



Visitors and Volunteers Policy

The Chorus Schools Federation
(St. Giles', St. Andrew's & Wethersfield
C of E Primary Schools)

Approved by: Mrs. Jinnie Nichols

Last reviewed on: July 2023

Next review due: July 2024



Vision

At The Chorus Schools Federation, we aim to provide a broad, balanced and creative curriculum for all children. We have high expectations of our children and we want them to be confident learners who gain satisfaction from a sense of achievement.

All adults who work in our school(s), whether a paid member of staff or a volunteer, are expected to work and behave in such a way as to actively promote our school vision.

This policy reflects what has been agreed in terms of approach and consistency and makes explicit the best practice to which the schools aspire. It also reflects the aims and objectives of the school(s) and supports their vision:

At The Chorus Schools Federation, we are curious, excited and really love to learn. As a Church school, we believe in serving our community based on the love of God for everyone. We support each other to become robust, independent learners who persevere, have the courage and confidence to be creative, imaginative and care for one another and the community we live in. Our school is inclusive, making every one of us welcome. It sets us suitable learning challenges and responds to our needs, ensuring that we reach our potential and are fulfilled. These are the golden threads that weave through our work and are exemplified by our values – Respect, Trust, Love and Forgiveness within both schools and beyond.

Introduction

Visitors and volunteers at our school(s) bring with them a range of skills and experience that can enhance the learning opportunities of children. We welcome and encourage visitors and volunteers from the local community. A volunteer is an unpaid adult or young adult who provides support to our school. A visitor could be someone with a professional role or someone visiting the school to support our school.

Our visitors include:

- Members of the governing board
- Any other outside agencies. e.g. the school nurse, educational psychologist, community police officer etc
- People visiting to enhance the curriculum in a specific way e.g. authors, artist, charities, HIAS etc

This policy should be read in conjunction with the school's Safeguarding and Child Protection policies and guidelines including Keeping Children Safe in Education, Code of Conduct (where applicable), IT policies, Health & Safety policy, Remote Working policy and Data Protection policy.

Child protection and Safeguarding

The staff and governors of The Chorus Schools Federation are committed to providing a caring, friendly and safe environment for all our pupils so they can learn in a relaxed and secure atmosphere.

We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by or invited to deliver services at The Chorus Schools Federation. We recognise our responsibility to safeguard and promote the welfare of all our pupils by protecting them from abuse of any kind: physical, sexual or emotional abuse, neglect and bullying and possible exposure to extremism or exploitation.

If a child discloses something, this information should be shared promptly with the child's teacher, Executive Headteacher or Deputy Executive Headteacher. The Executive Headteacher, Deputy Executive Headteacher and Assistant SENCO are DSL's (Senior Designated Officers) for Safeguarding and Child Protection for our school.

We cannot offer unconditional confidentiality when a child discloses something, however, reassurance can be given that the best interests of the child will be maintained.

Context

The Chorus Schools Federation welcome visitors from the local community and outside agencies to promote learning and well-being through their experience and expertise. As a federation we aim to provide our pupils with a broad, balanced and enriched curriculum.

We see the inclusion of visitors' input into the school's curriculum as one means of ensuring that we meet this aim. This enables our pupils to question and learn from 'experts' from various walks of life and disciplines which allows our pupils to gain a wider view of the world and gain insight into the lives of other people. We recognise the valuable contribution this makes to the core and enhanced curriculum.

The types of activities that visitors are engaged in might include:

- Hearing children read
- Working with small groups of children
- Working with individual children
- Undertaking arts and craft activities with children
- Supporting teachers to run after school clubs
- Assemblies
- Health screening
- Class visits
- Staff meeting

- Inset days

Our volunteers include:

- Members of the governing board
- Parents of pupils
- Ex-pupils
- Students on work experience
- University students
- Ex members of staff
- Local residents

The types of activities that volunteers are engaged in might include:

- Hearing children read
- Working with small groups of children
- Working with individual children
- Undertaking arts and craft activities with children
- Supporting teachers to run after school clubs
- Working with children on the computer
- Accompanying school visits (please note that this list is not exhaustive).

Becoming a volunteer/Vetting Procedures

The following vetting procedures are implemented to ensure the safety and security of all pupils, staff and visitors. These procedures have been carefully designed to ensure school forges effective partnerships with visitors who can contribute to the welfare, well-being and learning of the whole school community.

Anyone wishing to become a volunteer, either for a one off event or on a more regular basis should approach their child's class teacher, office manager or the Executive Headteacher.

Before starting in school and to ensure the safety of our pupils at all times, volunteers are required to complete an Enhanced DBS (formerly CRB - Criminal Records Bureau) check. Forms can be obtained from the school office. We are unable to have any volunteer in school unless they have been cleared by the Criminal Records Bureau and show their certificate in school. The number of this certificate will be recorded.

All visitors to school will be expected to sign in and out using the log-book located in reception on EVERY visit. Upon signing in, visitors will be issued with our safeguarding information and a school badge.

Volunteers

The school supports parents/carers and other adults who wish to work as volunteers in our school. There are two main ways of helping:

Occasional support for school events, visits or trips:

- these are events where parents/volunteers commit to supporting an individual event. As this is classed as infrequent contact, Disclosure and Barring Service / Criminal Records Bureau (CRB) level 3 enhanced checks are not required and permission to undertake this role is at the discretion of the Executive Headteacher and/or Deputy Executive Headteacher. However, where such trips involve more frequent contact with pupils, such as residential trips, a DBS / CRB check will be a mandatory requirement.

Regular support in school:

- This is when parents/ carers or other adults offer regular support to the school(s) for a period of time. All volunteers who work for two or more days a week or four times within any one month will be required to complete a DBS/CRB check and their details will be held on our Single Central Record (SCR). Where the time commitment is less than previously stated, the school(s) reserves the right to carry out a List 99 check. This ensures that no person deemed unsuitable to work with children will have access to the pupils in our school(s). The cost of the CRB or List 99 check will be met by school.

Contractors

Wherever possible maintenance work carried out on site is outside pupil access hours however, there are times when this is not possible. In such cases delivery staff, maintenance engineers and contractors may access and carry out routine and emergency work on the school site. These visitors are required to meet school's safeguarding requirements which consist of the following procedures:

- All contractors are required to sign and date the visitor log book. (Note: on departure all visitors are required to enter a time of departure to meet Health & Safety requirements.)
- They will be requested to present photographic identification related to their employment. In cases where this is not possible a telephone check will be made with the relevant employer before entry is permitted.
- A school visitor badge will be issued and prominently worn. This assures all staff in school that contractors have completed the above procedures and therefore are known and recorded to be on site. Where a contractor does not display their school visitor badge they can expect to be politely challenged by our staff, who are vigilant

in ensuring the above procedures are adhered to. Pupils are also encouraged to report to a member of school staff any visitor they encounter on site without a school visitor badge.

- In some special circumstances contractors may be required to have DBS/CRB verification in place. For example:
 - Where contractors, during on-going building work, will be regularly working in close proximity to play areas or internal areas where pupils are present.
 - Where the nature of the contractor's works means they will have access to sensitive data e.g. computer maintenance/ management information service companies.
 - In such cases school will not carry out the DBS/CRB checks however, before work commences, the contractors will be required to supply their employees' DBS/CRB numbers. Such contractors are not required to present their employees' certificates due to the risk associated with its potential loss. This is in line with central government guidelines.
- Visiting staff from the Local Authority and private companies that have Service Level agreements with school do not have to comply with the aforementioned vetting procedures as their organisations have issued a statement of assurance. These statements assure school that their host organisations have completed level 3 enhanced DBS/CRB checks on all staff who visit school.
- Infrequent visitors such as artists, authors and theatre companies are fully supervised at all times and will not be required to submit DBS/CRB verification. Again, this is in line with central government guidelines.

Photographs/Videos

Photographs and videos must be used in a responsible way. Schools need to respect children's and parents' rights of privacy and be aware of potential child protection issues.

To safeguard the children at The Chorus Schools Federation, we do not permit visitors or volunteers to use camera phones, or to take photographs on any other device, in school.

From time to time, the school(s) may arrange for a professional photographer to take pictures of school events, class photos and individual school portraits. Where a professional photographer has been invited to the school, the Executive Headteacher will:

- Inform parents of the photographer's attendance;
- Provide the photographer with a clear brief about what is considered appropriate in terms of content and behaviour;
- Provide the photographer with identification, which must be worn at all times;
- Will ensure that the photographer is supervised during their attendance at school;
- Ensure that the photographer does not use images in their marketing materials of individual children without express parental consent;

- Ensure that the photographer has appropriate levels of information security in place to ensure that images are stored securely and on a secure network to which members of the public have no access.
- Ensure that the photographer does not use pupil names in image file names, or otherwise identify individual children.

ICT (Acceptable Use)/Social Media

ICT includes a wide range of systems, including mobile phones, digital cameras, laptops and tablets.

It is an offence to use the school equipment for any purpose not permitted by its owner.

No visitors or volunteers may disclose any passwords provided to them by school.

All visitors and volunteers understand that they are responsible for all activity carried out under their username.

Visitors and volunteers will not install any hardware or software on any school owned device without the Executive Headteacher's permission.

Use of internet may be monitored and if anything untoward is uncovered, could be logged and used in line with disciplinary procedures. If an E-Safety incident should occur, staff will report it to the Designated Safeguard Lead in line with our Child Protection policy.

Visitors and volunteers are only permitted to use the school's email/internet and any related technologies for uses permitted by the Executive Headteacher.

Data must be kept secure and used appropriately in accordance with our Data Protection policy.

Personal devices must only be used in the context of school business with the explicit permission of the Executive Headteacher. Personal mobile phones or digital camera must NEVER be used for taking any photographs related to school business.

It is not permitted to browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.

Visitors and volunteers **must not** post content online, including on social media and social networking sites, which is damaging to the school or any of its staff or pupils.

Confidentiality

Volunteers in our school(s) are bound by our confidentiality.

All staff members, voluntary helpers and visitors should be aware that information relating to individual children or members of staff is totally confidential and therefore, this must be respected.

Whilst in school you will hear conversations which are of a confidential nature. These cover aspects such as children's academic progress, misbehaviour and sanction or home circumstances. All information relating to individual children and staff is totally confidential and you must respect this.

All visitors and volunteers are required to sign the confidentiality agreement (appendix 1).

Data Protection/Data Breaches

We need to keep certain information about our employees, pupils and others to allow us to support teaching and learning, to provide pastoral care, to assess how the school is performing, for emergency contact and to comply with employment and H&S legislation/regulations.

The federation has a duty to ensure that the data we hold is collected, stored and process in accordance with the GDPR and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill.

Full details of our policy with regards to data protection, including what to do if you become aware of a data breach, are set out in our Data Protection policy.

Issues affecting children:

Any concerns that volunteers have about the children they work with/come into contact with should be shared with the class teacher and NOT with the parents of the child or any persons outside school. These comments, particularly if taken out of context can cause distress to the parents of the child if not heard directly from the school. A situation may arise in school, where duty to the child is greater than that to the parent.

Issues affecting adults in school:

All adults in our school(s) can expect their personal and health issues to remain confidential unless:

- it impinges on their terms of contract;
- it endangers pupils or other members of staff;
- there is a legal obligation to disclose such information;
- it is necessary for legal proceedings;
- despite the duty of confidence the staff member's interest or the wider public interest justifies disclosure.

Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the Executive Headteacher or Deputy Executive Headteacher.

Supervision

All volunteers work under the supervision of the class teacher to which they are assigned. Teachers retain responsibility for children at all times. Volunteers should feel confident to carry out the task they have been assigned and should seek further advice/ guidance from the teacher in the event of a query or problem regarding a child's behaviour or understanding of a task.

Behavioural issues

Although there should be a friendly rapport between you and the child, it should be remembered that you are the leader of a situation. It may sometimes be necessary to stop a child and look carefully at them while you recap the class rules. Please remember NEVER use physical discipline with a child. You may always return a child to class. One way in which we reward children is with house points. Please discuss this with your teacher.

Playtimes

During playtimes volunteers must please ensure sensible games and activities are played. Please do not pick young children up as part of a game or give hugs etc.

If a child needs first aid please inform our trained first aiders, class teachers, TA's or lunch time team and they will deal with the incident.

Health and safety

A health and safety policy is available on request. Class teachers should ensure that volunteers are clear about emergency procedures (e.g. fire evacuation) and about any safety aspects associated with a particular task (e.g. using cookery equipment). If a volunteer attends a school trip, their emergency contact details will be requested. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class teacher, Deputy Executive Headteacher or Executive Headteacher.

Fire safety and regulations (refer to fire safety policy for further information)

With your class teacher, you should discuss where the fire exit and assembly point for the class you are working with is. The fire bell is a constant/ongoing ringing bell. In most circumstances, the class teacher will take the necessary action. If the class teacher is not where you are working, immediately after the bell is heard you must calmly and quietly

assemble the group at the nearest exit. Stress to the children that they must be quiet and walk sensibly. The assembly points and exit routes are displayed in each room on a clip board hanging from the wall.

Complaints procedure

Any complaints made about a volunteer will be referred to the Executive Headteacher/Deputy Executive Headteacher for investigation. Any complaints made by a volunteer will be referred to the Executive Headteacher/Deputy Executive Headteacher for investigation.

The school has the right to take the following actions:

- Speak with the volunteer about a breach in the volunteer agreement
- Offer an alternative placement for a volunteer
- Inform the volunteer that they are no longer required to help in school

All necessary public liability insurance is in place.

Monitoring and Review This policy has been approved by the governing board and will be reviewed annually and updated in the light of new guidance from either the DfES or the LA.

Confidentiality Agreement

Introduction

All volunteers, visitors and contractors should be aware that information relating to individual children or members of staff is confidential. This agreement is intended to help you understand how to protect children at all times. The agreement also aims to give volunteers, visitors and contractors clear unambiguous guidance as to their legal and professional roles and to ensure good practice throughout the school.

Agreement

I understand my role and responsibility in maintaining the confidentiality of children and members of staff the Federation of The Chorus Schools Federation, as detailed below:

1. I recognise that I am in a position whereby, at certain times, I may have access to information concerning individual stakeholders. I am aware that members of staff and volunteers may well have connections (family or friends) within the school, and may overhear conversations of a sensitive nature.
2. I agree to only discuss information relating to the Federation of The Chorus Schools Federation and its stakeholders on a 'need to know' basis. I will keep confidential any information heard, read or shared between members of staff, outside agencies and parents / carers regarding a child or the child's family.
3. I agree not to post or share information online through any means, including social media sites (e.g. Facebook, Twitter), which relates to any individual stakeholder or brings the school into disrepute. I will not contribute to discussions or conversations on social networking sites regarding the school and anyone associated with it.
4. I agree to pass anything that I hear that raises questions about the professionalism of someone working at the school to the Executive Headteacher.
5. I agree to report anything of concern regarding a child, or if a child reports anything of concern, to the designated person for child protection.
6. I agree to conduct conversations of a sensitive nature regarding children or adults in a private space.
7. I agree not to leave paperwork regarding children, parents or members of staff on display at any time. I also agree that paperwork that contains personal or sensitive information that is no longer required is shredded.
8. As a volunteer I understand that I am responsible to the teacher who I am placed with, and I should discuss with them any concerns or information that needs to be shared about stakeholders.
9. I agree to refer all requests for information by an outside agency or the media to the Executive Headteacher.
10. I agree to uphold the good name of Federation of The Chorus Schools Federation in discussions both inside and outside of school.

Signature: _____ **Date:** _____

Print Name: _____

Volunteer Role in School: _____

Signature of School Representative: _____ **Date:** _____