



Vigo Primary School

Opening a World of Learning and Opportunity

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Headteacher: Mrs R Dance

Deputy Headteachers: Mrs L Reid and Mrs K Roach

SENCO: Mrs S Wright

Ref: School Office Protocol

Monday 16th December 2024

Dear Parents and Carers,

We would like to inform you about some changes with the school office that will come into effect on Monday 16th December.

Office Opening Times and Protocol

The school office opening times are 8:30am to 3:45pm daily. All parent face-to-face enquires and visits must be made during these hours, if you wish to contact the school outside of these working hours, please use the admin office email address (adminoffice@vigo.hants.sch.uk). The office is a professional working space, therefore whilst staff may be situated in the office outside of these times, they will be undertaking their confidential administration. Telephone lines will be manned between the hours of 8:30am to 3:45pm daily, during term times (excluding weekends).

When you arrive at the school reception, please press the door buzzer to notify us of your presence; a member of the team will communicate with you via the telecom system prior to granting access.

To ensure the safety of all pupils, it is essential the main reception door is opened only by the office team, this is to ensure that we are safeguarding our children, staff and families at all times. If you are waiting in the reception area you must not release or open the main door to let anyone in. Our office staff team must control the flow of visitors to the school office. Whilst entering the office, please do not hold the door open for the person behind you, each visitor to reception must press the buzzer on the telecom system.

Morning Transitions

All transitions made via the school office will be granted entry to the office at 8:30am, if you arrive before this time, you will be required to wait outside until opening time at 8:30am.

Assemblies / Shows / Performances

Access to assemblies, shows and performance entry will generally be via the main reception, therefore we require you to wait outside until you are let in to the respective school hall by a member of the school staff team.

Breakfast Club Entry

If your child attends Breakfast Club, you must use the entry gate at all times, this is to ensure correct registration for all children. If an opening slot is missed, you will be required to wait for the next opening slot, we will not accept entry to the Breakfast Club via the school office, we will direct you back to the Breakfast Club entry gate.

Thank you in advance for your continued support and cooperation.

Yours faithfully

Rachel Dance
(Head teacher)

