

# St Alban's Catholic High School



## Visitors and Volunteers Policy

Approved by Governors' LGB on: 16 September 2024

Recommission Date: September 2026

## **1. Introduction and General**

The School has a duty to the community to be safe and in order to do this there must be a protocol to follow when visitors:

- Are invited to the School
- Are on the premises
- Leave the premises
- 'Phone the School'

Visitors may come to the School for a variety of reasons – for example:

- As a parent visiting a teacher or other school staff
- To run a club or activity
- To speak to a class or assembly group
- As a contract worker

For whatever reason a visitor comes to the School, procedures will need to be in place and parameters clear to all. Therefore this policy also relates to unwanted visitors - such as people who may turn up or 'phone the School on an 'ad hoc' basis, demanding to see or speak to people.

The reception Safeguarding leaflet is a good way to set the tone with a visitor.

## **2. Visitor Procedures for Pre-arranged Visits**

2.1 The Visitor Badge Request Form must be completed for all pre-arranged visits (see Appendix 3.) and given to the Senior Receptionist, so she is aware of the visit taking place and can allocate the correct lanyard.

2.2 All visitors must sign in on arrival via the 'InVentry'. If the Visitor has arrived by a vehicle which is parked on the School grounds the registration number must be recorded. The visitor will be given a badge which they must wear at all times whilst on the premises. The badge must be returned just prior to departure and the visitor must sign out via the 'InVentry' system.

2.2 Visitors will be asked to read the fire alarm notice and will be given a safeguarding information leaflet. If the office staff have gone home then the teacher organising the visit should note the time of arrival/departure down and explain fire instructions.

2.3 If a fire alarm sounds then the visitor should be escorted onto the School field by their associated member of staff.

2.4 All visitors/volunteers who are undertaking regulated activities with students must be made aware of their PREVENT duty responsibility. This duty is detailed in the school Safeguarding Policy.

2.5 Typically identification documents will be needed to verify a visitor's identity - for example:

- When a visitor is representing another organisation proof of identity still will be needed. This ensures that the person presenting at the School is the same person for whom the DBS checks have been made.
- When no previous DBS has been completed for a pre-arranged visitor, proof of identity will be requested on arrival; in this particular case supervision whilst on site would be required and a red lanyard will be issued with their visitor badge. The red lanyard signifies that the individual(s) must be escorted at all times whilst in student areas.

## **3. Visitors to Classes/After School Clubs**

3.1 St Alban's High school recognises that visitors in the classroom are valued for their different perspective and expertise. However, staff must be vigilant in assessing the background of individuals before committing the school to any involvement. In particular, they should be escorted around school and not left in any supervisory capacity or unsupervised in student areas.

3.2 The staff member should consider how the visitor can add value in developing and supporting young peoples' education. It is important that all parties are clear about the purpose of the visit to prevent misunderstandings. The visitor's aims and values should reflect those of the whole school and the department that they are visiting. The visitor should outline the content of the material prior to the visit. All staff should check with their HoF before inviting visitors into the School. Some subjects have specific guidelines which must be followed - this is particularly so with regards to SRE.

3.3 Visitors offering counselling/support to students should be vetted, work within the school policies, and follow the Child Protection Act 1999. The agencies should provide copies of their own guidance and procedures where relevant. Consultation with parents is also a consideration as well as keeping them informed of visits. There may be incidences where parents might like their child to be withdrawn.

#### 4. Negotiating a visit

4.1 When negotiating a visit with the School the visitor should be made aware of the following points:

- How the visitor's input will fit into the planned curriculum/framework (i.e. medium and long term plans).
- The School's Mission statement.
- How the work relates to the relevant policies, including acceptable /unacceptable language.
- There are clear guidelines relating to the approach of sensitive issues such as sensitivity, confidentiality and Child Protection.
- That for a pre-arranged visit photographic ID will be checked on arrival.
- The type of audience, outlining how the needs of all young people in terms of their age, gender, disabilities, ethnicity and religious beliefs will be met.
- How the skills and teaching approaches will be used in order to meet the learning objectives and needs of young people.
- The size/number of groups to be involved, range of ability and existing knowledge.
- What space is required by the visitor e.g. classroom, workshop and equipment ready in advance.
- How many sessions will be needed.
- What type of space will be required for the session/s. e.g. classroom or workshop.
- What the teachers' roles will be? E.g. observation, participation, joint representation, monitoring and evaluating input (**please note that the teacher is responsible for the behaviour and discipline of the young people in their classroom**).
- Procedure if support is required (behaviour/technical).
- That the teacher will take responsibility for the overall delivery of the programme to which the visitor contributes and is present at all times.
- That the visitor's input and any issues arising will be subsequently addressed.
- How the visitor's input will be monitored and evaluated and how the visitor will receive feedback.
- Prior to the agreed date of a visit, written confirmation of what has been agreed and copies of relevant policies should be forwarded to the visitor.
- Charges incurred (if relevant).

#### 5. Phone Calls made to School by intending visitors

5.1 Reception should take the name and number of visitors/agencies telephoning the School and email the relevant member of staff. It is to be made clear to callers that staff will phone back at a time convenient to them. If staff are expecting a phone call and wish to speak to someone then staff should let reception know.

#### 6. Contractors

6.1 Contractors include people engaged to perform work who are not directly employed by the school. In many instances work processes will be carried out near classrooms, playgrounds or other areas occupied by students or staff while the school is in operation.

6.2 It is important that good lines of communication between the school and contractor are established before work commences to ensure that health and safety issues and supervision are appropriately managed.

Appropriate supervision is deemed to be where the work is either in an area which is constantly supervised or within eye sight of a member of the school's workforce, or where the work being carried out is physically cut off from the children by means of closed doors, fencing or gates. There should be no opportunity for children/young people to engage in conversation with a Contractor without being observed by another member of staff unless we have completed appropriate ID checks and received confirmation (via a Letter of Assurance see point 6.6) that all checks have been completed by the employer.

6.3 If the school is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the school's Designated Safeguarding Lead, Aliyah Alleyne. It is recommended that the School Premises Manager can confirm receipt and understanding of the School's Safeguarding policy from the Contractor. It will be the responsibility of the School Premises Manager to ensure, in respect of contractors coming onto the school site, that they carefully monitor their activity to confirm that the policy is strictly adhered to.

6.4 Copies of the Safeguarding Policy can be made available. It is the responsibility of the School Site Manager, in respect of contractors coming onto the school site, to carefully monitor their activity to ensure that they strictly adhere to the policy.

6.5 The Contractor should also ensure that each employee carries identification at all times of the school site. This should include the company name, the employee's name, and - where possible - photographic identification.

6.6 The Contractor must also provide a Letter of Assurance. This letter should confirm that all the appropriate pre-employment and safeguarding checks have been carried out, assuring the school that all checks set-out in the KCSIE 2024 statutory guidance for schools and colleges have been completed. This should include: an enhanced Disclosure and Barring Service check, eligibility to work in the UK, satisfactory references, and safeguarding training. This ensures that all the checks, which the School would otherwise carry out for any individuals working at the School, have been performed.

6.7 If an agency or organisation has carried out an enhanced DBS check, before the individual is due to begin working at the school and this check has disclosed any matter or information, the School must obtain a copy of this certificate from the agency or organisation.

6.8 Typical issues that will need to be discussed with contractors prior to work starting include:

- How will the work affect school activities e.g. use of heavy machinery on site, noise, dust?
- Contractors will need to sign the asbestos log before work commences.
- Safety arrangements the contractor will have in place.
- Vehicle & equipment movement in the school grounds.
- Timing of certain activities e.g. can it be done when students have left the grounds.
- Areas of the school that will be affected e.g. appropriate barricading of work areas.
- Maintenance of essential utility services (water, sewerage, electricity, telephone contact etc).
- Managing excessive noise, dust or fumes.
- Protocols for communicating between the school and contractor e.g. regular meetings.
- Hand-over process at the completion of the work.

## **7. Unscheduled Visitors to School**

7.1 If an intruder comes onto the premises then the office staff should be alerted immediately. The premises staff and a member of SLT should be contacted and they will identify and assess the risks. The

intruder will be questioned and escorted off the premises. The school will establish and maintain close liaison with the local police. Procedures are in place to enable the police to be called and to respond promptly when incidents occur. The school will work with the Police to confirm the circumstances in which they will pursue a prosecution against an assailant.

7.2 All staff and visitors will be issued with an identification badge and this should clarify who should and should not be on the site through use of a traffic light coloured lanyard system.

7.3 Visitors should not by default be given access to the school site, exceptions are people for whom appropriate checks have been made. All visitors should be met and collected from the main reception.

## **8. Visitors who display inappropriate behaviour**

8.1 The office should be alerted and the visitor should be escorted immediately to reception where help should be sought from a member of the SLT. If necessary the police should be called. The incident should be recorded and given to SLT.

## **9. Volunteers in School**

9.1 There is a distinction between Visitors, whom we view largely as 'one-off event' people, and Volunteers who will be working with students and staff for an extended period of time.

9.2 Anyone wishing to become a volunteer should do so through a member of staff who will liaise with the SLT. Before starting to help in school, volunteers should read and sign the volunteer protocol. This protocol sets out the school's expectations of volunteers and can be accessed through the SLT.

9.3 All volunteers work under the supervision of the Teacher of the group to which they are assigned. Teachers retain responsibility for students at all times, including the students' behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the Teacher as to how an activity is carried out and what the expected outcome of an activity is. Volunteers are encouraged to seek further advice or guidance from the Teacher in the event of any query regarding children's understanding of a task or behaviour.

9.4 The welfare of our children is paramount. To ensure the safety of our children, we adopt the following procedures:

- All Volunteers are asked to read and sign the Volunteer Protocol.
- To ensure the safety of our students at all times, all of our Volunteers engaged in regulated activities must have been cleared by the Disclosure and Barring Service (DBS) check before commencing their work in school. This does not preclude visiting the school under the guise of a 'Visitor'.

9.5 Those who volunteer in school on a regular basis, e.g. the FOSA members, must complete a volunteer registration form and obtain suitable references which must be accepted by the school before the activities can take place (see Appendix 1&2 below). An enhanced DBS check (without Barred List check) will be carried out routinely. If the volunteer is deemed to be involved in regulated activities a Barred List check will also be completed. Under no circumstance should a volunteer, for whom no checks have been carried out, be left unsupervised or allowed to work in regulated activity.

## **10. Child Protection**

There is an obvious crossover with elements of Safeguarding and Child Protection with reference to 'Keeping Children Safe in Education 2024 Please also refer to the Safeguarding Policy and Health and Safety Policy.

Signed by:

Chair of Governors

Appendix 1



**ST. ALBAN'S CATHOLIC HIGH SCHOOL**  
**Registration Form for Voluntary Helpers**

You will appreciate that the School must be particularly careful to enquire into the background of individuals who have access to students at the school. The school keeps a record of all persons who carry out voluntary work at the school. You are asked, therefore to complete the details below and return it to the school. In accordance with Keeping Children Safe in Education, we ask Volunteers to give names and addresses of two 'professional' referees. Please provide these below. If, as a voluntary helper, you have **regular unsupervised contact** with the students then it will be necessary for a Disclosure and Barring check, including a Barred List check, to be made on you.

Surname \_\_\_\_\_ Forename \_\_\_\_\_ Title \_\_\_\_\_  
 (Mrs/Miss/Ms/Mr)  
 Previous Name(s) \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Address \_\_\_\_\_  
 Telephone No. \_\_\_\_\_ Email Address \_\_\_\_\_

Have you lived abroad anytime in the last 5 years? Yes No  
 If "yes" please give details separately.

**Relevant Experience:** e.g. Education, Training, Employment or Voluntary Work  
 \_\_\_\_\_  
 \_\_\_\_\_

**Referees:** Please give names and addresses of two professional referees who can comment on your suitability to work with children.

**First Referee**  
 Full Name: \_\_\_\_\_  
 Full Address: \_\_\_\_\_  
 \_\_\_\_\_ Tel No: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Relationship to Applicant: \_\_\_\_\_

**Second Referee**  
 Full Name: \_\_\_\_\_  
 Full Address: \_\_\_\_\_  
 \_\_\_\_\_ Tel No: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Relationship to Applicant: \_\_\_\_\_

*I consent to a Disclosure and Barring and Barred List check being made on me if I will have regular unsupervised contact with students and to the details on this form being held by the school as a record that appropriate checks have been carried out.*

Signed \_\_\_\_\_ Date \_\_\_\_\_  
 Print Name \_\_\_\_\_

Section 1 or section 2 must be completed FOR SCHOOL USE

1 Regular unsupervised contact with students

DBS application made  Date \_\_\_\_\_ Signed \_\_\_\_\_

DBS Clearance received  Date \_\_\_\_\_ Signed \_\_\_\_\_

Or

2 No regular unsupervised contact with students  Date \_\_\_\_\_ Signed \_\_\_\_\_

Appendix 2



**ST. ALBAN'S CATHOLIC HIGH SCHOOL**  
**Volunteer Reference Record Sheet**

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

<b>1. Name and Address of Proposed Volunteer:</b>
<b>2. In what capacity do you know the proposed volunteer?</b>
<b>3. How long have you known the proposed volunteer?</b>
<b>4. Referee's assessment of the proposed volunteer's qualities:</b>  Ability to work with children:  Ability to work with adults:  Honesty and ability to be confidential:  Timekeeping and reliability:
<b>5. Is the referee aware of any reason why the proposed volunteer should not work at the school? If yes, please give the reason(s).</b>
<b>6. The Governing Body is committed to safeguarding and promoting the welfare of children. Is the referee aware of any issues regarding child protection/welfare in connection with the proposed volunteer?</b>

Referee's Name: \_\_\_\_\_

Referee's Address: \_\_\_\_\_

Referee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>TO BE COMPLETED BY THE SCHOOL:</b>  Reference accepted by (name): _____ Job Title: _____  Signed: _____ Date: _____
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## Visitor Badge: Request Form



This **MUST** be completed at a week before any planned visit to the school (see the Visitors and Volunteers Policy) and given to Vicky White, Senior Receptionist.

Full name of visitor: \_\_\_\_\_

ALL visitors must show photo ID on arrival.

Date of Visit: \_\_\_\_\_ Time of Arrival: \_\_\_\_\_

Purpose of visit: \_\_\_\_\_

\_\_\_\_\_

Department visiting: \_\_\_\_\_

Name of staff to be notified of the visitors' arrival: \_\_\_\_\_

Will the person who is visiting have unsupervised access to students?

- No  
 Yes

If yes, you must indicate the number of the Letter of Assurance (see over for complete list) that is needed for unsupervised access to students.

The KCSIE update Sept 2023 recommends that we have a Letter of Assurance (also known as a Letter of Comfort) from all companies that employs adults who regularly work in schools. This letter not only confirms employees' names and DBS details, but also that they have had Safeguarding training and safer recruitment checks.

Lanyard Colour, please tick

- Red (Must NOT be left alone with students)  
 Yellow (Letter of Assurance received – see list) can be left alone with students.

Request Form completed by: \_\_\_\_\_ Date \_\_\_\_\_



<b>Letter of Assurance List</b>		
	<b><u>Company Name</u></b>	<b><u>Who they are/Purpose of visit</u></b>
<b>1</b>	4YP	Counselling service
<b>2</b>	ATOM IT	IT Support
<b>3</b>	Cafcass	Children and Family Court Support service
<b>4</b>	Calbarrie (PAT Testing)	PAT Testing
<b>5</b>	Carmel Jane	Photographers
<b>6</b>	Community Schools	Online Tuition services
<b>7</b>	Cooler Aid	Water Dispensers
<b>8</b>	CRB Cunninghams	For the catering systems
<b>9</b>	CPS	Contractors
<b>10</b>	Diocese of East Anglia	Priests/Deacons
<b>11</b>	Folley Electrical Services	Electrical/mechanical work
<b>12</b>	Imtech - Approved Sub-Contractors	Electrical/mechanical work
<b>13</b>	Inspire/NCS	National Citizen Service
<b>14</b>	Inviron	Electrical/Mechanical work
<b>15</b>	JC Computer Technologies Ltd	IT Department
<b>16</b>	Leeway/Suffolk Constabulary	Therapeutic services
<b>17</b>	LJW Solutions	Roofing Engineers
<b>18</b>	NHS	Nurses/doctors/Speech therapists/Therapist (check NHS BADGE)
<b>19</b>	MH Goals	Football goals
<b>20</b>	Noise Solutions	Music therapy
<b>21</b>	NVCS	Vending machines
<b>22</b>	OLOW (Our Lady of Walsingham)	Trust staff
<b>23</b>	PTSG	Lightning protection
<b>24</b>	Raedwald Trust	Alternative provision/may come into school to see students
<b>25</b>	RCCN Cleaners	Cleaning Company
<b>26</b>	Ricoh	Printers
<b>27</b>	Robotics Club	After school robotics club volunteers
<b>28</b>	SOS Services	Intruder Alarms
<b>29</b>	St Giles Trust	Charity/Community service
<b>30</b>	Stannah Lift Services	Look after the lifts
<b>31</b>	Suffolk Constabulary	Police Services
<b>32</b>	Suffolk Country Council - Children & Young People	Social workers/ Counselling/FSP (check badge for SCC)
<b>33</b>	Survivors in Transit	Counselling
<b>34</b>	The Lunchtime Company	Catering company
<b>35</b>	TP Fire & Security	Fire Alarm, Extinguishers
<b>36</b>	Vertas	Maintenance Contractors
<b>37</b>	West Suffolk NHS Foundation Trust	Nurses/doctors/Speech therapists/Therapist (check NHS BADGE)
<b>38</b>	Voice 21	Charity/Oracy expertise
<b>39</b>	Zurich	Insurance checks