



Visitors Guide



Security

PARKING – Please use the car park located on the right hand side of Glen Road (Signposted). Disabled parking is marked and situated in front of the main building.

ON ARRIVAL – Please announce yourself to the receptionist on arrival. You will be asked to sign the visitors book and to provide personal photographic identification, such as driving licence, official identify card or passport. You will then be given a visitors badge, which must be worn at all times.

MOBILE PHONES must be switched off on entry into the building and **must not** be taken into the Secure Unit under any circumstances.

PERSONAL POSSESSIONS such as handbags, keys etc. are also not allowed to be taken into the Secure Unit.

A SECURE LOCKER will be made available to you, to keep your belongings safe whilst visiting the unit.

MONEY for young people should be handed to the Receptionist, who will provide you with a receipt and ensure that it is entered into their account.

PROHIBITED ITEMS – Only approved and checked items will be allowed to be taken into the Secure Unit. You can ask the Receptionist for advice. **The following items are PROHIBITED within the Secure Unit:** Cigarettes, tobacco, cigarette papers, sharp objects matches or batteries, solvent based products, lighters and lighter fuel, drugs and medication, any food or drink including sweets, *Sticky Tac* or similar, non age appropriate materials including magazines and books. cameras, razors and razor blades, tins, aerosols or glass items, mobile phones, recording devices (inc MP3 players and similar devices). Jewellery and valuable personal items, CD's, DVDs or videos certificated above the child's age, any object that could be used as a weapon.

Anyone attempting to bring prohibited items into the unit will have their visit terminated and permission for future visits cancelled.

Safeguarding Children

CHILD PROTECTION - The needs and safety of the young people in Swanwick Lodge always comes first. This unit is committed to safeguarding children and expects all staff, volunteers and visitors to share this commitment.

Health & Safety

WE WANT your visit to be as safe as possible and we aim to provide a safe and healthy environment. All accidents and injuries are preventable, therefore please perform every task with health & safety in mind. If you identify a health & safety issue or have any suggestions to help us improve please notify Reception or contact the Health & Safety Officer on ext. 7565.

First Aid

IF AN INCIDENT occurs that requires first aid then please tell the nearest member of staff or notify the Receptionist of the nature and location of the incident. A qualified first aider will be sent immediately. All incidents must be reported, forms are available from the Receptionist.

Smoking

SWANWICK LODGE operates a non smoking policy. Cigarettes or lighters must not be taken into the Secure Unit under any circumstances.

Help Us Stay Safe

PLEASE remember this is a Secure Unit and you should remain vigilant at all times and report any security breach or safety issue to the nearest member of staff or to the Receptionist.

Fire Safety

PLEASE take a few minutes to read the evacuation procedures and note where your nearest exit/fire evacuation point is before you commence your visit.

FIRE EVACUATION PROCEDURES AND EVACUATION POINTS are displayed in Reception and on all marked Health and Safety Boards around the building.

ON DISCOVERING A FIRE IN THE SECURE PART OF THE UNIT please notify the nearest member of staff immediately who will direct you to a safe location and raise the alarm. The Duty Officer and/or Receptionist will be advised and staff will follow their direction for designated safe meeting points and/or evacuation procedures. Remain with a member of staff at all times.

ON DISCOVERING A FIRE IN THE GENERAL OFFICE AREAS please notify the nearest member of staff immediately who will sound the fire alarm. Then evacuate the building using the safest and nearest exit/fire evacuation point **and make your way to the designated fire safety point located at the front of the building.**

ON HEARING THE FIRE ALARM. (CONTINUOUS BELL) If you are in the secure part of the unit please follow a member of staff to a designated safe meeting point. The Duty Officer/Receptionist will direct all further action. Remain with a member of staff at all times.

ON HEARING THE FIRE ALARM. (CONTINUOUS BELL) If you are located in the general office areas within the unit you should leave the building immediately via the safest and nearest exit/fire evacuation point **and make your way to the designated fire safety point located at the front of the building.**

The Duty Officer and/or the Fire Marshalls will help you during the evacuation so please listen to their instructions.

DISABLED VISITORS may feel they need assistance during an evacuation. Please advise staff on Reception at the time of arrival, so that arrangements can be made to assist in the event of an evacuation.

DO NOT TAKE ANY RISKS – DO NOT RUN OR PANIC

An Overview

SWANWICK LODGE – is a purpose built local authority secure children's home with mixed gender units, providing care for children aged between 10 and 17 years.

The purpose of Swanwick Lodge is to provide a safe and secure child centred environment in which children can begin to address the issues that have led to the loss of their liberty. Licensed since July 1997, Swanwick Lodge is a Local Authority Children's Home where **every child matters.**

Complaints

We are committed to responding to all complaints. If you have a complaint which you wish to make you can speak to the Duty Manager or write to:

Head of Swanwick Lodge
SWANWICK LODGE
GLEN ROAD
OFF SWANWICK LANE
SWANWICK
SOUTHAMPTON
SO31 7HD

Alternatively you may complain to:

Hampshire County Council,
The Castle, Winchester SO23 8OQ
Tel: 01962 841841
Or
OFSTED
OFSTED Regional Office,
Freshford House, Redcliffe Way, Bristol BS1 6LX
Tel: 08456 404040

Your views are important

We value feedback, so if you have any observations or comments you would like to make that will help us improve our service or celebrate our achievements please do not hesitate to contact us.

Useful Information:

CONTACT INFORMATION:

SWANWICK LODGE
GLEN ROAD
OFF SWANWICK LANE
SWANWICK
SOUTHAMPTON
SO31 7HD

TELEPHONE: 01489 581913
FAX: 01489 572921

Web: www.hants.gov.uk
Click A-Z services then click S then scroll to find Swanwick Lodge web page

Email: swanwick.lodge@hants.gov.uk

Directions:
Off Junction 9 of the M27
Closest Railway Station: Swanwick
Closest Airport: Southampton

