



**Twickenham**  
PRIMARY ACADEMY

## Service Management Policy

This policy is available to parents and prospective parents on the school's website and by request from the School Office. If you require a copy of this document in large print or audio format, please contact the School Office.

## **PRINCIPLES**

It is the intention of the school to safeguard the free flow of traffic in the locality, highway and pedestrian safety and in particular the bus stopping area. This policy does not encourage a large volume of service vehicle visits throughout the year in order to minimise the number of larger vehicles using the roads surrounding the school.

## **PURPOSES**

- To ensure that the service providers adhere to the number of visits planned for each academic year
- To ensure that children, staff and parents are safe when service vehicles access the school site
- To reduce congestion, prevent parking in bus stopping areas and ensure free flow of traffic around the school site
- To ensure pedestrians are kept safe and able to use the paths around the school site

## **GUIDELINES**

All service providers to the school who use vehicles must be made aware of and be compliant with the School's Service Management Policy.

### **Policy Statement**

The school has at all times discretion over the use of vehicles on the school site.

### **Administration of service providers vehicle access**

The Office Manager is responsible for ensuring service providers are aware of and compliant with our Service Management Policy.

### **Safety**

The Principal is responsible for making sure children, parents and staff safety on the school site during periods when service providers are bringing vehicles onto the school site

**Number of service provider visits and deliveries per month** – this title would mean we keep maintenance, cleaners etc in this para

There will be up to 5 times per day when service providers may access the school site (when the school is fully occupied). These include, not exhaustively:

- Waste collection (twice weekly)
- Delivery of hot food (daily)
- Delivery of free school milk (twice weekly)
- Delivery of free school fruit (twice weekly)
- Delivery of groceries for breakfast club (weekly)
- Delivery of learning resources and cleaning materials (fortnightly)
- Service maintenance providers (monthly)
- Cleaners (daily)

### **Making deliveries/ accessing the school site**

Service providers must park on the school site. They must pull into the school drive and alert the reception desk to be allowed access to the car park. Service providers must not park on the surrounding streets or in any nearby bus stops.

Service providers will not be permitted to access the school car park before 9am. Milk, fruit & waste collection all come before 7.30am

Each service provider will access the school car park via Colne Road, from the direction marked on the map (2) below.

**Parking on the school site**

Service provider vehicles must reverse into the school car park, through the double gates, and park in a visitor bay if they are required to stay on site for essential works. The parking arrangements are shown on the diagram (1) below.

Vehicles making drop offs and deliveries must park temporarily in front of parked cars, marked on the map below. They must vacate the site as soon as possible.

Larger vehicles must park temporarily in front of parked cars, marked on the map below. They must vacate the site as soon as possible.

Service provider vehicle length must not exceed 11 metres.

**Compliance**

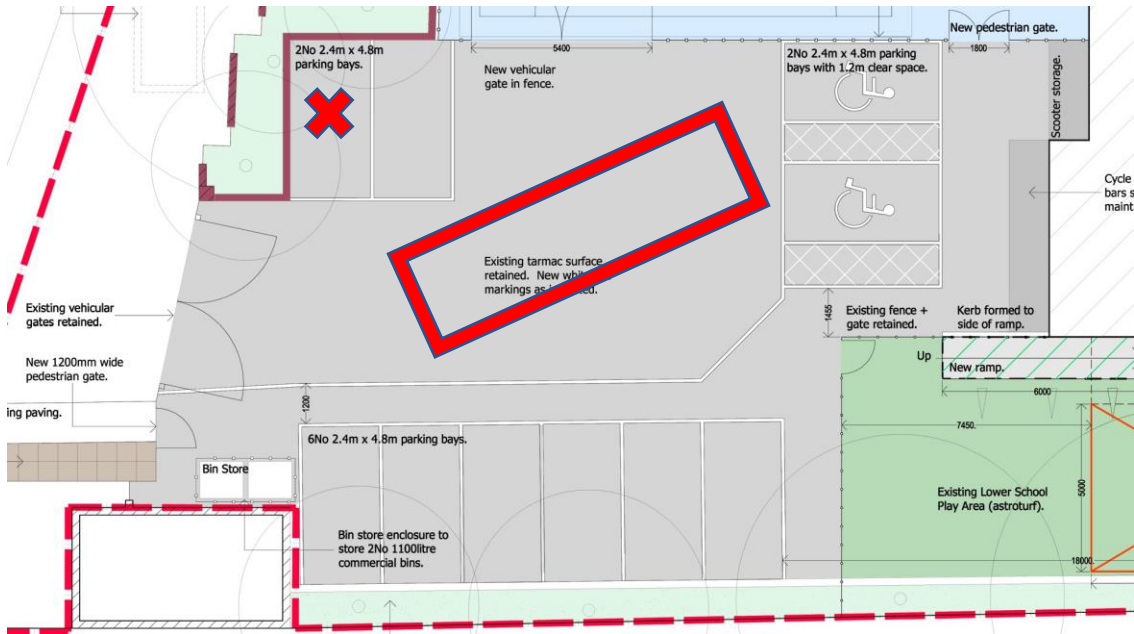
The Office Manager is responsible for ensuring the number of service provider vehicles accessing the site on a daily basis is not exceeded.

The Office Manager will be responsible for ensuring service provider vehicles access the site from the correct direction, at the correct time of day and park in the location provided. If companies are not compliant or willing to be compliant with the schools direction of access, timing and parking requests they will not be selected for future trips.

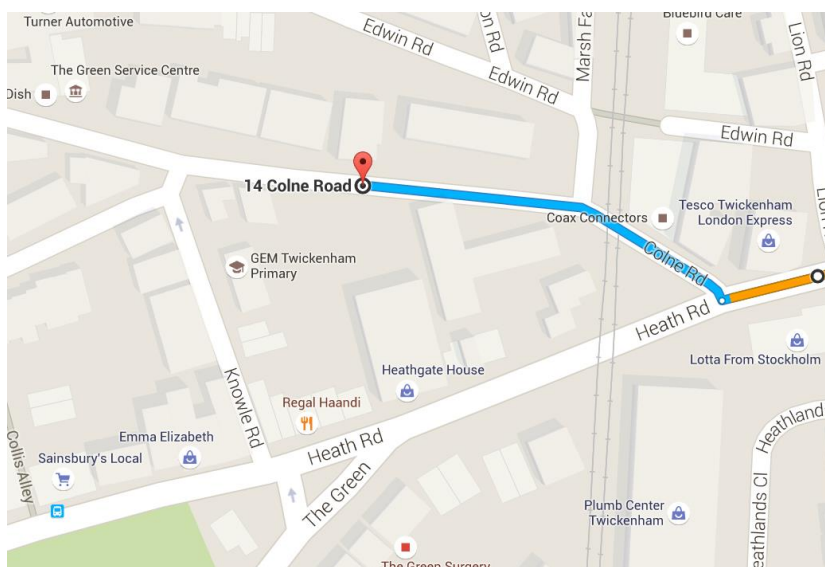
1. Parking layout for service provider vehicles
2. Map showing the direction to access the school car park

## 1. Parking layout for service provider vehicles

- Red X = parking bay for visitors/service vehicles
- Red rectangle = temporary parking for service vehicles



## 2. Map showing the direction to access the school car park



### **Monitoring, review and renewal**

This policy will be reviewed by The Principal every three years. It will be monitored by the Office Manager and Principal and its effectiveness reviewed at termly Local Advisory Board meetings.

### **Version Control**

<b>Version</b>	<b>Date Approved</b>	<b>Changes</b>	<b>Reasons for Alterations</b>
<b>2</b>	<b>June 2020</b>		
<b>3</b>	<b>October 2022</b>	<b>No Changes</b>	