

Prenton Primary School

Visitor Policy

At Prenton Primary School we are very fortunate to have a parent body which is supportive and friendly. We recognise that the success of the school is dependent on a strong partnership between all members of the school community: pupils, parents, visitors, staff and governors. This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parents/carers/visitors to participate fully in the life of our school. Any reference in this policy to a “parent”, includes any parent, guardian, carer or other individual with “parental responsibility” (as defined in the Children Act 1989) for a pupil of Prenton Primary School.

The purpose of this policy is to provide a reminder about the expected conduct from our parents and visitors. We ask that all members of the school community follow these principles:

- We all respect the caring ethos of our school.
- Visitors, parents and staff need to work together for the benefit of the pupils.
- All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

In this context, threatening, violent or abusive behaviour, against any members of our school community, is unacceptable and will not be tolerated. All members of our community have a right to expect the school to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, the school will take appropriate action.

Parental conduct

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

Visitor conduct

Visitors are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed. All visitors to school must wear a badge indicating green for DBS in place and blue for no DBS. All visitors without a DBS must be accompanied at all times by a member of staff.

Parental access

Normal permitted times on the premises are at drop-off in the morning (8:45 am to 8:55 am) and at pick up (3:00 pm to 3:30 pm). If a child is registered to attend after-school-care or an after school club, these timings will extend to reflect the normal drop-off or collection times associated with these activities. Access onto the school property at any other time is by appointment only.

Behavioural Incidents

In order to support a peaceful and safe school environment, the school cannot accept parents or visitors exhibiting the following:

- Conduct which undermines the safe and calm environment in school, either in the school office, classroom, around the school site, immediately outside the school or anywhere the school is being represented (sports and educational fixtures//school journey/day trips etc.)
- Using loud or offensive language, such as swearing.
- Displaying an unacceptable amount of anger and aggression.

- Threatening physical violence to a member of the school community.
- Damaging school or personal property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff, governors or other parents on social media sites.
- Sexual abuse
- Racial abuse
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to chastise them.
- Entering the school premises without authorisation.

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behavioural Incident". If any such incidents are reported by a parent to the school, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

INAPPROPRIATE USE OF SOCIAL MEDIA SITES

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, governors and in some cases other parents/pupils.

The Senior Leadership Team & governors of Prenton Primary School consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher in the first instance the Sendco or the Head / Deputy Head, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent 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. 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. The school will also expect that any parent or pupil removes such comments immediately.

In serious cases the school will also consider its 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 by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

PROCEDURES

The school has processes in place for dealing with Behavioural Incidents. Any Behavioural Incident will be reported to the Head, and the appropriate procedures will be followed. This may include verbal warnings, written warnings and/or exclusion from the school premises.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.

A leaflet reflecting the Visitor expectations is displayed in the Main Entrance and is clearly visible to all visitors to school. The office is responsible for admitting all visitors to school. Parents with an appointment must access the school through the main office only.

PRENTON PRIMARY SCHOOL

Staff, Visitors and Guests Code of Conduct



Our Staff, Visitors and Guests Code of Conduct is reflected in our values listed below. We are passionate about providing an exceptional educational experience for pupils and parents. We put our pupils and parents at the heart of everything we do. We employ some of the most outstanding, dedicated and professional staff. We are committed to recognising our children's right to a tailored education experience.

All our staff are committed to what we call our core service values. There are nine core values

These are the standards to which we work and they are evident in everything we do.

1. Always be friendly and welcoming with pupils, parents and colleagues.
2. Be polite and courteous at all times and with everyone you meet.
3. Respect others and their views.
4. Work as a team; share what you know with others.
5. Keep your promises.
6. Learn today so that you will be better tomorrow.
7. Remember everyone is an individual and it is your behaviour that sets the example.
8. We make it happen for our pupils and parents.
9. We want to go the extra mile for our pupils and parents.

As you can see being a member of staff in our school means not just talking about these values it is truly living them. We are passionate about the service we provide.



