

SBM Financial Services Ltd

Health and safety information for clients

Using the computer

Please could your bursar be allowed to take a short break from using the computer screen during the visit if they wish to do so. This time can be spent on filing or other work, but will help to reduce the risk of eye-strain or RSI.

Travelling to school

Your bursar will always do their best to arrive at school promptly, but in the event of a delay, they will telephone to let you know that they will be late so that there is no pressure to hurry on the road. If the delay is significant as in the case of unexpected road closures, it may be more appropriate to arrange an alternative date for the visit. If a visit has to be curtailed, then arrangements can be made to catch up with work at another time, or off-site but please be assured that you will only be charged for the time actually worked.

If road conditions are hazardous due to bad weather, your bursar will telephone the school to let you know that they cannot visit that day. Arrangements can then be made for an alternative date for your bursar to visit, or for another bursar to visit instead.

Illness

If your bursar is unwell, the school will be contacted so that arrangements can be made for an alternative date for your bursar to visit, or for another bursar to visit instead.

In the unlikely event that staff or pupils are advised not to come into school because of an outbreak of an infectious illness, please would you be kind enough to contact your bursar, to arrange an alternative date for the visit.

Closure of Premises

If your school's or academy's premises are flooded, without heating in winter, or without power then your bursar will not be able to work. If for these, or any other reasons your premises are closed on a day when your bursar is due to visit, please could you let them know in advance if possible, to avoid a wasted journey?

Lone Working

We appreciate that our afternoon visits may finish late in the working day, but it is important that your bursar is not left alone on school premises. If the timing of the bursar's visit means that this is likely to happen, please could you discuss with them alternative arrangements for that particular visit, such as working from home.

Security

Please do not ask your bursar to admit other visitors to your premises, either via door security systems or by allowing them to pass through the reception area into the

building. Although many of the people who visit your school will be familiar faces to you and your staff, your bursar is unlikely to know them all, and will not know who is expected by you and who is not. To prevent admitting a visitor who is unknown or unwelcome, but also to avoid offending visitors who are known by you, your bursar should not be asked to let anyone in to your premises please – this is a job for your own staff.

Pupils

Although all our bursars are DBS checked, none are qualified to work with or to supervise children. Please do not ask your bursar to supervise children unless there is a serious emergency and there is no alternative. Children who are unwell or have been taken out of class for reasons of behaviour cannot be watched by your bursar and may pose a risk to them.

Mobile phones

All bursars are required to carry mobile phones with them for their own safety and security, but we understand that in environments where early years pupils may be present, the bursar may need to leave their mobile in their car until those children have left the premises. This accords with guidance sought from OCC safeguarding officers. We have agreed that we will abide by the mobile phone policy in place at each individual school or academy, so please ensure that our bursar is aware of your own policy.

Fire

Please could you ensure that your bursar is aware of fire procedures, escape routes and assembly points, and of how the alarm is sounded in the event of a fire, as lesson bells and fire alarms can sound very similar. If you have a change of bursar, or a temporary bursar, please could you ensure that this information is repeated as we do not hold records of the procedures for each school. If it is possible, it would be very helpful to arrange at least one fire drill at a time when your bursar is in school.

First Aid and Other Emergencies

Please could you inform your bursar where the first aid box is kept and how to find a person qualified in first aid, should the need arise. Please could you also inform your bursar of any other emergency procedures of which they should be aware.

Health and Safety Checks

Although we know that the school has responsibility for health and safety in respect of visitors and contractors working on site, our company also has responsibilities towards its employees and its clients. As part of fulfilling those responsibilities I may ask a bursar to undertake a work station assessment if this has not already been done. The intention is to ensure the safety and well-being of our bursars, but also to ensure that they are aware of not creating hazards themselves while they are on your premises, so I hope it will be helpful to us all. Any such work will, of course, be arranged only with your agreement, and at your convenience.

Sue Bremner-Milne
Managing Director
4 March 2019