

# Featherstone High School

## Visitors and Volunteers' Guidance



Prepared by: **HR Department**

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**Non Statutory Policy**

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## 1. The Aim

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all students and staff both during and outside of school hours when they are on our site. The ultimate aim is to ensure that all students and staff learn and work in an environment where they are safe and free from harm.

We are committed to using visitors and volunteers in a way that supports the school's strategic aims and vision, as well as its development plan.

The aim of this guidance is to :

- Encourage the wider community to engage with the school, thereby enhancing the curriculum, raising achievement and promoting community cohesion
- Ensure that all visitors and volunteers support the school's vision and values, and adhere to our policies
- Provide staff, visitors, volunteers and parents with clear expectations and guidelines
- Set a clear, fair process for recruiting and managing both visitors and volunteers
- This guidance has been developed in line with the Department for Education (DfE)'s statutory safeguarding guidance, [Keeping Children Safe in Education](#) (KCSIE) 2023.

## 2. The Objectives

Visitors and volunteers bring with them a wealth of skills and experience that can enhance the learning opportunities for all our students. The key objectives of this policy is to have in place a clear protocol and procedure for all visitors and volunteers to the school to ensure the safety and well-being of all our students.

We have responsibility for the safety and well-being of all of our students anywhere on the school site, during normal school hours, during after school activities and on school organised (and supervised) off-site activities.

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. Listed below are types of visitors and volunteers that we can expect to see in school however this list is not exhaustive.

Our Visitors include:

- Supply staff
- Governors and Trustees
- Parents / Carers of pupils
- Any other external 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, etc
- Local authority representatives
- Building & Maintenance and all other independent contractors visiting the school premises on an ad-hoc basis
- Interview candidates

- Trainee Teachers

Our Volunteers include:

- Governors and Trustees
- Ex-pupils
- Parents
- Ex-members of staff
- Students on work experience
- Friends and supporters of the school

All visitors and volunteers need to adhere to the processes set out in this guidance, part one. Anyone wishing to become a volunteer at the school should follow the processes set out in part two of the guidance.

### **3. Procedure for all visitors and volunteers**

#### **a. Procedure prior to visit**

Staff who are aware of a visitor coming into school must:

- Confirm details of visit to visitors and inform them that they should bring formal identification (driving licence/passport/official ID Badge)
- Ensure that reception staff are informed in advance and send an email to [reception@featherstonehigh.ealing.sch.uk](mailto:reception@featherstonehigh.ealing.sch.uk) including the date and time of the visit, reason for the visit, the name of visitor and organisation and who to contact when the visitor arrives.

#### **b. Procedure upon arrival**

All visitors to the school may be asked to bring formal identification with them at the time of their visit (unless they are named on the approved visitors list as set out below). They must follow the procedure below.

- All visitors must enter through the main gates; they will be given access by the receptionist once they have identified themselves through the intercom
- Once on site, all visitors must report to the main reception desk. No visitor is permitted to enter the school via any other entrance under any circumstances
- At reception, all visitors must state their name, the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request
- All visitors will be asked to sign in the InVentry making note of their name, organisation, who they are visiting and car registration
- All visitors will be required to wear an identification badge (Red Lanyard) – the badge must remain visible throughout their visit
- Read the safeguarding and safety information available at the reception desk
- Visitors will then be escorted to their point of contact or their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for the visitor while they are on site. The visitor must not be allowed to move about the site unless this has been approved in advance with HR and the relevant safeguarding checks have been undertaken (as detailed below).

### **c. Frequent Visitors to the school**

Some visitors frequently visit the school site during school hours and undertake work within the school (including but not limited to peripatetic tutors, sports coaches, governors, trustees, volunteers, supply staff and contractors, e.g. after school clubs, gardeners and caterers and some building and maintenance contractors).

Frequent visitors to the school will be asked to complete appendix 3 (Visitors form). Frequent visitors must ensure that they provide the following documentation prior to their visit. This information will be recorded on the school's Single Central Record (SCR).

- a. They have a current clear Enhanced DBS check, and on their first visit they must also bring photo ID and show this to either the Receptionist or HR and a copy of this has been recorded on the School's Single Central Record (a current CRB is defined as no more than 2 years old) AND
- b. A letter from their current employer confirming that they have undertaken the necessary pre-employment checks.

All visitors MUST follow the same procedures on entry to the premises as other visitors (i.e. come to reception and sign in the InVentry). Information on frequent visitors will be retained by HR.

### **d. Visitors' Departure from School**

On departing the school, visitors MUST leave via reception and:

- Enter their departure time in the InVentry alongside their arrival entry
- Return the identification badge to reception
- Reception staff or the member of staff receiving the visitor will ensure the visitor is safely off site at the end of the visit.

## **4. Dealing with unidentified visitors to the school**

Any visitor to the school site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the school site.

They should then be escorted to reception to sign in the InVentry and be issued with an identity badge. The "Procedures upon arrival" above will then apply.

In the event that the visitor refuses to comply or becomes abusive or aggressive, they should be asked to leave the site immediately and the Senior Leadership Team should be informed promptly who will consider the situation and decide if it is necessary to inform the police.

## **5. Visitors without vetting and barring checks**

If a visitor has not undertaken the relevant vetting and barring checks, a risk assessment needs to be completed; whether the visitor can still work with children in our school and what measures need to be put in place. It is best practice never to leave visitors without checks unsupervised.

## **6. How we use volunteers**

Featherstone High School believes that volunteers provide a valuable contribution to the school's work, and that they enrich the school through the breadth of their knowledge and experience.

Volunteers may come into the school to support some of the following activities:

- Curriculum week
- Accompany school visits
- Work with individual children
- Work with small groups of children
- Support specific curriculum areas across the school
- Work with our non-class based support services.

This above is not an exhaustive list.

A volunteer will not be an employee of the school. He or she will not be engaged on a contract of employment nor on any type of contract for services. The engagement will be binding in honour only, there being no legal agreement between the organisation and the volunteer.

Volunteers are unpaid. The school is under no obligation to offer or to continue to offer any volunteering opportunity to any person, irrespective of them carrying out volunteering work currently or in the past. Similarly, the volunteer is under no obligation to accept any opportunity offered, and may withdraw from the agreement at any time.

## **7. How to apply to volunteer**

Anyone wishing to become a volunteer should be directed to the Headteacher or member of the Senior Leadership Team (SLT).

The volunteer will be invited to have a short interview with the relevant member of the SLT to discuss why they wish to volunteer and what they aim to achieve. It is the school's decision whether or not to take on volunteers and this will depend on the time of year, the number of volunteers we already have in school and the potential impact on the children.

Volunteers will be asked to complete the Volunteers Application Form (appendix 4).

## **8. Appointment of volunteers**

Appointment and induction of new volunteers can take a few weeks and is dependent on the candidate and available spaces within the school.

All appointments are conditional upon the completion of an enhanced DBS check (if appropriate) and other appropriate safeguarding and recruitment checks, and relevant training.

The Headteacher reserves the right to terminate a placement at any time.

Enhanced DBS checks for volunteers working in the school through other organisations will be conducted by the relevant organisation, if needed. The school will ask for written confirmation that enhanced DBS checks have been carried out before a volunteer is allowed to start work at the school.

Volunteers' data will be retained by the school's HR team.

## 9. Safeguarding for all visitors and volunteers

Safeguarding our students is of paramount importance, and our visitors and volunteers must share our commitment to child protection. To ensure we are upholding our responsibility to keep our students safe, we will:

- Ensure all visitors are accompanied around the school site unless they are frequent visitors (see section c. Frequent Visitors to the school)
- Conduct enhanced DBS checks with a barred list check on volunteers who are working with students on a 1-on-1 basis or a group of students unsupervised
- Consider the results of any DBS checks that return with unspent and spent listed convictions, and assess these on a case-by-case basis, with regard given to the nature of the conviction and the nature of the work the volunteer will be involved in
- Ensure Safeguarding posters are displayed across the school (appendix 1)
- Provide safeguarding training to all volunteers prior to them beginning work at the school, including ensuring that they have read and understood part 1 of 'Keeping Children Safe in Education'
- Require volunteers and frequent visitors to agree and adhere to our Parents/Carers and [Visitors Code of Conduct and Behaviour on School Premises Policy](#) and adhere to the school's [Child Protection and Safeguarding Policy](#) and any relevant IT Policies.

Any volunteers that do not have an enhanced DBS check are required to be supervised at all times and not left accompanied with students on the school premises.

If required, a risk assessment will be carried to determine whether a volunteer who is not working in regulated activity needs an enhanced DBS check. The risk assessment will consider:

- The nature of the work they will be doing
- What we know about them
- References from employers or other voluntary roles
- Whether the role is eligible for an enhanced DBS check

The school will accept DBS certificates from another organisation that are not older than two years. The volunteer will be asked to complete the school's Criminal Record Self-Declaration Form. This Information will be added to the school's Single Central Record.

## 10. Induction and training

**All volunteers** must have safeguarding training. Other training requirements will be based on the nature of the work the volunteer will be doing. It will be the responsibility of the person overseeing the volunteer within the school to ensure that there is an induction programme and continuing support in place for the volunteer.

## 11. Conduct of visitors and volunteers

Visitors and volunteers must comply with the code of conduct set out in the Parents/Carers and [Visitors Code of Conduct and Behaviour on School Premises Policy](#).

## 12. Insurance

The school's insurance policy covers volunteers in the event of an accident or emergency. If a volunteer is working at the school through another organisation, we will also check that organisation's insurance arrangements.

## 13. Confidentiality

Information about students, parents and staff is confidential. Visitors and volunteers are not permitted to discuss issues related to pupils, parents or staff with those outside of the organisation.

If visitors and volunteers have concerns, they should raise these with the appropriate member of staff. They should not discuss them with pupils or parents.

## 14. How to report safeguarding concerns if you are a visitor or volunteer

If there is a concern about a child (as opposed to a child being in immediate danger) or a disclosure has been received of abuse, an allegation of abuse or who suspects that abuse may have occurred, visitors and volunteers must report the concern at their earliest convenience to the designated safeguarding lead (DSL), Mr Adams. If Mr Adams is not available please contact one of the six deputy designated safeguarding leads listed below:

Role/Organisation	Name	Contact Details
Designated Safeguarding Lead (DSL) and Designated Teacher for Looked After Children (LAC), Deputy Headteacher (Pastoral)	Mr Adams	<a href="mailto:LAdams@featherstonehigh.ealing.sch.uk">LAdams@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 Ext. 236
Senior Deputy Designated Safeguarding Lead (DDSL), Learning Mentor	Ms Henry	<a href="mailto:NHenry@featherstonehigh.ealing.sch.uk">NHenry@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 Ext. 259
Deputy Designated Safeguarding Lead (DDSL), Deputy Headteacher	Ms Thomas	<a href="mailto:HThomas@featherstonehigh.ealing.sch.uk">HThomas@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 Ext. 246
Deputy Designated Safeguarding Lead (DDSL), Learning Mentor	Miss Witts	<a href="mailto:fwitts@featherstonehigh.ealing.sch.uk">fwitts@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 extension 323
Deputy Designated Safeguarding Lead (DDSL), Learning Mentor, Deputy Head of Year	Miss Coker	<a href="mailto:lcoker@featherstonehigh.ealing.sch.uk">lcoker@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 extension 275



Deputy Designated Safeguarding Lead (DDSL), Learning Mentor, Deputy Head of Year	Miss Rughani	<a href="mailto:srughani@featherstonehigh.ealing.sch.uk">srughani@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 extension 269
Deputy Designated Safeguarding Lead (DDSL), Learning Mentor	Miss Johnson	<a href="mailto:jjohnson@featherstonehigh.ealing.sch.uk">jjohnson@featherstonehigh.ealing.sch.uk</a> 020 8843 0984 extension 215

A referral to the DSL (and or safeguarding team) will need to be completed via My Concern or alternatively, by completing a referral form which can be found outside the main admin office.

In the absence of the DSL or the safeguarding team, report the information to the Headteacher, Mr Nathan Walters or the most senior member of staff in the school. All staff may raise concerns directly with Children Social Care Services; telephone number: 0208 825 8000.

If staff suspect that a child is in immediate danger they are asked to dial 999 straight away and ask for the police.

If you have a concern related to the conduct of a member of staff, please email or speak to the DSL, Mr Adams, [LAdams@featherstonehigh.ealing.sch.uk](mailto:LAdams@featherstonehigh.ealing.sch.uk) or our Headteacher, Mr Walters, [NWalters@featherstonehigh.ealing.sch.uk](mailto:NWalters@featherstonehigh.ealing.sch.uk).

## 15. Data protection and record keeping

The school will retain records relating to visitors and volunteers in line with our records retention schedule and remove details of visitors and volunteers from the single central record (SCR) once they no longer work at our school.

## 16. Monitoring and review

This policy has been approved by the Senior Leadership Team and will be reviewed every three years.

This policy links to the following policies and procedures, please ask a member of staff for the Health and Safety policy.

- [Child Protection and Safeguarding Policy](#)
- Healthy and Safety Policy
- [Parents/Carers and Visitors Code of Conduct and Behaviour on School Premises Policy](#)

# Safeguarding & Child Protection



## Safeguarding is everyone's responsibility at Featherstone High School

The Designated Safeguarding Lead (DSL) is Mr Adams, Deputy Headteacher. The DSL has a legal responsibility to deal with safeguarding and child protection matters related to all students, providing advice and support to staff, liaising with the Local Authority, and working with a range of other agencies. There are six DSLs who support Mr Adams to carry out these responsibilities. If we have concerns regarding the welfare of your child we will contact you. In some cases we will contact children social services and/or the police directly if we feel that your child is at risk of harm.

The overarching objective of our safeguarding strategy is to prevent harm or, where harm does occur, to prevent it from getting any worse.

If you have concerns about the welfare of a child please log this on My Concern or complete a referral form (which can be found outside the main office) and hand it to one of the DSLs at your earliest convenience. If the child is in immediate danger please call the Police via 999.



**The Designated Safeguarding Lead (DSL) is:  
Mr Adams, Deputy Headteacher**

**Ext:** 236  
**E:** ladams@featherstonehigh.ealing.sch.uk

**If Mr Adams is not available, you can speak to one of our  
Deputy Designated Safeguarding Leads:**

**The Senior  
Deputy DSL is:  
Ms Henry**



**Ms Henry**

**Ext:** 259  
**E:** nhenry@featherstonehigh.ealing.sch.uk



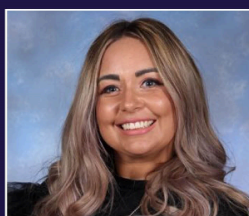
**Ms Thomas**

**Ext:** 246  
**E:** hthomas@featherstonehigh.ealing.sch.uk



**Ms Witts**

**Ext:** 323  
**E:** fwitts@featherstonehigh.ealing.sch.uk



**Ms Coker**

**Ext:** 275  
**E:** lcoker@featherstonehigh.ealing.sch.uk



**Ms Rughani**

**Ext:** 269  
**E:** srughani@featherstonehigh.ealing.sch.uk



**Ms Johnson**

**Ext:** 215  
**E:** jjohnson@featherstonehigh.ealing.sch.uk



**For more information on  
Safeguarding and Child  
Protection & how to keep  
yourself safe please go  
to [www.nspcc.org.uk](http://www.nspcc.org.uk)**

## **Appendix 2 - Visitors Leaflet - Child Protection and Safeguarding**

Please [click here](#) to view our Visitors Information Leaflet. Leaflets are also available at Main Reception.

### Appendix 3 - Visitor form (Frequent visitors)

To be completed by the member of staff receiving the visitor to the school. (Information will be recorded on the school's Single Central Record).

Visitor Full Name:	
Job Title:	
School/Agency/Company name:	
Date of visit:	
Purpose of their visit:	
Start and finish times of visit	From:                      To:
Photo ID seen by HR	
Enhanced DBS seen by HR	
Staff Name / Department:	
Signature:	
Date :	

## Appendix 4: Volunteer application form

**Complete the application form in full.**

**Please note that the school may not be able to accommodate all preferences.**

Throughout this form, we ask for some personal data about you. We will only use this data in line with data protection legislation and process your data for one or more of the following reasons permitted in law:

- You have given us your consent
- We must process it to comply with our legal obligations.

You will find more information on how we use your personal data in our privacy notice for volunteers, available on the Intranet.

### Personal details

Name:	
Date of birth:	
Gender:	
Telephone number:	
Email address:	
Home address:	

### Disclosure and Barring Service (DBS) information

Featherstone High School is legally obligated to process an enhanced Disclosure and Barring Service (DBS) check before making appointments to relevant posts.

The enhanced DBS check will reveal both spent and unspent convictions, cautions, reprimands and final warnings, and any other information held by local police that's considered relevant to the role. Any information that is "protected" under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 will not appear on a DBS certificate.

Volunteers working in regulated activity will also require a barred list check.

Any data processed as part of the DBS check will be processed in accordance with data protection regulations and the school's privacy notice.

Do you have a DBS check? (please circle)	Yes/No
If yes, what type of check do you have? (please circle)	Basic DBS / Standard DBS / Enhanced DBS / Enhanced DBS with barred list information
Date of check:	
Certificate number:	

Availability					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM					
PM					
Before school					
After school					
Lunchtimes					
How many hours per week/month can you volunteer?					
Can you commit to at least 1 term?					

### Experience and qualifications

Do you have experience working as a volunteer, especially with children? If yes, please include details in the box below.

Why would you like to volunteer at Featherstone High School?

Do you have any particular skills, employment experience or hobbies you would like to share with the school? (For example, languages spoken, sports, scouting, etc.)

Do you have any relevant qualifications?

Preferences

What department would you prefer to work in?	
Would you prefer to work 1-on-1 or with a small group?	

### References

Your placement as a volunteer may be subject to satisfactory references. Please give the details of 2 referees who can comment on your suitability (e.g. employers, colleagues, teachers, etc.).

Name:	Name:
Relationship to you:	Relationship to you:
Address:	Address:
Telephone number:	Telephone number:
Email address:	Email address:

### Disability and accessibility

Featherstone High School is committed to ensuring that applicants with disabilities or impairments receive equal opportunities and treatment.

If you have a disability or impairment, and would like us to make adjustments or arrangements to assist you, please state the arrangements you require:



## Appendix 5: Requesting a volunteer (information for staff)

If you would like assistance from a volunteer in your classroom, or for a specific activity or trip, fill out the form below and submit to SLT.

You may want to provide more details about when staff should use this form. For instance, you may not need them to use it to request parent volunteers for school trips.

### Volunteer request form

Activity details	
Year group/class	
Activity details	
Date(s) and time(s)	
Is this activity ... (circle one)	One-off? Daily? Weekly? Other? If other, please explain:
Will there be any costs for the volunteer (such as entry fees to museums, materials, or travel)?	
Volunteer details	
How many volunteers do you need?	
Do you need your volunteers to have any specific skills or experience?	

Submitted by: