Parent, Carer and Visitor Code of Conduct

September 2023

Due for next review in: September 2025

www.woodsideschool.co.uk

Aims and Objectives

The aims of this policy

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all children and staff both during and outside of school hours when they are on our site. The ultimate aim is to ensure that all children and staff learn and work in an environment where they are safe and free from harm.

The objectives of this policy

The key objectives of this policy are to have in place a clear protocol and procedure for the admittance of external visitors to the school which is understood by all staff, trustees, visitors and parents/carers, and conforms to child protection guidelines and prevents unsuitable people from working with or accessing children and young persons in the school setting.

We have responsibility for the safety and wellbeing of all of our children anywhere on the school site, during normal school hours, during after school activities and on school organised (and supervised) off-site activities.

This policy applies to:

- all teaching and non-teaching staff employed by the school
- all external visitors entering the school site during the school day or for after school activities (including peripatetic tutors, sports coaches etc.)
- trustees
- parents/carers
- volunteers
- children
- local authority staff
- other professionals
- building & maintenance contractors.

Protocols and Procedures

Visitors invited to the school

Before a visitor is invited to the school, the Headteacher/Associate Headteachers are informed, with a clear explanation as to the relevance, purpose date and time of the visit.

Permission must be granted by the Headteacher before a visitor is asked to come into school.

This includes:

• formal visitors representing the LA, businesses, contractors, outside agencies etc., are required to present formal identification

• all visitors enter the school building through the main door and report to administration staff

• all visitors must state the purpose of their visit and who has invited them or who they wish to see. They should be ready to produce formal identification

• all visitors are required to sign into the electronic visitors record which is in reception

• all visitors are required to wear an identification badge

• visitors must lock mobile phones in the lockers provided and retain the key during their visit

• visitors are escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.

On departing, visitors leave via reception and:

• Sign out via the electronic visitors record

• Return the identification badge to reception

• Retrieve mobile phones from the lockers and return the key to reception

Use of mobile phones in school

Visitors to the setting (including parents/carers) must not use a mobile phone in the school building and visitors must lock phones in the secure lockers provided.

During working hours, mobile phones must be kept out of the reach of children and parents/carers in a secure area accessible only to staff/trustees.

All staff/trustees are made aware of their duty to follow this procedure, and to challenge anyone not adhering to it.

Professionals from other agencies visiting our school sometimes rely on using their mobile phones as part of their role. Any professional visiting our school must seek permission from the Headteacher to use their mobile phone.

Unknown/uninvited visitors to the school

Any visitor to the school site who is not wearing an identity badge is challenged politely to enquire who they are and their business on the school site. They should then be escorted to reception to sign in and be issued with an identity badge. The above procedures then apply.

In the event that the visitor refuses to comply, they are asked to leave the site immediately and an ER call is made if necessary. The Headteacher/Associate Headteachers/Senior Leaders will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, an ER call is made and they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.

Trustees and volunteers

All trustees and regular volunteers are required to have an enhanced DBS. New trustees are made aware of this policy and are expected to become familiar with its procedures as part of their induction. This is the responsibility of the Headteacher and the Chair of Trustees.

New volunteers will be asked to comply with this policy by staff they first report to when coming into school for an activity or class supporting role.

CPD

As part of their induction, new staff are made conversant with this policy for visitors and asked to ensure compliance with its procedures at all times.

Inappropriate use of social media

Social media can be used increasingly to fuel campaigns and complaints against schools, headteachers, school staff and, in some cases, other parents/pupils. Trustees and staff at Woodside Primary School consider this use of social media as unacceptable and not in the best interests of the children or the whole school community.

Any concerns parents/carers may have must be made through the appropriate channels by speaking to the class teacher, the Year Leader or the Headteacher/Associate Heads so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Woodside School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site and/or the police. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. We will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases we will also consider our legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use of social media by any parent/carer or child to publicly humiliate another member of our school community by inappropriate social network entry. We will take and deal with this as a serious incident of bullying and harassment.

Other site safety concerns

Car parking

Any member of staff, trustee or other visitor unable to park in a marked parking space on site must park safely offsite. Parking other than in marked spaces may obstruct entrance and exit points for emergency vehicles. Therefore, to ensure access for emergency services is never compromised, double parking is not permitted at any time. There is a large car park just a few minutes from school (Gatacre Car Park, follow signs for the Hill Fort) which has ample parking, free of charge.

There may be circumstances when the Headteacher may grant a visitor dispensation to use the school car park. For example, issuing a temporary permit to a parent with an injury.

Doors and Gates

All doors and gates should be closed behind you as you walk around the site. Doors are security coded and only school staff should have access to the relevant codes.

Radios

Key members of staff should have access to a radio throughout the day. This allows quick communication across the whole school site. Radios should be used in emergency situations only and staff should follow the follow the ER, First Aid and Lockdown procedures as appropriate.

Monitoring and evaluation

The suitability of all visitors invited into school to work with our children is assessed at the end of their visit and a decision made as to whether they may be asked to visit the school in future.

Linked policies

This policy should be read in conjunction with other related school policies, including:

- Managing Unacceptable Behaviour
- Child Protection & Safeguarding
- Healthy and Safety
- Complaints
- Online Safety