



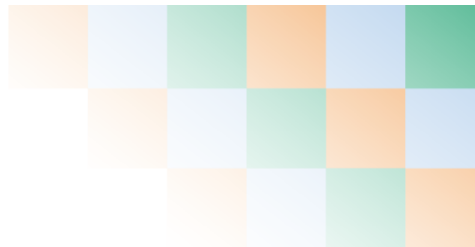
Firwood
High
School

Firwood High School
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Bolton
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INFORMATION FOR VISITORS

Visitor and Supply Staff Handbook

2026 - 2027

Head Teacher: **Carl Heatley**

A warm welcome to our visitors

Thank you for helping us maintain
a safe, professional and
supportive learning environment.

WOODBIDGE TRUST VALUES

Respect | Kindness | Integrity



01 WELCOME AND KEY CONTACTS

Thank you for your contribution

Supply teachers and teaching assistants are essential to the smooth running of the school. During a colleague's absence, you help ensure that the educational programme continues consistently.

THE ROLE OF SUPPLY STAFF

- Take the class register at the start of the session. A member of the class team should be able to access Bromcom in the event of teacher absence.
- Follow and complete the learning prepared by the class teacher.
- Collect learning and resources at the end of the day and leave the room tidy.

CONTACTS YOU MAY NEED

ROLE	NAME
Head Teacher	Carl Heatley
Deputy Heads	Jenny O'Neill; David Hartley; Sarah Dakin; Julie McAllister
Senior Business Manager	Alison Brennan
DSL	Julie McAllister
Assistant Headteachers	Andrew Grainger; Francesca Dearden; Anthony Cooke
Deputy DSL & Attendance Lead	Amy O'Reilly

VISITOR ESSENTIALS

RECEPTION Enter through main reception, sign in and be ready to show formal identification.	LANYARD Wear your visitor badge and school lanyard visibly at all times.
SAFEGUARDING Report any concern immediately to the DSL, a Deputy DSL or a member of SLT.	EMERGENCY Follow the instructions of the member of staff you are with and do not re-enter until told it is safe.

02 ACCESS, WI-FI AND SAFEGUARDING

GUEST WI-FI

Username

Firwood Guest

Password

Guest@Firwood

REPORTING A SAFEGUARDING CONCERN

Designated Safeguarding Lead: Julie McAllister

Deputy Safeguarding Leads: members of the Senior Leadership Team

Pastoral email:

pastoral@firwood.bolton.sch.uk

Bolton Integrated Front Door: 01204 331500, Option 2 (Monday-Friday, 8:45am-5:00pm)

Out of hours / bank holidays: Emergency Duty Team 01204 337777

SCHOOL VISITORS AND SAFEGUARDING

Safeguarding arrangements apply to every adult visitor who is not directly employed by the school, whether paid or unpaid. **All visitors must use the main reception entrance.**

1

Report to reception

Do not enter through any other entrance under any circumstances.

2

Identify yourself

State the purpose of your visit, be ready to produce formal identification and sign in.

3

Display your badge

Wear the visitor badge in a school lanyard and keep it visible throughout your visit.

4

Meet your host

You will be escorted to your contact, or your contact will collect you from reception.

5

Remain supervised where required

Your school contact is responsible for you while on site. Do not move around the site unaccompanied.

LANYARD COLOURS

GREEN LANYARD

Appropriate DBS and identity checks have been confirmed.

RED LANYARD

DBS checks have not been confirmed. Red-lanyard visitors must never be unaccompanied.

03 PROFESSIONAL STANDARDS AND DRESS CODE

Across Woodbridge Trust sites and College, staff are expected to present a highly professional image and act as positive role models for children and students, both in school and in the wider community. **Please wear smart, professional clothing and suitable footwear.**

PROFESSIONAL EXPECTATIONS

- Smart, professional clothing suitable for your role.
- Footwear appropriate to the duties and practical tasks being undertaken.
- Activity-specific clothing for PE, DofE expeditions, gardening and similar activities.
- A balance between looking smart and being able to complete practical and physical duties safely.

CLOTHING NOT PERMITTED

- Vest tops, strappy or low-cut tops, and strappy dresses.
- Shorts of any length; short dresses or skirts.
- Hoodies, combat or cargo trousers, transparent items, or clothing with large slogans.
- Leggings, jeans or any clothing made from denim/jean material, regardless of colour.
- Flip-flops, sliders, Crocs or other beach-style footwear.

PERSONAL PRESENTATION AND TECHNOLOGY

The following standards support safety, dignity and a professional environment:

Clothing and modesty: Underwear must not be visible, and clothing must not expose the midriff.

Tattoos: Cover visible tattoos as much as possible.

Nails: Natural or acrylic nails must not be excessively long or pointed. Stick-on nails or equivalent are not permitted.

Smart watches / fitness trackers: Use only as a watch. Turn off all notifications during class time.

Piercings: Facial or visible body piercings should be removed unless small and discreet.

Jewellery: Do not wear items that could cause injury, including sharp or dangling objects that may be pulled.

Eyelashes: Semi-permanent individual lashes are permitted; party lashes and strip lashes are not.

Meta Glasses: Meta smart glasses are not permitted.

Practical reminder

Your clothing and footwear should allow you to carry out the practical and physical requirements of your role safely and professionally.

04 THE SCHOOL DAY AND EMERGENCY EVACUATION

THE SCHOOL DAY

Registration	9:00-9:30am
Period 1	9:30-10:30am
Break	10:30-10:45am
Period 2	10:45-11:50am
Lunch	11:50am-1:00pm
Period 3	1:00-1:50pm
Break	1:50-2:05pm
Period 4	2:05-3:00pm
End-of-day choice and transition to buses	3:00-3:30pm

FIRE ALARM / EVACUATION PROCEDURE

Evacuation and invacuation procedures are displayed in every classroom. Familiarise yourself with the information and identify your nearest escape route.

- When the fire alarm sounds, evacuate the room calmly and escort students through the nearest exit.
- Ground-floor classrooms have direct fire exits to the evacuation meeting route. Upper-level occupants should use the fire escape stairs.
- Adults and students in wheelchairs will be brought to the ground floor using an appropriate lift.
- Assemble quietly at the designated meeting point on the Bus Park.
- Take the register and immediately report any missing students to the person in charge.
- Wait quietly for further instructions and do not re-enter the building until told it is safe.
- Visitors must follow the instructions of the member of staff they are with.

In an emergency

Stay calm, follow staff instructions and keep students together. Never delay an evacuation to collect personal belongings.

05 INVACUATION, FIRST AID AND MEDICINES

The Head of School or the senior leader in charge authorises a lockdown. Staff, the site team, office staff and Bolton St Catherine's Academy are notified through the Audiebant system, radios and email. **Possible threats include intruders, dangerous animals, local disturbances, major fires, falling trees or power cables, and warnings from the police or local authority.**

RED LOCKDOWN - SERIOUS OR IMMEDIATE DANGER

- Move indoors and hide out of sight.
- Lock doors and windows and close blinds.
- Remain silent and complete a headcount.
- Police are contacted and the site is fully secured.

AMBER LOCKDOWN - LOWER-LEVEL OR POTENTIAL THREAT

- Return indoors immediately.
- Lock external doors and gates.
- Complete headcounts; lessons may continue indoors.
- Senior staff decide whether police involvement is required.

OPERATIONAL ACTIONS

OUTDOOR SIGNAL

Five whistle blows instruct staff and pupils outside to return immediately through the Heartspace and go directly to a classroom.

ACCOUNTABILITY AND WELFARE

Report missing pupils or staff immediately. Stay calm, reassure pupils and place visitors in a secure meeting room.

ENDING THE LOCKDOWN

The Audiebant system announces when the alert has reduced to green and normal activity may resume.

PARENTS AND TRANSPORT

Parents may be informed by text when appropriate. Transport providers will be contacted if the lockdown affects the end of the school day.

FIRST AID AND MEDICINES

FIRST AIDERS

- Cassie Deveraux
- Daniel Evans-Tomkinson
- Tracey Laycock
- David Longworth
- All hydro-trained staff

MEDICINES IN SCHOOL

Student medicines are stored securely in medical trolleys in the medical room or in locked cupboards in some Thrive classrooms. Inhalers may be stored securely in classrooms for specific students. Required medication accompanies students on trips, during Movement lessons and during emergency evacuations. Medicines are signed in, transcribed and administered only by Firwood staff who are trained and deemed fully competent.

06 STUDENT WELLBEING AND PROFESSIONAL CONDUCT

Positive behaviour policy

Some students at Firwood may display behaviour that challenges. Individual Behaviour Plans are used by staff, parents and students to model and promote positive behaviour.

Walkie-talkies may be used to request "Staff Help" or "SLT support" in challenging circumstances. Review the relevant student behaviour plans whenever you join a new class team.

CONFIDENTIALITY AND INFORMATION SECURITY

Visitors and supply staff must:

- Protect student and staff information.
- Avoid discussing students in public areas.
- Keep registers, individual plans and medical information secure.
- Use only authorised systems and accounts.
- Lock screens whenever they are unattended.
- Do not use personal email, cloud storage or messaging services for school information.
- Never photograph students or student information on a personal device.
- Return or securely dispose of printed information before leaving.
- Report lost documents, devices or suspected data breaches immediately.

EQUALITY, ACCESSIBILITY AND RESPECTFUL CONDUCT

- Embody the Woodbridge Trust values of Respect, Kindness and Integrity.
- Use respectful and inclusive language at all times.
- Support each student's individual communication needs.
- Discuss any religious or cultural considerations affecting your working practice with the School Business Manager and classroom team.
- Report any racist, sexist, homophobic, transphobic, disablist or other discriminatory incident you witness to the Head of School or a Deputy Head.

Before you leave

Sign out at reception, return your visitor badge and lanyard, and ensure that any school information in your possession has been returned or disposed of securely.

08 SITE PLAN - UPPER LEVEL

For orientation only. Follow the green directional arrows, classroom evacuation information and staff instructions.

UPPER LEVEL

