

Rosehill Methodist Primary Academy,
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Headteacher: Miss Gemma Yapp



Dear Parent/Carer

Re: Access to Main Reception

As part of our duty of care, we regularly review our safeguarding procedures. Over the half term we have had an intercom fitted onto the main door. This enables us to closely monitor who is accessing the main reception area. On occasion the office staff have to go into the main school, and this may mean that there is no one in the main office for a short period of time. I'm sure you will agree that whilst access to the main school can only be given by the office, it is not appropriate that we have visitors or members of the public unsupervised in the internal reception area.

We are therefore asking that all parents, carers and visitors to the school use the intercom. If you are coming to collect a child early for an appointment, you will be asked to wait in the external seating area and your child will be brought to you. This will enable us to quickly go into school and collect your child for you, as there will not be anyone seated in the internal waiting area that requires staff to be present in the office.

If you have an appointment, we also ask that you use the intercom to let the office know that you are here and sit in the external waiting area. We will then notify the relevant member of staff and whilst they are making their way to the reception area to meet you, you will be asked to sign in.

It has also been brought to our attention that on occasion people have been opening the front door for other parents, carers and visitors. Even if you know the person who is at the door, please do not let them into the main reception area. Again, this is to ensure that there are staff members available to support with any queries and also avoids any safeguarding risks by people being able to gain access to the main reception without the agreement of a member of staff.

If you arrive at school at the same time as a member of staff, they will also ask you to use the intercom and wait in the external seating area so that the office can manage your query. Whilst this may appear slightly frustrating, at Rosehill safeguarding is our priority and we ask for your continued support with this. During this time of transition to a new system, we thank you for treating our staff with respect and courtesy, understanding that these measures are in place for the benefit of all of our children.

Finally, can I remind everyone that the use of mobile phones is not permitted in the waiting area. If you need to make a phone call whilst you are waiting for an appointment or to collect your child, please do so outside.

Thank you for your continued support and understanding.

Miss Yapp

Headteacher

