

# FACILITY HIRE

Lettings & Services to the Community



*Terms and Conditions*

Conditions of Hire

The Henry Beaufort School promotes learning, sporting and leisure opportunities for the local community. We have a range of quality facilities, courses and activities for all ages which are at the core of our community mission. The school opens its doors and grounds to community users and it is possible to find a diverse range of activities on offer.

The handbook outlines all terms and conditions to be adhered to when making a booking at The Henry Beaufort School. There are further facility-specific guidelines available per room.

### **Safeguarding Children Statement**

The Henry Beaufort School is committed to safeguarding children and promoting the welfare of children, young people and vulnerable adults and expects all Community Users to share this commitment.

### **Statement On Equal Opportunity**

The Henry Beaufort School recognises that everyone in the community has a contribution to make to society and that everyone has a right to equal treatment. To that end we aim to ensure that no one within the community to whom we provide a service, or people in our employ, will be discriminated against because of age, gender, class, race, sexuality, marital status or disability. Where this occurs, the Henry Beaufort School commits itself to taking positive action against any discrimination.

# The HENRY BEAUFORT School

## TERMS & CONDITIONS OF HIRE

### In these Conditions

'School' means the school identified at the head of this document, including the Community Department. 'County Council' or 'HCC' means Hampshire County Council. Conditions includes 'terms'. 'Hirer' means person/group/business making a booking and using the space.

### Acceptance of Conditions

The hiring of accommodation/facilities/premises is permitted only on the conditions outlined in the following conditions. Acceptance of the hire agreement is deemed to be acceptance of these conditions. Failure to return signed agreement and the booking takes place will be acknowledged as your acceptance of all conditions.

### Compliance with Conditions

- The Hirer (the person or body to whom the hire is granted) shall be responsible for compliance with these terms & conditions.
- The Hirer shall satisfy himself that the facilities to be hired are suitable for his purposes.
- The use of the premises must not interfere with the proper working of the School or impair its efficiency. In particular the Hirer acknowledges that it will not have exclusive use of the site and there is a risk of short notice cancellations.
- Use of the premises is limited to the accommodation hired and necessary facilities such as toilets. Car parking is permitted in designated areas at the premises subject to availability.

## **Statutory Requirements**

- All statutory requirements, including those relating to health and safety and public entertainments, must be strictly fulfilled by the Hirer.
- Film, music, dancing, indoor sporting events and stage events may be considered to be regulated entertainment and, as such, are licensable activities which require authorisation from the local licensing authority.
- For all regulated entertainment, it is the Hirer's responsibility to inform the local Licensing Authority. This applies if tickets are to be sold at the door or advertised to the public, but also if tickets are offered to friends and neighbours or even if admission is free and open to all.
- No musical works in the repertoire of the Performing Rights Society may be performed in public on the premises unless the Hirer has obtained the permission of the society. No copyright material may be delivered or performed unless the consent of the owners of the copyright has been obtained by the Hirer. The Hirer must indemnify the school and the County Council against any action for breach of copyright. Attendance and Behaviour
- The Hirer shall ensure that the number of persons using the premises does not exceed that for which the application was made and approved.
- The Hirer shall be responsible for ensuring the preservation of good order for the full duration of the letting and until the premises are vacated.
- The Hirer shall at all times provide an adequate number of supervisors for any activity and those supervisors shall be present throughout the hiring period.
- The Hirer shall be liable for damage caused by unruly or inappropriate behaviour.
- It is the Hirer's responsibility to ensure that all those attending are made aware of their responsibilities, and the County Council's and Hirer's insurance arrangements. Health and Safety information can be requested from the Community Office.
- Children should not be allowed to roam unattended on site or run around school buildings. They must be under the supervision of a responsible adult at all times.
- It is the hirer's responsibility to ensure parents/guardians are aware of cancellations. The Henry Beaufort School cannot take responsibility for children left for activities that are not occurring.

## **Fabric and Fittings**

- The fabric and fittings (including electrical installations) and contents of the premises shall not be interfered with in any way.
- No treatment shall be given to prepare a floor for dancing and the wearing of stiletto heels is prohibited.
- Only authorised persons shall use steps or ladders.
- No nails or screws shall be driven into the walls, floors, ceilings, furniture or fittings, and no placards shall be affixed to any part of the premises.
- The School's furniture (other than chairs in the hired facility) and equipment shall not be moved except by prior arrangement.
- Any alteration or addition to the school's lighting or electrical heating systems is strictly forbidden, except with the written consent of the Headteacher. Consent may be subject to conditions, which the Hirer will be required to observe.
- The Hirer shall, at the end of the hire period, leave the accommodation in a reasonable tidy condition, all equipment being returned to the correct place of storage. Litter must be removed from the facility at the end of the session.
- The Hirer must not bring in chemicals/cleaning products without prior agreement from the Community Manager and only with the relevant COSHH certificates.
- No school property or equipment including stationery and equipment can be used by the Hirer unless they have obtained prior permission.

## **Hirer's Property**

- Furniture and apparatus required may be brought on to the premises at the Hirer's own risk.
- The Hirer shall not bring on to the premises, without the prior consent of the Governors, any article of an inflammable or explosive nature, nor any article producing an offensive smell, nor any other substance, apparatus, or article of a dangerous nature.
- All electrical equipment must have a valid PAT certificate or be under one year old.
- The Hirer is responsible for the safeguarding and safe keeping of all items belonging to the Hirer, its guests/delegates or third parties engaged by it. The School accepts no responsibility for such items.
- Any vehicles parked or left on the site are done so at the owners risk. The School does not accept any liability for any damaged caused to The Hirer/ participants or visitors vehicles.

## **Hirer's Insurance**

- The Hirer shall indemnify the establishment and Hampshire County Council against all claims for damages, compensation and/or costs in respect of:
  - Bodily injury or illness to Third Parties, and/or
  - Damage to Third Party property caused by or arising out of or being incidental to the Hirer's use of the premises.
- The Hirer shall be responsible for loss or damage to the establishment's premises and contents therein the property of Hampshire County Council.
- The Hirer must have their own (£5m minimum) insurance to cover themselves against claims for personal injury or damage to/loss of property or any negligent act by persons running the activity, their servants or agents whilst on school property.

## **Cancellation by the Hirer**

The Hirer must give at least four weeks' notice of cancellation or termination of a hire to the Community Office acting for the Governors. In exceptional circumstance (e.g. illness) cancellation can be made at short notice. If any shorter period of notice is given, the Governors reserve the right to pass on to the hirer any costs unavoidably incurred or to impose a cancellation charge.

## **Refusal of Hire by the School**

The Governors /senior leadership team (SLT) may refuse an application to hire the premises if:

- The premises are required by the School.
- There has been any damage to the property, or breach of these conditions during previous use of the premises by the hirer.
- For any other reason the Governors or Senior Leadership Team (SLT) deem it necessary or expedient to refuse the application.
- No compensation shall be payable by the Governors by reason of such a decision.

## **Cancellation by the School**

The School reserve the right to cancel any hiring without notice if:

- a. The accommodation will, due to circumstances outside their control, be unavailable for the hire period or
- b. The Hirer has failed to disclose material information concerning the proposed hiring, or
- c. There are reasonable grounds to conclude that the Conditions of Hire may be breached to a material extent.

In the event of (a), all hiring fees will be refunded to the Hirer, but the School shall have no further liability to the Hirer. In the event of (b) and (c), any refund of hiring fees shall be at the discretion of the School. Please be aware that the Sports Hall in particular is unavailable during exam periods especially during May & June every year. Apart from exceptional circumstances, the Governors will endeavour to give at least two weeks' notice to the Hirer, should it become necessary to cancel or postpone a letting.

## Payment of Charges

The Hirer shall pay the hiring fees, including any deposit, at the rates and times as indicated:

- The Hirer acknowledges that in the event that the Hirer cancels the hiring there may be a cancellation fee payable calculated in line with the cancellation policy and any refund of monies already paid will be at the discretion of the School.
- All hire charges must be paid within 14 days of the invoice being issued. This invoice will be issued at the end of each month for all the hires that have taken place in that month.
- Payments can be made by cheque (payable to Henry Beaufort School), cash or BACs transfer; details of which can be obtained from the Community Office.
- The Hirer is responsible for prompt payment of invoices. \*The Governors can withdraw permission to use facilities as soon as the hirer moves into arrears, providing the hirer has been given a minimum of one month's notice.
- The Hirer with a poor payment record may be invoiced more frequently or in advance.
- The School reserve the right, on proper notification, to invoice the Hirer for any charges arising from excessive cleaning time incurred, as a result of the Hirer failing to leave the accommodation in a reasonable condition, or for repair of the premises or equipment damaged by the Hirer, or resulting from the Hirer failing to vacate the premises by the time stipulated in the hire form.
- The Hirer shall, if so demanded, pay at the time of booking, a refundable deposit to be held by the Governors against costs unavoidably incurred as the result of insufficient notice of cancellation of booking, any damage caused by the Hirer, or additional cleaning required as a result of the premises not being left in a reasonably tidy condition. The proportion of the deposit to be retained will be decided by the Governors and their decision will be final.

\*Please read 'Suspending Community Use' page 16



## **Gymnasium/Sports Hall**

- Only suitable footwear should be worn in the gym or sports hall.
- No school games equipment may be used without permission and gymnastic equipment can only be used when an adult with recognised qualifications for the proposed activity is personally supervising at all times.
- No additional marks shall be made to the sports pitch or hard court areas by the hirer.
- For safety reasons this condition also applies to other activities with young people.

For further guidance the hirer should consult the regulations described in the Hampshire County Council document 'Safety in Physical Education', available on request from the Community Department.

## **Grass Sports Pitches & Hard Court Multi-Use Games Areas**

- These facilities should be used for their intended purposes only i.e. participation in formal and informal play and sport.
- The grass sports pitches and hard court multi-use games areas shall be hired, together with access to toilets and changing accommodation at the School. The Hirer shall not have any access to any other parts of the School.
- The grass sports pitch shall be marked out for that sport and the hard court multi-use games area may have indicative markings for sports like netball, basketball, tennis and small-sided football. No additional marks shall be made to the sports pitch or hard court areas by the hirer.
- The grass sports pitches shall have a limited playing capacity. The School reserves the right to restrict use of the grass sports pitch to protect it during inclement weather; when damaged or under repair; when waterlogged; or to fit in with the School curriculum or School demands.
- Litter must be removed from the facility at the end of the hire session.

## Artificial Grass Pitch (AGP)

- Due to the high demand for the AGP, priority will be given to continuing hirers and those requiring an annual (48 week) agreement of weekly bookings which are continuous over the hired period excluding 2 weeks at Christmas and 2 weeks during the summer holidays.
- The Hirer must ensure all players, coaches and match officials follow the appropriate 'Respect Code of Conduct' FA guidelines. The Hirer must ensure that all coaches have relevant qualifications, DBS checks and affiliations to the relevant sporting bodies, e.g. The Football Association. If requested evidence must be produced to the Community Department.
- The Hirer are asked to be respectful of neighbouring residential properties and to keep loud shouting and use of whistles to a minimum. The Hirer will be informed if any complaints are received about specific behaviour or noise levels. If it is not possible to resolve these complaints to a mutually acceptable outcome, the Community Office reserves the right to terminate the AGP hire agreement.
- Appropriate footwear must be worn which is trainers or plastic moulded football boots (no metal studs). All mud must be removed prior to going onto the pitch and every effort made to remove rubber crumb when exiting the pitch.

**All users of the AGP must respect and adhere to the 'No cross contamination' of grass pitch to AGP.**

*No grass pitch hire will be permitted in conjunction with the AGP, unless players are completely separate users.*

- There is a disabled toilet/small changing facility on the pitch side. No other access to school facilities will be allowed unless by prior agreement with the Community Office.
- Any equipment moved during the hire must be returned to its original place by the end of the hire period. Litter must be removed from the facility at the end of the hire session.
- Floodlights switch on automatically based on a light sensor. If there is a problem with the lighting please notify the caretaker. Floodlights automatically start to go off at 21.15. This is a condition of the planning approval and respect for neighbouring properties. The pitch must be totally vacated by 21.30.

- Any footballs lost over the perimeter fence should be retrieved before the end of the hire period. Please contact the caretaker on duty by using the bell outside reception. He will then open the appropriate access gate allowing safe retrieval. If it is not safe or possible to retrieve a ball the Community Office must be informed.

*All weather sports surfaces are designed and installed to exacting standards. In order to maintain the performance of this surface it is essential that the following rules of use are observed:*

- **Do not wear spiked, studded or bladed footwear**
- **Clean all footwear before using the surface**
- **Move equipment carefully without dragging it over the surface**
- **Ensure equipment is safely secured before use**
- **Do not consume food or drink (other than water) upon the surface**
- **Do not deposit chewing gum**
- **Do not smoke**
- **Do not allow pets and animals upon the surface**
- **Do not use cycles, skateboards or rollerblades upon the surface**
- **Report any dirt, debris or damage found to staff**

## The HENRY BEAUFORT School ADDITIONAL TERMS & CONDITIONS OF HIRE

- Community access to the school is agreed by advance booking and times must be adhered to. Normal community hours for hiring are weekdays 17:00 to 21:30, Saturdays 8.30 to 15.30. Closed all day Sundays.
- The Community Department runs its booking calendar with the academic year, i.e. September 2014 to August 2015. It is the hirer's responsibility to book facilities. There is no automatic renewal of bookings from one year to the next. A maximum of one year can be booked at one time.
- Bookings for the Artificial Grass Pitch (AGP) are made by hour or half hour and include 5 minutes at the end of each booking period to vacate the pitch so the next user can gain access promptly. i.e. a booking from 18.15 to 19.15 includes 55 minutes of play and 5 minutes to leave the pitch at the end of the booking.
- All other facilities can be booked in 15 minute slots. You must have vacated the facility by the end time on your booking. If you require extra time to set up/clear up, the booking period must reflect this. i.e. one hours dance lesson, set up and clear up - total 15 minutes. Booking must therefore be made and charged for 1 hour 15 minutes.
- All The Hirer must ensure they are not on site more than 10 minutes before the hire period begins and must vacate the site no later than 10 minutes after their booking ends.
- All requests to continue a regular hire can only be made at the earliest from April for the academic year starting in the following September. i.e. April 2016 for bookings September 2016. **Please note that the school will not have finalised its usage at this time so the booking form will not reflect this. The booking is therefore provisional and subject to availability. You will be advised of unavailability as soon as the community department has this information.**
- If there are several requests for the same time slots/days/ facilities priority will be given to existing users, however as a Community School it is our policy to ensure that all members of the community, groups and teams have the opportunity to use our facilities, therefore, we reserve the right to distribute slots, facilities and days as we see fair.

- 10 or more consecutive bookings will have a 10% discount on the total cost of hire. Bookings over 20 consecutive weeks will receive a 20% discount.
- No shows or continued cancellations will still be charged at the current rate. Any discounts will no longer apply. No further bookings will be accepted.
- Failure to return the signed agreement before the booking takes place, will be acknowledged as your acceptance of all terms and conditions.
- All lost property should be given to a caretaker. It will be logged and kept for one month by the school.
- Any defects or problems with the pitch or school equipment or property must be reported in the first instance to the caretaker on duty and in writing or email to the Community Office [community@beaufort.hants.sch.uk](mailto:community@beaufort.hants.sch.uk)
- All accidents on site must be reported to the Community Office or caretaker on duty.
- A bell to contact the on duty caretaker is located outside the school's reception. In emergencies the Senior Site Manager can be contacted on mobile number 07790 414748. This number is to be used only in an emergency and while the Hirer is on school property.
- It is the Hirer's responsibility to ensure they keep informed of school closures and to notify their participants/helpers etc. School closures due to adverse weather or unforeseen circumstances will be posted on the Henry Beaufort website.
- In the unlikely event that no booking confirmation has been received by the Hirer. It is then the Hirer's responsibility to ensure that the booking has been agreed by contacting the Community Department. They should not turn up on site without confirmation.
- The Governing Body and its agents reserve the right of access to the premises during the letting.
- The Hirer may not assign or sub-let the hire of the School or AGP.
- The School reserves the right to exclude individuals or companies that it considers undesirable or inappropriate.
- The Headteacher reserves the right to require a representative to be in attendance for the preservation of good order and safety and to recover from the Hirer any additional expenses incurred as a result of this condition.

- If the Headteacher's representative considers the behaviour of the Hirer, its guest/delegates or third party contractors to be unreasonable, then the representative may cancel and/or terminate the event with immediate effect and the School shall not be obliged to refund any part of the hire charge.
- In no circumstances shall alcoholic drinks be available at any function without prior written consent of the Governors. Permission will be granted only in exceptional circumstances. Applications must be made in writing at the time the Hirer applies for the use of the premises. If permission is granted for alcoholic drinks to be sold, it will be the responsibility of the Hirer to ensure that a Temporary Event Licence is obtained from the local Licensing Authority. The Hirer agrees to comply with all conditions and limitations attached to the Temporary Events Notice he obtains.
- The Hirer must not do or allow anything that cause a nuisance or annoyance, disturbance, inconvenience, injury or damage to the School, or other users of the School or neighbouring premises.
- The School reserves the right to require sight of a Temporary Event Notice prior to the letting.
- No Gambling on site unless specific permission has been granted by the Governors. The whole school site and buildings are **NON SMOKING**.

## **Hampshire County Council Details of Insurance Cover**

### **HIRER'S INSURANCE - INDEMNITY CLAUSE**

In accordance with the terms of hire it is customary to require persons/ organisations to accept responsibility for damage to the premises and its equipment and for the Third Party claims involving injury to persons and / or damage to property.

#### **A) INJURY TO PERSONS OR PROPERTY**

1. The Hirer shall indemnify the school and Hampshire County Council against all claims for damages, compensation and / or costs in respect of:  
(i) bodily injury or illness to Third Parties, including the County Council's servants and agents and / or (ii) damage or loss to Third Party property caused by, or arising out of, or being incidental to the Hirer's use of the premises.

2. The Hirer shall effect adequate insurance to cover this liability with a minimum limit of indemnity of £10 million for commercial hirings except where otherwise agreed £5 million for non-commercial hirings.

## **B) DAMAGE TO PREMISES AND EQUIPMENT**

1. The Hirer shall be responsible for the loss of, or damage to the premises and contents therein, which is the property of the School and/or Hampshire County Council, except when loss or damage to the premises or contents are as a result of the negligence of the School or Hampshire County Council.
2. The Hirer shall effect adequate insurance to cover this liability with a minimum limit of indemnity of £10 million for commercial hirings except where otherwise agreed £5 million for non-commercial hirings

The Hirer must produce evidence that the required insurance cover is in place at least 7 days before the event.

## **NON-COMMERCIAL HIRERS**

Due to difficulties experienced by non commercial hirers in arranging Public Liability Insurance with a Limit of Indemnity of at least £5 million (the lowest limit acceptable for use of Hampshire County Council premises) the County Council has arranged for their Public Liability policy to be extended, and non commercial hirers who cannot produce evidence of Public Liability insurance, must as a condition of the proposed hiring, take out the Hirer's Insurance organised by Hampshire County Council, (provided they do not fall within the definition of the exclusions listed below).

## **HAMPSHIRE COUNTY COUNCIL – ON BEHALF OF NONCOMMERCIAL INDIVIDUALS AND ORGANISATIONS HIRING COUNTY COUNCIL SCHOOLS, COMMUNITY COLLEGES, EDUCATION CENTRES AND OTHER HAMPSHIRE COUNTY COUNCIL PROPERTIES**

## **POLICY OF INSURANCE WITH TRAVELLERS INSURANCE COMPANY UNDER POLICY NO: UC POP 3838475**

## **OPERATIVE CLAUSE**

The indemnity will cover individual hirers and organisations in connection with their hire of and activities carried on at the hired premises for their legal liability for bodily injury or illness to third parties and damage or loss to third party property, and loss or damage to the premises and contents hired, including such liability that may be imposed on the Hirer under the terms of the hiring agreement.

## **LIMITATIONS**

Aggregate liability indemnified limited to £5 million.

## **EXCLUSIONS**

Political Meetings and Professional Entertainment Promotions Commercial, business or trade hiring.

## **NOTE**

This is a public liability insurance policy. It does not provide cover for:

- Employer's Liability – If the hirer has employees, the Hirer must provide this cover.
- Professional negligence of the Hirer – if the Hirer is providing a professional service they must take out this cover for themselves.
- Personal Accident – cover for participants in the Hirer's activity where they have been injured as a result of a pure accident and there is no negligence on the part of the hirer.

## **Suspending Community Use**

The Bursar is authorised by the Resources Committee of the Governing Body of Henry Beaufort School to suspend the right to use the school site from any user group or individual, with immediate effect, on the following grounds:

- Causing intentional damage to the school, its equipment or any personal belongings of other users;
- Violent, threatening or abusive behaviour to a member of staff, tutor, helper, volunteer or any other user;
- Theft of any property belonging to the school or other user;
- Disruptive behaviour which interferes with the activities of others;
- Behaviour which puts at risk the health, safety or well-being of others;
- Behaviour which is deemed to be offensive or results in complaints from others;
- Refusal to follow reasonable directions from a member of the school's staff, or a course tutor;



- Non-payment of invoices;
- Any behaviour which is considered inappropriate to the smooth and efficient operation of the school or the community use of the school;
- Failure to provide evidence of enhanced Disclosure and Barring Services (DBS) and relevant qualifications.

The Bursar is also authorised by the Resources Committee to suspend use, if previous warnings about the organisation and conduct of activities have not raised the quality of service to users to an acceptable level.

As soon as possible after suspending a user or user group the Bursar will inform the Headteacher, the lead officer of Hampshire County Council, and the chair of the Resources Committee, of the circumstances and the reason for the suspension.

If the user or user group does not accept the suspension, a meeting of a membership review sub- committee shall be called as soon as possible to consider the matter. The membership of the sub- committee shall be:

If the Bursar's decision is upheld, the chair will write to the user to confirm the suspension, giving a reason or reasons for the suspension and to give the user 28 days to lodge a written appeal to the chair of the Governing Body if they wish to do so.

If an appeal is received, the Chair of Governors will convene a meeting of an appeals sub-committee to reconsider the suspension. The membership will be the Chair of Governors, and two untainted Governors. The result of the appeal will be sent in writing to the suspended user within five working days following the meeting of the appeals sub-committee. The decision of the appeal sub-committee will be final.

## **Child Protection Policy and Guidelines**

### **Aim**

Henry Beaufort takes seriously it's responsibility to protect and safeguard children and vulnerable adults.

We share a commitment to:

- Check the suitability of adults in care of, or working with, children and vulnerable adults;

- Have clear procedures and lines of communication;
- Work closely with parents and other organisations;
- Ensure that staff, course leaders and volunteers are properly trained.

Sometimes allegations are made against staff, course leaders or volunteers. These will be investigated thoroughly and fairly. The following guidelines include advice about good practice intended to reduce the risk to children and vulnerable adults and to provide safeguards for supervising adults against unfounded allegations of abuse.

### **Guidance**

All persons responsible for providing activities for children up to the age of 18 and vulnerable adults should be aware of Hampshire County Council's Child Protection procedures and guidance which is available from the school. Members of local or national associations should conform to their advice about child protection (e.g. Pre-school Alliance, Football Association, etc.). Such community organisations usually provide model policies, helpful practical guidance and can often assist with disclosure applications to the Disclosure and Barring Services (DBS).

All user groups which have a child protection policy should provide a copy to the school's Community Office.

Ideally a minimum of two adults should be supervising all activities with children and vulnerable adults and should be present throughout. Ideally there should be a male and female adult for mixed gender groups. Leaders or persons responsible for the activities must ensure that children and vulnerable adults are always under the supervision of appropriately qualified persons, who have relevant checks from the DBS. Unqualified helpers, or helpers without a DBS check, should never be left to work alone or without supervision.

All organisations should comply with the current HCC or DfES advice with regard to the need to check the suitability of staff, course leaders and volunteers, as advised by the school.

The parents of all children participating in activities should be asked to complete a consent form and provide any medical information and contact details for use in an emergency.

Any suspicions of child abuse or allegations against a member of staff, course leader, volunteer or other adult should be taken seriously and dealt with in line with existing procedures as advised by the school.

These should be reported to the Headteacher, the school's Community Manager or the school's Child Protection Liaison Officer. Should school staff not be available at the time, the person suspecting abuse or receiving an allegation against someone else should contact the Allegations Officer within the Education Welfare Service immediately for advice.

Out of school hours, child protection referrals will be received by Social Care's Out of Office (Emergency) Service, which may be contacted via the Police. Decisions about whether to inform parents will be made in accordance with HCC procedures, with the involvement of the Allegations Officer, during office hours, or if unavailable, in collaboration with Social Care or the Police. The Headteacher should be informed of any referral to Social Care or the Allegations Officer as soon as possible after the event.

The person suspecting abuse or receiving an allegation against another should make an accurate record including the known facts, any suspicions or allegations, the date and time of the incident, the names of any others involved and details of those informed. This information should be provided to the Headteacher, the school's Child Protection Liaison Officer or the school's Community Manager.

All staff, course leaders, supervisors and volunteers should be advised:

Not to spend time alone with children or vulnerable adults away from another adult unnecessarily;

- Not to take children or vulnerable adults alone in cars or to their own home;
- Not to photograph or video children or vulnerable adults without the written consent of parents or carers;
- Not to take photographic equipment, including mobile phones, into any area where children or vulnerable adults will be in a state of undress;
- Not to use inappropriate or suggestive language;
- Not to touch children or vulnerable adults except as appropriate in some coaching or training situations.

Organisations are not to display publicity material at the school, or circulate information about the group's activities to other parents and children at the school without the prior approval of the Community Office or the Headteacher.

**It is the responsibility of all persons hiring the school's facilities for the provision of activities for children or vulnerable adults to adhere to these guidelines and they must undertake to ensure that all supervisors and helpers also understand and follow the Child Protection Guidelines.**

## **General Complaint Procedure for Community Users**

### **Rationale**

The school recognises that in order to promote positive relationships, there may be times when Community Users wish to seek clarification of an issue or make a complaint. This Complaints Procedure sets out the ways by which concerns or complaints can be heard and responded to in an appropriate and formal way.

In the event of a Community User wishing to make a complaint the procedure is as follows:

### **Stage 1 (Raising Concerns)**

Any problem or concern should be raised promptly with the tutor leading the course or the Community Office. If your concern is more serious you may prefer to make an appointment to discuss it with the school's Bursar. All staff will make every effort to resolve your problem promptly at this stage. Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of staff.

### **Stage 2 (Headteacher)**

If you are dissatisfied with the response of the member of staff, then you may wish to put your concerns in writing to the Headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The Headteacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation. The Headteacher will log the complaint and report to the Governing Body the nature of the complaint and that it has been dealt with appropriately (no names will be mentioned in this report).

### **Stage 3 (Chair of Governors)**

If you are not satisfied with the Headteacher's response, you may contact the Chair of Governors. All letters should be addressed to the Chair of Governors c/o The Henry Beaufort School, East Woodhay Road, Harestock, Winchester. SO22 6JJ.

The Chair of Governors will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the Bursar and possibly the Headteacher. At the end of this stage the Chair of Governors

will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

If you are not satisfied with the Chair of Governors response at the end of stage 3, the complaint can be referred to the Governing Body by writing to the Clerk to the Governing Body at the school. The Governing Body will ask a small panel of Governors to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting. The Governors' decision is final.

If you feel that the Governors have not properly followed this procedure, then you may make a further complaint to the County Council. Generally speaking, the County Council will only investigate the process by which the complaint has been handled, rather than the complaint itself.

### **Complaints against School Staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than this Complaint Procedure. In the first instance please put your complaint/concerns in writing to the Community Department (or to the Bursar if the complaint is about the community department staff). Where it will be determined the appropriate course of action. You will be informed of the school's action within 10 working days.

## **Evacuation Procedure for Fire and Emergency**

All Hirers must ensure they familiarise themselves with the Fire Emergency Procedures and know where the Fire Exits are in the facility they occupy.

- On finding a fire sound, the alarm at the nearest fire alarm point. Fire alarms are located at all entry doors to buildings.
- The warning for evacuation is a continuous ringing of the bell; or the hand bell in the event of failure of the electrical supply.
- On hearing the fire alarm the group leader must ensure that everyone leaves the room by the most suitable route and makes their way in a calm and orderly manner to the ASSEMBLY POINT.
- The group leader must take a register or check their list to ensure that everyone is accounted for.
- All bags and personal belongings should be left in rooms. Room doors and external doors should be closed as soon as possible. Windows should be closed if this can be done without undue delay.
- The group leader must report to the caretaker that everyone in their group is accounted for, or if anyone is missing.

### **ASSEMBLY POINT**

**All Community users must assemble at the  
LOWER PLAYCOURT**

**(See map page 23)**

**No person may re-enter the buildings  
until told by the caretaker that it is  
safe to do so.**



# SCHOOL SITE MAP

Out of bounds before school, break and lunch



**The HENRY BEAUFORT School Contact Details  
Community Office**

**01962 888970  
9:30 to 15:00  
community@beaufort.hants.sch.uk**

**After school hours the caretaker on duty can be contacted by using  
the bell situated on the wall outside the school reception.**

**Please ring once only - if no response within five minutes  
please ring again.**

*NB: if caretaker is dealing with another hirer there maybe a  
long delay in responding to your call*

**Headteacher Miss S Hearle  
Bursar Mrs A Caplin  
Chair of Governors Mrs C Wilson  
c/o The Henry Beaufort School  
Clerk to the Governors  
c/o The Henry Beaufort School  
Senior Site Manager Matt Haynes Mobile 07790 414748  
(emergencies only while you are on school premises)**

**Henry Beaufort School East Woodhay Road Harestock  
Winchester Hants SO22 6JJ  
01962 880073  
community@beaufort.hants.sch.uk  
www.beaufort.hants.sch.uk**