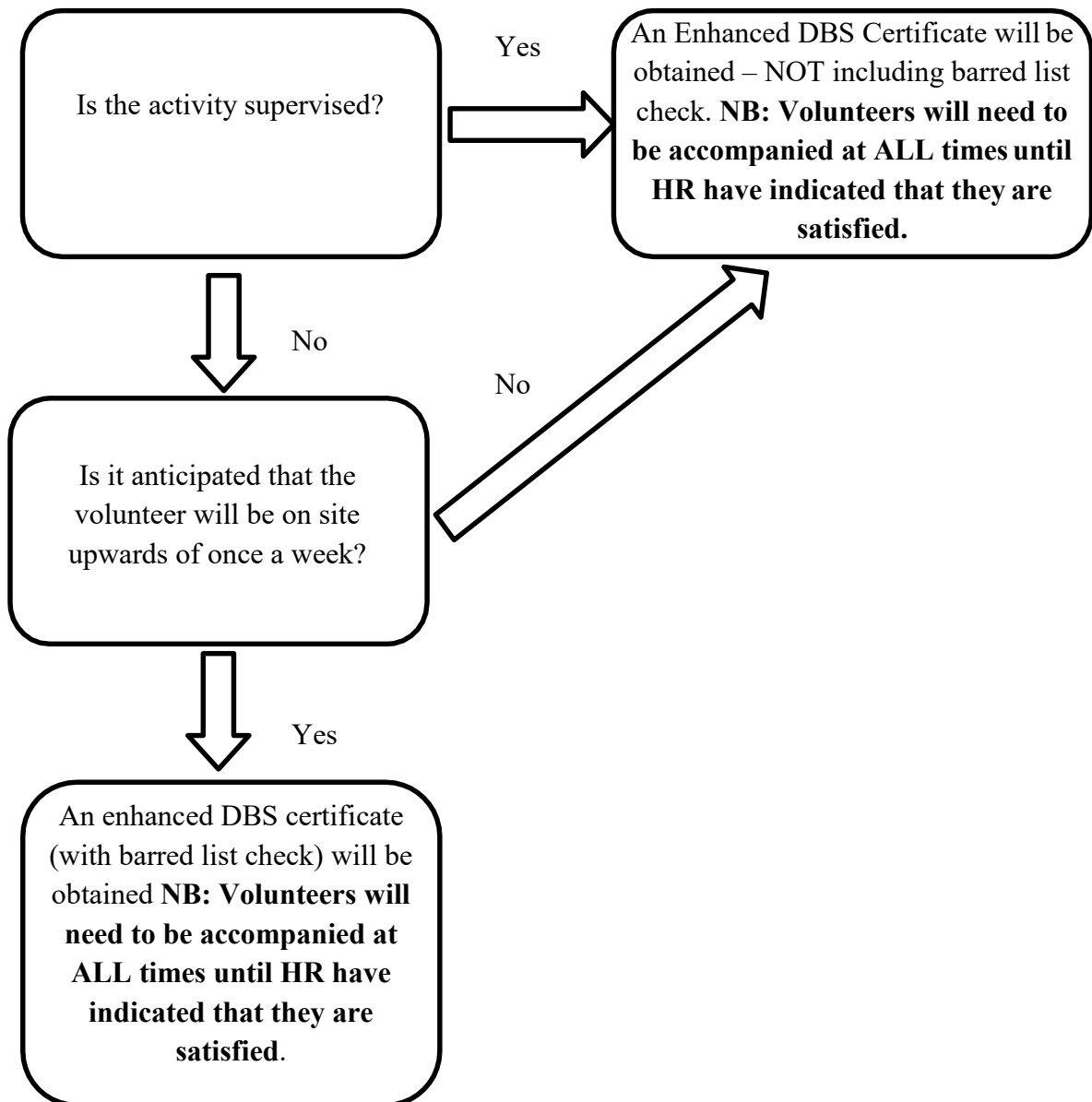
Where there is no DBS in place or it has not yet been received then the activity must be supervised.

Appendix:

1. Queenswood Volunteers Risk Flowchart

APPENDIX 1

QUEENSWOOD VOLUNTEERS RISK FLOWCHART¹



¹ Due to the nature of the Queenswood Site and the QEL Lettings programme we have assumed that volunteers will have “the opportunity for contact with children”. It is assumed that volunteers will only be on site for school purposes.