



**ELTHAM**  
CHURCH OF ENGLAND  
PRIMARY SCHOOL  
SINCE 1814

## Volunteers in school policy and procedures

Prepared by: Matthew Bulpitt

Created: September 2018

Next review: September 2022



## **1. Aim**

To have in place a clear protocol and procedure, this is understood and implemented by all staff, Governors, visitors and parents. The ultimate aim is to ensure that students at our school can learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

## **2. Introduction**

Visitors are very welcome to our school, however it is our schools responsibility to ensure that the security and well-being of our pupils is uncompromised at all times.

The school has a legal duty of care for the health, safety and wellbeing of all pupils and staff. This duty of care incorporates the duty to 'safeguard' all pupils from being subjected to any form of harm or abuse. It is the responsibility of the Governing Body and the Head of School to ensure that this duty is implemented at all times. In performing this duty, the Governing Body recognises that there can be no complacency where child protection and safeguarding procedures are concerned. The school therefore requires that ALL VISITORS (without exception) comply with the following policy and procedure.

## **3. Policy Responsibility**

The Governing Body, Executive Head and Head of School has overall responsibility for the dissemination, coordination and implementation of this policy. The Office Manager is the member of staff responsible for the daily implementation and coordination of this policy. All breaches of this policy must be reported to the Head of School or Executive Headteacher

## **4. Where And To Whom The Policy Applies**

The school is deemed to have control and responsibility for its pupils anywhere on the school site, during normal school hours, during after school activities, and on school organised (and supervised) off-site activities. The policy applies to:

- All teaching and non-teaching staff employed by the school;
- All external visitors entering the school site during the school day or for after school activities (including supply teachers/peripatetic tutors/sports coaches and topic related visitors e.g. authors, journalists);
- All Governors of the school;
- All parents (including parent helpers);
- All pupils;
- Other education related personnel (Local Authority staff, Inspectors, health care professionals);
- Buildings and Maintenance Contractors and Sub-Contractors.

## **5. Protocol And Procedures**

### **Planned Visitors to the School**

In the majority of cases most visitors to the school will be planned visitors. Any staff member arranging for a visitor to come into school should ensure that they have advised the visitor as to the identification / documentation they will need to produce when visiting

- politely reminded the visitor to park responsibly, if travelling by car, in order to ensure the safety of our children and that there is no inconvenience any the local residents;
- informed the school office of the pre-arranged visitors to the school, in advance of the visit; and entered the visit details onto the school INVENTORY system

### **Registering with the School Office**

On arrival all visitors must report to the school office via the entrance on Roper Street, no visitor should enter the school via any other entrance. Once at reception, a member of the office will greet the visitor and;

- ask the visitor their name, the purpose of their visit and their point of contact within the school;
- ask the visitor to provide formal identification and other necessary documents
- take a copy of the identification provided by the visitor. If the visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child.
- ensure the visitor signs in via INVENTORY making note of their name, organisation, who they are visiting and the time of arrival and car registration number;
- issue the visitor with a visitor's badge. All visitors are required to wear an identification badge, the badge must remain visible throughout their visit;

- Provide the visitor with a copy of the Safeguarding for Visitors' (Appendix 1) to ensure that the visitor is aware of whom the designated lead is for child protection and that any safeguarding concerns should be reported to them;
- escort the visitor to their point of contact OR ask their point of contact to come to the school office to receive the visitor. The contact will then be responsible for them while they are on site.

The type of documentation the visitor will be required to produce will depend on the type of visitor and if the type of activity they will be engaged in whilst on school premises,

On departing the school, visitors should leave via the school office and:

- sign out on the Inventory system, returning the identification badge to the school office.

### **Unplanned Visitors**

All visitors must report to the school office via the entrance on Roper Street, no visitor should enter the school via any other entrance and should be met at the office by the person releasing the remote gate lock.

Once at reception, a member of the office will greet the visitor ask the visitor their name and the purpose of their visit. In most cases the visitor enquiry will be dealt with by the office staff and the visitor will not require access around the school site.

In the event that the visitor is requesting access to the school site including teaching staff they will be asked to make an appointment for a later date OR they be allowed entry to the school site and will be asked to follow the procedures set out above (Registering with the School Office)

### **Governors, Regular Volunteers and Parent Helpers**

All Governors, volunteers and parent helpers should follow the procedures as stated in (Registering with the School Office)

All Governors and regular parent helpers must comply with the Disclosure and Barring Service, by completing a DBS disclosure (if not already held) if they are in regulated activity. Parents helpers may be permitted to assist on an ad hoc / occasional basis (e.g. giving a talk to a class about their hobby/ job/ faith) as long as they are not left unsupervised. The Head of School must give permission before any such visit takes place. Again all parent helpers visiting the school are required to follow the procedures as stated above (Registering with the School Office)

### **Visiting Professionals**

#### **Healthcare Professionals**

From time to time the school is contacted by professionals who are commissioned by parents to conduct an assessment of a child with additional needs. Before such a visit can take place the procedure set out in Appendix 2, Protocol for Visiting Professionals must be followed. Once the visit has been agreed the visiting professional is required to follow the procedures as set out in (Registering with the School Office).

#### **Contractors**

All contractors, sub-contractors and workmen who visit or undertake work on the school site are required to follow the procedures set out in Planned Visitors to School. (appendix 3)

In line with our Health and Safety Policy Contractors must also speak with Mr Curtis and sign a copy of the safe working practice.

#### **Unknown Visitors On The School Site**

Any person found on the school site who is not wearing a visitors badge will be challenged, politely, to enquire who they are and their business at the school and how they gained access to the school site.

They will then be escorted to the school office/ reception. If the office determines that the visitor is allowed to remain on the school site the Registering with the School Office procedures then apply. If the office determines that the visitor is not allowed to remain on the school site they will be asked to leave the premises and where necessary make an appointment for a later date. A member of SLT should be informed of the incident.

### **Refusal to Comply with School Procedures**

In the event that the visitor refuses to comply with the procedures set out in (Registering with the School Office) they should be asked to leave the site immediately and a member of SLT and/or premises team will be informed immediately. A member of SLT then will consider the situation and decide if it is necessary to inform the police. In the event that a visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.

### **Staff Training**

#### **New Staff**

All staff are regularly reminded of their duties under this policy and asked to ensure compliance with its procedures at all times.

#### **New Governors**

All new governors will be made aware of this policy and be familiarised with the procedures as part of their induction.

#### **New Volunteers / Parent Helpers**

New Regular Volunteers or Ad-hoc parent helpers will be asked to comply with this policy at their Induction meeting before coming into the school for an activity.

#### **Existing Staff / Governors**

As part of their induction, new staff will be made familiar with this policy for external visitors and asked to ensure compliance with its procedures at all times.

#### **Linked policies**

This policy should be read in conjunction with other related policies, including:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Whistleblowing Policy

#### **Appendices**

Appendix 1 Safeguarding for Visitors

Appendix 2 Protocol for Visiting Professionals

Appendix 3 Contractors code of conduct

## Dear Visitor,

Welcome to our school. Once you have signed in, please wear your visitor badge at all times.

Always sign out when leaving.

Whilst in our school please be respectful of the schools ethos and code of conduct.

At Eltham Church of England Primary School we have a shared values system to 'live by', guiding our choices and decisions in all that we do:

- Love
- Resilience
- Forgiveness
- Understanding
- Enthusiasm
- Respect.

All members of staff, volunteers and visitors to the school will serve as role models to our children, living the shared values routinely. This is a key responsibility, as it is the most powerful teaching tool of all.

Please adhere to the school Behaviour Policy, a copy of which can be obtained from the school office. Our policy helps us to create a caring and secure environment in which children can learn and play safely.

Behaviour problems will be dealt with in a fair and equal way, without prejudice to: age, gender, race, religion, ability, disability or culture.

## School Policies

Please visit the school website for further policies for staff and visitors ([www.elthamcoeschool.co.uk](http://www.elthamcoeschool.co.uk)). Alternatively, speak to the school office for more information.

## Confidentiality

Please remember that whatever you see or hear in school is confidential and should not be discussed with others.

Everyone has a responsibility to make sure that all children at Eltham Church of England Primary School are safe.

## DBS Certificates

All staff, including supply staff, regular visitors and volunteers are subject to Disclosure and Barring Service (DBS) certificates. This is to help ensure that unsuitable people are prevented from working with children. Advice about DBS certificates is available from the school office.

## Allegations Against Staff

Any allegations should be reported to the Head of School. If the concerns are about the Head of School please inform the Executive Head.

## Safeguarding

Eltham is fully committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We promote safe practices for the whole school community through our comprehensive Safeguarding Policy, a copy of which can be found in the staff room.

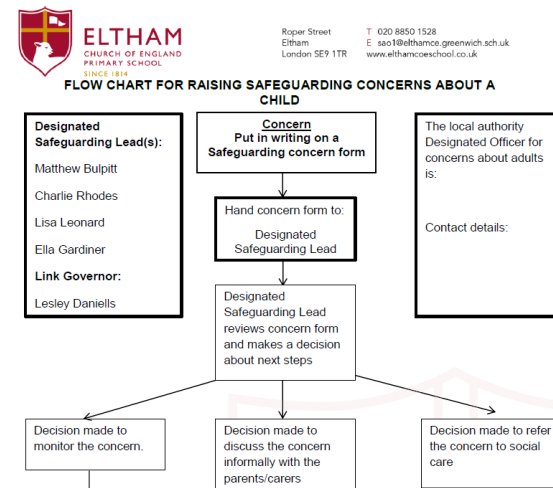
**The Designated Safeguarding Lead is: Matthew Bulpitt** (Executive Headteacher)

**The Deputy Safeguarding Leads are:**

**Charlie Rhodes** (Head of School), **Lisa Leonard** (Assistant Headteacher), **Ella Gardiner** (Assistant Headteacher)

To ensure that safe practices are maintained please follow this simple advice;

- **Be Alert to Clues:** what you see, hear, feel or sense – nothing is too trivial to check out.
- **Question:** question behaviours and look beyond the behaviour
- **Ask for Advice:** if you are unsure about anything speak to a colleague or member of the Designated Safeguarding Team
- **Refer:** Document all concerns and / or disclosures on a child protection form and give to the Designated / Deputy Safeguarding Lead. The child protection forms can be found in the staff room or the school office.
- **DO NOT** decide to do nothing or leave our school without telling anyone, should you have any issues, concerns or information.



## Health & Safety

School considers Health and Safety to be of the utmost importance and is committed to the promotion of good practice throughout the school. We have a comprehensive Health and Safety Policy, a copy of which can be obtained from the school office.

Should you have any concern relating to any incident which has led, or could have led to damage or injury, please report your concerns to the school office who will inform the premises team and a member of the Senior Leadership Team.

## Fire Alarm

Please read the following fire evacuation procedure and familiarise yourself with your evacuation route as displayed around the school.

**Discovering a fire:** Operate the fire alarm immediately via the red fire points located by the main exits. Begin the evacuation of yourself and the children in your care.

**Hearing the Alarm:** On hearing the alarm; stop what you are doing. Take any children in your care to the nearest fire exit. Go straight to the fire assembly point.

**At the Fire Assembly Point:** Report to a member of school staff. If a member of your party is missing, inform a member of school staff.

### Remember:

- **Do not attempt to manage the fire**
- **Close all doors behind you**
- **Do not stop to collect personal belongings**
- **Do not go back into the building to look for anyone**
- **Do not re-enter the building until the all clear has been given by the head teacher**

## First Aid

In the event of an accident, please advise a member of staff who will enlist the help of a trained first aider. If a member of staff is not present, call the school office immediately. If you have a medical condition which you would like us to be aware of please inform the office on arrival.

## Site Security

- access to the building is via the main entrance, located on Roper Street;
- all non-permanent staff must sign in and out on arrival / departure;
- a visitors badge must be taken and visible at all times;
- external doors must be closed at all times.



# Welcome to Eltham Church of England Primary School

## Safeguarding Information for visitors

Eltham Church of England Primary School  
Roper Street  
Eltham  
London SE9 1TR

[www.elthamcoeschool.co.uk](http://www.elthamcoeschool.co.uk)

## Protocol for Visiting Professionals

From time to time we are contacted by professionals who are commissioned by parents to conduct an assessment of a child with additional needs. Whilst we endeavour to accommodate such requests this cannot impact on the efficient running of the school, the learning of all our children or the already high workload of school staff. Before we can make a decision as to whether or not the request can be accommodated we need the following information:

- the name of the company/ organisation
- the name of the professional visiting the school
- their qualifications
- proof of DBS
- the purpose of the assessment
- requirements of the professional with particular reference to
  - access to the child,
  - access to other children,
  - report writing requirements for school staff,
  - time needed to speak to the SENCo or other staff
  - space
  - time – number of visits, length of time of each visit, period of time during which the visit(s) will take place
  - How the professionals will feed back to school?
  - How will you expect this information to be used in school once the assessment is completed?

We therefore ask that this information is provided so that an informed decision can be made. We cannot accommodate any privately commissioned interventions and ask for parents to arrange these out of school hours

## Protocol for Visiting Contractors

Please read and understand the following site requirements. If you have any questions or there are any aspects that you do not understand please raise these with the person requesting you to complete this form:

- All visitors must sign in at the Reception and wear the issued visitors identification badge at all times. Visitors must sign out, return badges and leave copies of Service Reports where applicable.
- The normal office hours are 08.00 to 17:00 Monday to Friday.
- Visitors Parking is in the Main Car Park area.
- Please review the asbestos register prior to commencing any works. If there is any doubt over whether an item is asbestos it should be treated as asbestos and appropriate policies and procedures are to be followed.
- Please see Site Premises Team for suitable toilets
- Visitors should be aware that on hearing a continuous ringing from the fire alarm sounders they should evacuate the area using the signed exit routes and go to the fire assembly point which is main school playground.
- Mobile phones must be switched off in all teaching areas and only used external to the building.
- There is no access permitted to teaching areas without a member of the School Premises Team.
- The site is designated a "No Smoking" area.
- Any permits to work must be provided to the Site Premises Team prior to any works commencing. Any works requiring a permit to work such as work in confined spaces, hot work, electrical shutdowns, isolation of fire alarms, pressure vessels, medical gasses and all others that apply, must be signed off by an Approved Person who is competent to do so.
- All Contractors must provide and wear PPE as required for the work they carry out.
- All Contractors must have the appropriate competency and training for the duties they are to carry out (all training certificates must be valid and in date).
- Contractors are responsible for the removal of all waste generated by them in carrying out their work.
- The playing of radios is prohibited.
- The consumption of alcohol is prohibited.
- All hazardous spillages must be reported to the Site Premises Team.
- All waste water must be disposed of in the service sinks provided.
- All deliveries of goods to carry out site works will be the responsibility of the Contractor.
- All accidents and near misses must be reported to the Site Premises Team.
- All equipment brought to site must have all the relevant test documentation.
- All contractors must adhere to the companies Health and Safety Policy whilst on site.

Company: .....Contractors Name (Block Capitals): .....

Contractors Signature: .....