

PROTOCOL FOR VISITORS TO SCHOOL

Introduction

Effective schools work closely with parents, other members of the local community and with other agencies.

At the same time, a school's most fundamental duty is to protect the safety and welfare of their pupils.

This document is intended to give informative and friendly advice to all those who enter and use Colton Hills Community School. The protocol is also intended to ensure that everyone knows the procedures, class lessons are not interrupted and that pupil's safety is guaranteed.

General Overview

All visitors must report to the reception, give their names, company and purpose of visit and will be asked enter their details in the visitors book. The receptionist will ask all visitors to read the fire regulations and check where they have parked their car.

If their car is not parked in a parking bay, whether or not it is blocking the drive or just parked by the side of the drive they will be requested to move it to a bay before being issued with a visitor's badge.

School Car Park - Important Information For All Drivers

All vehicles should be parked in a marked parking bay. It is the driver's responsibility to make sure their vehicle is parked appropriately, does not cause inconvenience or obstruct other drivers.

The barriers are locked between the hours of 8.25 am and 3.35 pm. Do not park beyond the barriers if you need to leave between these times.

DO NOT park in the turning circle, this must be kept clear for coaches, deliveries, minibuses. If the car park is full and there is no alternative but to double park please notify the receptionist on arrival.

Visitors badge agreement

All visitors to the school, including occasional staff, will need to register their presence, (sign in) and wear a badge to show they are an official visitor. Agency staff will need to provide evidence of their identity on arrival at the school.

Returning the badge and signing out

Visitors badges should be returned to reception once the visitor leaves. When visitors return their badges they will be asked to 'Sign Out'.

Visitors without badges (known as well as unknown)

Any visitor not wearing a badge will be challenged by staff. Staff not challenging unidentified visitors will be neglecting their duty to ensure school security and pupil safety. Remember that infrequent visitors, even parents, volunteers etc. will not be known by all staff and therefore need to be wearing a badge.

If you see a visitor who is known to you but is not wearing a badge, the chances are that they have not followed the correct visitor's procedures (see above) and so it is your duty to

politely remind them of our protocol and request that they return to the office to obtain a badge.

Parents visiting or bringing pupils into school after appointments etc.

All parents must follow the visitor's procedure and obtain visitors badges at all times no matter how well they think they are known to staff. This will also be the case even if they have pre – arranged meetings with teachers and other professionals. They must abide by all procedures as they will not be known by everyone on site and will therefore be challenged by Colton Hills personnel if they are not wearing badges (as part of our responsibility and duty of care to the pupil's).

Visitors Badges will not be issued to parents attending the official Parents' Evenings. All parents should report to reception to be registered. The receptionists will direct them to the members of staff.

Parents as visitors

Parents who bring pupils into school after the start of the school day due to hospital, dental appointments etc. need to report to reception and leave their child to sign in.

Parents who need to collect their child for an appointment during the school day should send a note to school in advance. The student will arrange to leave lessons and report to reception to sign out. Parents should report to reception and wait for their child.

Polite Note

Parents must always follow the signing in procedures. Parents and carers must not walk through the building without identification or enter classes during lesson times without prior arrangement, as this could be detrimental to the balance of lessons and the concentration of pupil's and staff alike.

If parents wish to discuss issues with staff they can do so via telephone calls and letters, or request that staff phone them. Staff are also happy to meet parents and carers after school. Discussion can not take place in class in front of pupil's or during lesson time.

Important to note

Regular authority visitors such as Occupational Therapists, Physiotherapists, Speech Therapists, Connexions Advisors, Educational Psychologists, Social Workers, Complex Special Needs Team etc. should be wearing the standard Wolverhampton City Council visitor's identification badge which states their details and is worn on a ribbon around the neck. They should still enter their details in the visitors book and be compliant with our regulations.

After school hours

Colton Hills School has frequent visitors after the official school day i.e. 3.25pm. Workmen will generally ask for the assistance of the caretaker and it is the responsibility of the member of staff or caretaker to ask these visitors to follow the protocol above as staff and pupils may still be on site due to after schools clubs and extended schools projects.

Therefore it is important that **ALL** staff are knowledgeable about the Visitors Policy and where badges are kept, questions to ask etc.

There are also a number of community users which utilise Colton Hills School's facilities. These 'User Groups' will need to report to the Community Office in the Sports Complex; they will not be allowed access to the rest of the school.

PROTOCOL FOR SPORTS COMPLEX USERS

The school facilities are available for public use during the school day. This document is intended to give informative and friendly advice to the public who are using the facilities.

General Enquiries

Members of the public who wish to enquire about the facilities during the school day should report to the school reception.

Public Swimmers

Members of the public who come to use the pool during the school day will be asked to enter and exit through the community entrance.

The school staff will check that there are no students in the changing room before public users have access and that members of the public have left before the students are allowed in after the session.

Access to the main school is not permitted by Public Users. Notices are displayed and doors are locked to prevent access.

Out of school hours users cannot gain access to the school.