

# **CHRIST'S HOSPITAL**

## **VISITOR ACCESS POLICY**

### **Introduction**

1. Christ's Hospital (CH) believes that there are many potential benefits of visitor inclusion and encourages parents and other people to visit the School premises. However, the School has a conflicting responsibility to protect the safety of pupils and staff and to protect School facilities and equipment from misuse, vandalism or theft. A balance must therefore be achieved between the potential benefits and the risks associated with the presence of visitors on the School site. Achieving the right balance will lead to an increased affinity between the School, the local CH neighbourhood and the wider School community.
2. School personnel should ensure that parents and other visitors are courteously received and that efforts are made to provide them with the information and instructions necessary to ensure that their visit is in accordance with this policy.
3. This is the policy of CH and CHEL, but not the policy of BCS, as the BCS Sports Centre, including the Café, is inherently a public place. Separate (to this policy) arrangements are in place to manage pupil interactions with the public in this building.
4. Excluding the areas of the site that are public footpaths, the Head Teacher has the right to prohibit the access or presence of any visitor to/on the site when there are legitimate security, H&S or safeguarding concerns about the individual.
5. This policy should be read in conjunction with the Child Protection & Safeguarding Policy.

### **Site access and egress**

6. CH is in a rural location and has a boundary in excess of 2.5 km. There are six access points from the public highway and a number of public rights of way pass through or run adjacent to the School grounds.
  - a East Gate is locked and is used on ceremonial occasions only. There is a pedestrian gate accessible via a coded keypad lock. It is monitored by CCTV.
  - b Stammerham Gate is controlled with electric gates, monitored by CCTV and has no pedestrian access.
  - c The Main Entrance is controlled with electric gates, has pedestrian access and remains open during the hours of 05.00 – 22.00. It is monitored by CCTV. The drive leads cars to the Reception/Security facility adjacent to the West (Visitors') Car Park, which is also monitored by CCTV.
  - d North Gate is normally closed to traffic but has pedestrian access controlled by a coded keypad lock, which gives staff and pupils direct access into the School while visitors are diverted to Reception/Security. It is monitored by CCTV.
  - e West Gate is controlled with an electric gate with pedestrian access controlled by a coded keypad lock. It is monitored by CCTV.
  - f Whapplegate is on a public bridleway and cannot be controlled.

7. All gates have signs indicating that the site as private property and unauthorised access is prohibited. Such signage is repeated at each point where the public rights of way intersect with routes dedicated to the School.
8. Unless vehicles are authorised (displaying a vehicle registration sticker to this effect) vehicles entering the grounds are directed to stop at Reception.
9. Paths leading from the Sports Centre toward the School buildings are controlled by pedestrian gates fitted with a code lock.

### **General strategy**

10. Given the 'open' nature of the site, which includes public footpaths and a large number of private residences for staff, it is not possible to seal the site entirely. For the purpose of site security and pupil safeguarding, the School's approach is that all reasonably practicable measures are taken to control a visitor on site, relative to the nature (risk) of their visit to the site. Principally this is by hosting a visitor to some degree. Hosting a visitor means that the H&S and safeguarding risks to/arising from the visitor are managed. A visitor may also be under CCTV surveillance (visitor monitoring).
11. Public visitors attending for non-School event reasons are directed to Reception (where the security team is based), where they are badged, provided with relevant site information and met by a CH host. Such visitors are directly accompanied from the time they arrive at Reception to the time they leave the site, excluding very short-term (low risk) visitors, such as service providers or parents making a drop-off/collection, who will not be hosted or badged.
12. However, in the case of events and larger visitor numbers, a more flexible approach is necessary. Visitors attending for a School event are therefore hosted (and badged) in various ways.
  - a Visitors may go unaccompanied, via Reception or directly, to a building where they are expected, will be met, be directly supervised and will remain there for the duration of the event. Examples include art exhibitions, post-match afternoon teas, lunchtime concerts or theatre performances.
  - b Visitors may go unaccompanied, via Reception or directly, to a building where they are expected, met and greeted by the staff there, before departing on an accompanied tour of the site such as a Verrio tour or an Open Day tour, or before departing on a programme of specified building visits such as Speech Day, where they will be indirectly supervised by the staff present on site, or before conducting an unaccompanied self-guided external and internal tour of the site (only into certain highly public buildings or into buildings where the visitor will be accompanied). Examples include Family Day or an Old Blues event, where they will be indirectly supervised by the staff present on site.
  - c Visitors may go unaccompanied, via Reception or directly, to gather at a highly public external location for a specific purpose, where they will be indirectly supervised by staff there and will remain there for the duration of the event. Examples include watching band parade or a sports match, taking part in a sports match or taking part in various components of Family Day.

Applicable criteria:

- d Indirect supervision is only appropriate in highly public areas.

- e Within buildings, unless an event allows for unaccompanied or indirectly supervised visitors, visitors must always be directly accompanied or directly supervised. However, no event should allow for visitors to be unaccompanied in occupied teaching areas or boarding houses. Contractors may be unaccompanied or unsupervised within buildings, but only in accordance with the conditions set out in the Contractors Policy.
  - f Outside of buildings, visitors may be directly accompanied, unaccompanied, directly supervised, or indirectly supervised. Contractors may work externally unaccompanied and unsupervised, but only in accordance with the conditions set out in the Contractors Policy.
  - g Whether pupils/CHEL students are boarding on site (or not) at the time of a visit will influence the degree of hosting thought to be appropriate for the visit. However, site security remains an equal priority at all times.
  - h Whether visitors will be present on site internally or externally of buildings and how public the location is will influence the degree of hosting thought to be appropriate for the visit.
  - i Pupils act as guides to registered visitors at a small number of specific, highly visible events, such as Verrio Tours and Open Days, when many staff are present providing indirect supervision. If a pupil is to act as a host or guide at any other time, the Deputy Head must give agreement for this and will stipulate any additional safeguards thought necessary, such as selecting only senior pupils and/or pupils working in pairs.
13. It the responsibility of an event organiser to:
- a ensure that SLT is aware of and has given agreement to any event which will bring large numbers of visitors onto the School site. The Deputy Head has specific remit for large event risk assessments.
  - b arrange for the reception and management of their visitors and ensure that Reception and the Security team are aware of the arrangements; potentially first agreeing these arrangements with the Deputy Head.
14. Access to individual buildings is controlled either by means of a key card system (boarding houses, the Common Room), a key code system (some academic buildings), staffed entry points (Bluecoat Sports) or by locking buildings when not in use. With the exception of key card and key code access control systems, access to other buildings depends upon staff locking doors and constant vigilance.

### **General arrangements for visitors**

#### **General requirements**

15. The following requirements apply to visitors:
- a visitor is defined as any adult person (over the age of 18) seeking to enter the School premises who is not a pupil, employee of the School or an immediate family member of resident staff;
  - whenever possible, if visitors are seeking to meet with someone they should be expected by this individual and not come to the School site unexpectedly;
  - visits may be prohibited at certain times, for example when important examinations or other assessments are being conducted or, as happened with COVID, when the School is taking steps to prevent a significant risk to/from the public;
  - all visitors must comply with School policies and procedures at all times; a summary of key H&S and safeguarding points will be provided when registering at Reception/Security (see Annex A);
  - visitor parking should be in accordance with the Traffic and Parking Policy.

## **Registration and badges**

16. All staff wear a badge when on duty between the hours of 6.30am and 7.00pm Monday to Saturday, which includes a photograph as well as their name and job title.
17. Badges indicate that visitors and contractors have registered their presence on site and will have a designated host for their visit. In combination with 'Staff' badges, this makes it easier to identify strangers to the site and provides a sound basis (for staff) on which to challenge anyone not displaying a badge.
18. Visitors that register at Reception will receive a non-photo 'Visitor' badge on arrival which they should return (to Reception) when they leave the site. Contractors may have a photo 'Contractor' badge created for them. Where possible, expected visitors should be booked into the visitor administration system (SkyVisitor) in advance to facilitate the registration and badging process.
19. In the case of events when it is not reasonably practicable to issue visitor badges because of numbers attending, a visitor label will instead be issued at a designated registration point, either by Reception or the event organisers. Exceptions to this are:
  - a. short-term (low risk) visitors, such as service providers or parents making a drop-off/collection;
  - b. large-scale events such as major concerts, theatre performances, Open Days, Speech Day and Family Day. These are often ticketed or invite only events, where literature sent in advance of attendance will set out any important access requirements and/or restrictions, such as 'proceed directly to'. In the absence of a label, visitor registration may take place, such as at Open Days and Old Blue events.

## **Resident staff responsibilities (for premises within the School site)**

20. Because of the number of residential properties within the School boundary it is inevitable that visitors may be the family or friends of staff, who may remain present either for the day, overnight, or for longer periods. The responsibility for the appropriate behaviour of staff visitors lies with the hosting member of staff.
21. In addition to a responsibility to manage service providers (serving their household) (see 'Service Providers') resident staff are responsible for ensuring that all adult family members of and visitors to their household are briefed on the following key safeguarding points:
  - a. adult residents who are not employees are not required to wear/display an ID badge but should expect to be challenged as to their identity if they are moving around the site and should be understanding of this;
  - b. residents who are not staff members (including residents' guests and privately hired contractors) must not enter School buildings (other than their host's residence) unless they are accompanied by School staff or they are attending a scheduled public event;
  - c. residents with accommodation with access passing through a boarding house or the Medical Centre must take particular care that their visitors (including their privately hired contractors) do not have contact with pupils in these buildings, unless they are accompanied by School staff;
  - d. guests of residents must be expected at the host premises so that the resident will be present to provide access. On entering the School site, the guest must make contact with Reception, either in person or via a barrier gate intercom or personal telephone, to register their presence on site and give the reason for/location of their visit. They

- must then proceed directly to the relevant staff residence and depart in the same direct manner;
- e. other than travelling directly to/from a host building, guests of residents (including their privately hired contractors) should not venture outside of the property boundary they are visiting, bar a contractor that must work on the boundary, such as a window cleaner or a gardener or in the case of a guest, unless they are accompanied by their resident host or they are attending a scheduled public event on site;
  - f. if a guest of a resident will be attending a scheduled public event on site unaccompanied by their resident host, they must attend Reception to register their presence on site, as a public visitor to the site must do, and obtain the necessary visitor badge/label and display this when travelling to/from and attending the event.

### **Pupil responsibilities**

22. It is vital that pupils are reminded on a regular basis of their responsibilities in relation to visitors.
- To maintain the security of a boarding house by keeping all outer doors closed.
  - To never admit a person they do not know into a boarding house.
  - To be watchful for and not allow tailgating through access control doors.
  - To seek the assistance of house staff if someone is trying to gain access to a boarding house, even if they are or claim to be a parent/guardian, relation or friend of a pupil. Ask the visitor to wait outside while seeking assistance for them. Do not let them through any access control doors. If a pupil thinks a visitor might try to tailgate them through access control doors, they should walk away and go around the building to use a different entrance door.
  - To immediately inform house staff if they come across anyone in a boarding house they are not sure should be there.
  - To immediately inform any member of staff if they have concerns about the actions of a visitor, or if any visitor approaches them in a way that makes them feel uncomfortable.

### **Visitors requiring first aid**

23. If a visitor has a first aid need they should seek assistance from their School host, the event organiser or Security. In addition, staff wearing a plain green lanyard are first aiders.

### **Visitors with pets**

24. Unless solely making use of the public footpaths that cross the School site, visitors are not permitted to bring animals onto the School site. Exceptions to this are animals acting in a recognised support role, such a guide dog or a therapy dog engaged by the School.
25. By the nature of their work, support animals should be in good health, be supervised at all times and not have an aggressive nature. A support animal may enter school buildings but must not cause distress, nuisance or injury to any building user. If a concern is raised about an animal in the workplace, a decision on the matter made by the Deputy Head is final.
26. Owners are entirely responsible for the actions and behaviour of their animals at all times. Owners must pick up, and appropriately dispose of, their animal's excrement.

### **Visitors of concern**

27. For security and safeguarding reasons, all staff have a responsibility to be vigilant and challenge anyone they do not know (not on a public footpath) that:

- a. is not displaying a staff, visitor or contractor badge or label (unless an event is taking place where badges or labels are not worn);
  - b. appears to be unsupervised by a School host (as a visitor can be unaccompanied but must be at least indirectly supervised);
  - c. is in a location that is not appropriate for an unsupervised visitor;
  - d. is behaving suspiciously (in any location).
28. Staff should politely ask the individual to identify themselves and to state their business. If the visitor appears to have a legitimate reason to be on site but does not have an ID badge or is not accompanied or directly supervised when they should be, they must be escorted to Security to register, obtain an ID badge and if warranted, join up with a host. If they do not appear to have a legitimate reason to be on site, they must be returned to the public footpath from which they have strayed or escorted out of the School areas of the site and directed to leave the site.
29. If staff have any concerns about an individual on site they should immediately report their concerns to the Security team, so that appropriate action can be taken. In addition, staff can seek assistance from a Deputy Head and/or Duty SLT.

### **Serious security risks**

30. Sadly we live in times when a threat from activists or terrorists, or other unsafe individuals, exists. Such incidents are thankfully rare and CH is not a particularly high risk target. Therefore the School takes measured steps to prepare for such incidents. In relation to visitors, these include:
- our policy to challenge visitors that raise concerns;
  - having a constant Security presence on site;
  - the main parking area for visitors being on the periphery of the site;
  - the full site map is not published; it is only available to visitors on arrival at the site. Where it is necessary to publish a map of the site to help visitors navigate within the site, such as theatre visitors or CHEL clients, a streamlined map is provided. The map published on our website only helps visitors navigate to the site.

### **Specific arrangements for particular visitor groups**

#### **Visitors to staff accommodation on the School site**

31. When pupils are residing (boarding) in the building, if any access to resident staff accommodation passes through or directly connects to a boarding house or the Medical Centre and a visitor to the residence will either stay overnight or visit four or more times in a 30-day period, it is School policy that the visitor must be subject to an Enhanced DBS check. The staff member hosting the visitor should contact the HR department to arrange for this.
32. If, due to the late notification of such a visitor to such a residence, it is not possible to obtain an Enhanced DBS check in advance of the visit, the staff resident host must ensure that a risk assessment is completed by the Deputy Head before permission for the visitor stay is granted. The 'Temporary Presence' Risk Assessment template exists for this purpose.

## **Contractors**

33. Our approach to the management of contractors, either those hired by the School or those hired by residents to supply services, is set out in a separate Contractors Policy.

## **Approved visitors**

34. A limited group of local residents have School approval to make use of certain main route pedestrian pathways, for recreational purposes, without the need to be accompanied. The conditions of this site access are set out in the Approved Visitor Access Policy.

## **Service providers**

35. 'Service provider' is a generic term used to cover a wide range of individuals that need to enter the site, either to deliver goods or to provide a service to the site or to staff, residents or pupils. Some of these service providers, such as Royal Mail staff, will have been Standard DBS checked by their employer, but others will not be.
36. Some service providers are required to provide their service to the School, such as local authority waste collection or Royal Mail. Some service providers will be contractors hired by the School such as the School waste collection contractor and some will be contractors hired by a resident such as a service engineer, babysitter, gardener, cleaner or window cleaner. The requirements of the Contractors Policy apply to School hired contractors.
37. Because they mostly drive around the site, only have short-term access to pupils in highly public external areas, and/or will work within the confines of a private residence, the activities of service providers (as visitors to the site) is considered to be low risk and therefore, only a small number of control measures are applied.
38. Courier deliveries do not need to enter the School site and can access and leave the stores building directly from/to the public highway. Occasionally they do not find this entrance and enter via the visitors' carpark. They will be directed by the security team via a peripheral site route to the Central Stores. Pupils are not permitted to visit this building.
39. Pupils must arrange to collect takeaways from the visitors' carpark, preventing the delivery driver from entering the School site and making the exchange in a very public place.
40. Residents arranging a delivery to, or for a service provider to work at, their premises on the School site should direct them to report to the Security team in person or by gate barrier intercom. The provider will be directed to the relevant place to make their delivery/attend and will be asked to leave the site immediately on completion of their task. Security will observe their exit from site via CCTV. Residents should forewarn Security of their delivery or contractor and provide their contact details, which Security will use to call ahead and check that the resident is present if this is required.
41. Residents will need to be present if a delivery within the School site needs to be signed for or personally received. A 'signed for' or non-perishable item can be directed to Central Stores (during notified working hours). It may be accepted at Security at the discretion of team members. Royal Mail is directed by CH to deliver 'signed for' items to School Office.
42. Outside of the requirements of the section 'Visitors to staff accommodation on the School site', the School does not require resident service providers working on the School site to

be subject to DBS checks. However, it may be prudent for a resident to seek such checks themselves, depending upon the nature of the provider service, such as babysitting.

43. It is the responsibility of a resident hiring a service provider to work on the School site to ensure the safety and suitable behaviour of their chosen contractor. This would include briefing a provider on safeguarding and emergency matters, such as avoiding contact with children and raising and responding to a fire alarm.

#### **Parent or guardian visit to a pupil**

44. At the start and end of each term and leave period, parents/guardians are permitted to have unbadged and unaccompanied access to the external areas of the site for the sole purpose of pupil drop-off/collection.
45. Other than when dropping off/collecting at a published end of term or leave weekend, a parent/guardian visiting a pupil should contact the houseparent in advance to give a reason for and timing of their visit and seek permission for this. Usually, pupil visits will be discouraged during the school day. The houseparent is then responsible for making a SkyVisitor booking. The visit should be carried out as follows:
  - a. Upon arrival, the parent/guardian must register at Reception. Reception must be able to make contact with house staff before allowing the visitor to go to the boarding house.
  - b. At the boarding house the visitor should register with the duty member of staff, remain in the downstairs social area, not enter the sleeping areas (except at the beginning and end of term to deposit or collect luggage) and be accompanied by the pupil they are visiting throughout their visit.
  - c. If the purpose of the visit is simply to drop off items for a pupil, these should be left at Reception for collection by the pupil.

#### **Donation Governor visit to a pupil**

46. As set out in the School's 'Guide for Donation Governors', Donation Governors must inform the houseparent of any plan to visit their presentee at CH. Usually, pupil visits should be discouraged during the school day. The Development Office should also be informed and is then responsible for making a SkyVisitor booking for the Governor. Governors must register at Reception, wear/display a visitor badge and conduct their visit in a public area of the School, such as in the Quad, the Dining Hall or the Hertford Centre.

#### **Visits by children who are not CH pupils**

47. Visits by children that are not CH pupils may be as a member of a visiting sports group, or as a guest of a resident or as a family member of a pupil. The expectation is that child visitors will be accompanied by an adult (to which usual visitor controls apply), but this may not always be the case. Where a child is an unaccompanied visitor, their visit should be managed in the same way as it would be for an adult, such as 'Visitors to staff accommodation' or 'Parent or guardian visit to a pupil' above.

#### **Visits by former pupils (Old Blues)**

48. Visits by former pupils are to be managed in the same way as for any other visitor.
49. Former pupils who have been expelled from the School are not allowed on site without permission from a Deputy Head.



## **Residential business client visitors**

50. Client visitors of individuals operating a business on the School site will be managed as per conditions set at the time of application (which must be made to the Business Manager) to operate a business on the School site. Client visitors will not be permitted to enter residential premises that have internal access connected to pupil occupied areas of boarding houses or the Medical Centre.

## **Specific arrangements for particular buildings**

### **Boarding houses**

51. Access to boarding houses must be strictly controlled. No visitor is permitted to enter a boarding house unless they are accompanied by a CH host. Where reasonably possible it is appropriate to notify house staff of a visitor to a boarding house in advance or, if this is not possible, at the time of the visit. Parents/guardians may enter their child's house at the beginning and end of term when dropping off or collecting pupils and their belongings and/or by arrangement with the houseparent. Ordinarily, parents should only enter bedroom corridors with their children on the first and last day of term (when all pupils are arriving or departing). In exceptional circumstances house staff may allow (and must accompany) a parent/guardian to enter a bedroom corridor at other times.

### **Theatre**

52. The theatre is within the School site, but on the periphery. Wherever possible, Box Office tickets are sold via distance marketing thereby avoiding the need for individuals to collect tickets in person prior to performances. Those attending performances are made aware that they are expected to enter the site via a particular entrance, keep to a specified periphery route and park in a car park designated for theatre use. Should theatre visitors come to site for any theatre-related matter prior to a performance at a time when pupils are boarding on site they will need to make use of the visitors' carpark, register with Reception, obtain and display a visitor badge and be hosted by a member of staff in order to cross the site to reach the theatre building.

### **Music School**

53. Adults resident on the School site (subject to an Enhanced DBS and Barred List check) and staff children may receive private lessons from a CH VMT on the School site by private arrangement. VMTs may not teach any other private students on the School site.

### **Sports Centre**

54. As members of the public, visitors to the sports centre are not subject to any checks in order to attend the premises, but it is the responsibility of BCS to ensure that centre members are made aware that they should not enter School areas and must park in the designated sports centre carpark. As centre members should not be entering School areas, they do not have to attend the School's Reception to register and obtain and wear/display a visitor badge.

Author: RMJB/AXP

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Date of next review: February 2024

**Written information provided to visitors and contractors at reception.**

**YOUR SAFETY AND WELLBEING ARE IMPORTANT TO US, PLEASE OBSERVE THE FOLLOWING WHILST ON THE PREMISES AND RETURN YOUR PASS AT THE END OF YOUR VISIT.**

**HEALTH & SAFETY**

All visitors are subject to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Company regulations whilst on the premises.

**ACCIDENTS**

In the unfortunate event that an accident, incident, illness or near miss should occur whilst you are on the premises, please report it to your host/Reception so that we can offer appropriate assistance.

**CONTRACTORS**

Please refer to the safety guidelines printed on the inside of the pass.

**FIRE/EMERGENCY**

In the event of emergency evacuation, please leave the building by the nearest exit and report to your host or Fire Marshal at the designated assembly point. Please remain with your host at all times, providing it is safe to do so. Do not re-enter the building until you are specifically advised that it is safe to do so.

**PLEASE OBSERVE OUR NO SMOKING POLICY**

**SECURITY AND DATA PROTECTION**

Please be advised that, in the event of electronic photo and signature capture being carried out to issue a pass, your personal data will be held in the visitor system for reasons of security, health and safety. All data is held confidentially and is password protected. Please note that these premises are also covered by CCTV. In the case of any queries, please contact your host or Security.

**SAFEGUARDING**

This School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share in this commitment. No unauthorised or unsupervised access to boarding houses is permitted.

**YOUR SIGNATURE INDICATES THAT YOU HAVE READ AND UNDERSTOOD THE GUIDELINES FOR SAFETY AND SAFEGUARDING.**