



Volunteers and Visitors Policy

This policy outlines Discovery Trust's aim to provide a safe environment in line with statutory safeguarding policy and procedures. We welcome visitors and volunteers and aim to ensure that they have a positive impact on the children.

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1. Introduction

Millgate School welcomes visitors and volunteers from the local community and outside agencies to promote learning and well-being through their experience and expertise. Visitors and Volunteers bring with them a range of skills and experience that can enhance, broaden and enrich the learning opportunities of pupils across the Trust.

This policy outlines the procedures that are implemented to ensure the safety and security of all pupils, staff, volunteers and visitors and should be read and reviewed in conjunction with the school's Safeguarding and Child Protection policies and guidelines.

Examples of volunteers or visitors may include:

- Members of the Council
- Parents of students
- Students on work experience
- Ex members of staff
- Local residents
- Church Members or other Faith groups
- Emergency services e.g., Firefighters, PCSOs, paramedics or adults who work in healthcare

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

- Hearing students read
- Working with small groups of students
- Undertaking arts and craft activities with students
- Supporting teachers to run after-academy clubs
- Working with students on the computer
- Accompanying academy visits
- Talking to groups of students or during an assembly
- Supervised tours of the academy with a member of SLT, the Principal or a suitable delegated member of staff.
- Shadowing staff or those on work experience

Definition of Regulated Activity

As academies are 'specified places', an activity is a regulated activity if it is carried out frequently (once a week or more, or on 4 or more days in a 30-day period) and gives the person the opportunity in their work to have contact with students subject to the following new exceptions:

- Activity by a person contracted (or volunteering) to provide occasional or temporary services (not teaching, training or supervision of students).
- Volunteering, under day-to-day supervision of another person engaging in regulated activity.

Key points to note in respect of supervision are as follows:

- It must be undertaken by a person who is in regulated activity
- It must be regular and day to day
- It must be 'reasonable in all the circumstances to ensure the protection of students'

2. Visitors

All professional visits to the academy must be prearranged and agreed with the appropriate member of staff or a member of the SLT. The visitor must have a clear purpose that will be of benefit to the student.

The academy will positively background check those external supply agencies who are engaged to provide specific learning opportunities or experiences for students.

All visiting speakers must read and adhere to the Visiting Speakers Agreement (Appendix 1)

Any presentations by visitors must adhere to the following description:

- Any members of staff booking visitors should check to ensure beforehand that the presentation will be compliant with the following;
 - The presentation must be appropriate to the age and maturity level of the student audience
 - The content of the speech/presentation must support British Values, the academy values and contribute to preparing students for life in modern Britain
 - Any messages communicated to students do not seek to glorify criminal activity or violent extremism or seek to radicalise students through extreme or narrow views of faith, religion or culture or other ideologies
 - The visiting speaker must seek to avoid insulting other faiths or groups, within a framework of positive debate and challenge
- Activities are properly embedded in the curriculum and clearly mapped to schemes of work to avoid contradictory messages or duplication

3. Volunteers

Anyone offering to be a volunteer, either for a one-off event or on a more regular basis should approach the appropriate member of staff so that approval can be obtained before they start. Volunteers should complete the Volunteer Application Form (Appendix 2) with their contact details, references, type of activities they will help with and the times they are available to help.

Before starting to help in the academy, volunteers should complete the Volunteer Agreement (Appendix 3), which sets out the academy's expectations of volunteers and asks volunteers to confirm they have received and read a copy of this policy. We would also ask that each volunteer supplies 2 referees on their application form. If the activity is to become a regular activity, a DBS will also be required. If a DBS is not to be completed the headteacher must complete a Risk Assessment (Guidance may be sought from Central HR Services and details can also be found in the Keeping Children Safe in Education (KCSIE) document

Volunteers for off-site activities e.g., an academy trip will also need to complete the off-site visits agreement (Appendix 4)

4. Child Protection and Safeguarding

To ensure the safety of students at all times, volunteers will be categorised in these ways:

- One-off volunteers or visitors e.g. a visitor in assembly, a parent helping on an academy trip. A DBS check is not required although careful checking that the individual is suitable and is visiting for legitimate purposes will take place. This visitor will not be permitted to be in regulated activity with the student and will have an adult member of staff with them at all times.
- One-off volunteers or visitors who are working alone and unsupervised with students e.g. a theatre group or sports provider. These volunteers and visitors will be required to complete or provide proof of a DBS check. We are unable to have any volunteer in an academy working with students unless they have had a DBS check and have shown their certificate in academy. The number of this certificate will be recorded.
- Regular visitors or volunteers: This is defined as someone coming in more than once per half term. These volunteers will be required to complete or provide proof of a DBS check. We are unable to have any volunteer in an academy working with students unless they have had a DBS check and have shown their certificate in the academy. The number of this certificate will be recorded. If volunteers have a gap between visits to the academy of more than 3 months, they will be required to complete a new DBS check.

Volunteers are expected to comply with all statutory regulations whilst they are on the premises or undertaking any of their volunteering duties, including health and safety, equality, and data protection, which are outlined in the school policies.

The Headteacher or delegated supervisor will ensure that the induction includes an explanation of these policies and procedures and any other policies that are relevant to the volunteering work e.g. safeguarding policies

5. Confidentiality & Data Protection

All adults in an academy are bound by the Trust Data Protection Policy. All staff members, voluntary helpers and visitors should be aware that information relating to an individual student or members of staff is totally confidential. Whilst in an academy volunteers may hear conversations which are of a confidential nature. These cover aspects such as student's academic progress, misbehaviour, or home circumstances. All information relating to individual students and staff is totally confidential and volunteers must respect this.

Any concerns that volunteers or visitors have about the students they work with/come into contact with should be shared with the teacher and NOT with the parents of the student or any persons outside an academy. These comments, particularly if taken out of context can cause distress to the parents of the student if not heard directly from the academy. A situation may arise in an academy, where the duty to the student is greater than that to the parent. If a student discloses something, this

information should be shared promptly with the student's teacher, Safeguarding Lead or the Principal.

Volunteers or visitors who are concerned about anything another adult in the academy does or says should raise the matter with the Principal or another member of staff, in line with the Trust Whistle Blowing Policy.

6. Supervision

All regular volunteers work under the supervision of the teacher to which they are assigned. Although teachers retain responsibility for students at all times, this does not require volunteers to be in their direct supervision 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 student's behaviour or understanding of a task.

7. Health and Safety

Discovery has a Health and Safety Policy which is available on request. Teachers should ensure that volunteers and visitors are clear about emergency procedures (e.g. fire evacuation) and about any safety aspects associated with a particular task (e.g. using cookery equipment). Health & Safety requirements on the site should be made clear.

The school has a responsibility for the health and safety of volunteers and will provide any reasonable training required for the role, including health and safety training.

Volunteers should always follow the school's health and safety policies and procedures. They have a duty to take care of themselves and others who might be affected by their actions. Volunteers must report all accidents and 'near miss' incidents to their supervisor.

Volunteers must be advised that they are not permitted to act outside their authorised area of work. It is the responsibility of the supervisor to ensure that an appropriate risk assessment is undertaken for each volunteering opportunity identified.

The supervisor will ensure that volunteers are provided with appropriate guidance on any health and safety issues that arise.

If a volunteer attends an trip, their emergency contact details will be requested. Volunteers and visitors need to exercise due care and attention and report any obvious hazards or concerns to the teacher.

8. Use of Mobile Phones and Photographs

- Volunteers and visitors are required to turn phones off when volunteering in classrooms.
- Under no circumstances is mobile phone use permitted when helping with swimming or changing.
- Volunteers and visitors are not permitted to take photographs of students.
- Full reference should be made to the Trust E-Safety and Acceptable ICT Use Policy

9. **Complaints Procedure**

Any complaints made about a volunteer or visitor or by a volunteer or visitor will be referred to the Principal or investigation.

- The academy has the right to take the following actions:
- Speak with the volunteer or visitor about a breach in the volunteer agreement
- Offer an alternative placement
- Inform the volunteer or visitor that they are no longer required to help in an academy

10. **Recompense**

Volunteers are unpaid and will not be eligible to receive expenses (this excludes Work Placement Volunteers)

11. **Insurance**

The school will ensure that volunteers / visitors are covered for insurance purposes in respect of personal injury. The school also holds public liability insurance. The school's insurance will not cover unauthorised actions or actions outside the volunteering agreement.

12. **Dealing with problems**

- a) If a volunteer has any concerns or complaints regarding a pupil they must raise it immediately with their supervisor, this includes concerns over breaches in data security.
- b) All volunteers should be aware of safeguarding procedures for dealing with disclosure by a pupil.
- c) The supervisor will deal with any concerns or complaints raised in a timely manner in accordance with school policies.
- d) If the volunteer wishes to make a formal complaint this should be put in writing to their supervisor.
- e) If it is not possible to reach a solution the volunteer may raise the matter with the Headteacher or designated senior leader who will meet with the volunteer to discuss the issue raised and seek a solution.
- f) If a complaint is made about a volunteer, this will be notified to the volunteer in writing and the Headteacher will decide whether any action should be taken

13. **Volunteer's pack**

On commencing the voluntary role, the volunteer will be given an appropriate induction and (unless the volunteering opportunity is for a one-off event) a pack containing:

- General information about the school, as appropriate
- A copy of this volunteering policy
- A standard volunteering agreement
- Details of where the volunteer can access policies and procedures.
- A copy of the staff handbook
- A copy of volunteer guidance documents

14. Records

Personal data pertaining to volunteers will be processed as necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. A record of volunteers and associated documents, as appropriate will be maintained by the school in accordance with the General Data Protection Regulation (GDPR).

15. General Requirements for Volunteers and Visitors to School

On arrival

Notices are displayed indicating that all visitors are required to report to the School Reception. Volunteers and visitors must report to the School's Main Reception on arrival; they will be asked to sign in to receive a visitor's badge. Safeguarding and Fire safety information should be shared with all volunteers / visitors upon arrival.

If volunteers and visitors arrive before 8:00 am the member of staff responsible for arranging the visit must make appropriate arrangements to meet the volunteers/visitors and arrange for them to return to Reception as soon as it is open to sign in and collect their volunteer/visitor badge.

Departure

Volunteers and visitors must report to the School's Main Reception when leaving the School; they will be asked to sign out and to return their visitor's badge.

If visitors depart after 4:00 pm the member of staff hosting the visit should retain the visitor badge once the volunteers/visitors are ready to depart and return the badges to the office.

Monitoring

The Office is responsible for ensuring that the record of visitors is checked regularly, and any discrepancies accounted for. The Office staff should regularly check for non-returns of ID lanyards. This information should be reported to the Office Manager and/or Headteacher.

School pupils are to be regularly reminded that in the event of seeing a person they do not recognise and they are not displaying a visitor badge, they should tell a member of staff straight away. Similarly, staff should always approach someone they do not recognise who is not wearing a visitor badge and offer their assistance.

Visitors who should wear badges

- Those enquiring about admission to the School who leave the reception area
- Adults attending an employment interview.
- Teachers/pupils from other educational establishments other than those here for a sports fixture or such event where all members of the party are escorted at all times.
- Tutors of students on placement or work experience.
- Contractors working on site.
- Professional agencies.
- Former pupils.
- Advisory Board Members and Trustees.
- Guest/Visiting Speakers

Exceptions to Visitor Requirements

- Employees of the School.

- Pupils enrolled at the School.
- Registered School volunteers/helpers.
- Student teachers on placement at the School.
- Students on work experience at the School.
- Suppliers/contractors making deliveries or collections, provided they are not anywhere other than the delivery point.
- Parents/guardians dropping off or collecting pupils and who remain in the car park.
- Parents who have been invited to visit the School as part of a scheduled open day, special event, calendared event or scheduled performance by a class, team or group including sporting fixtures.
- Other adult participants in organized and school approved activities during out of school hours.
- All visitors who remain in the reception area.

16. Parents or visitors attending events

Parents or visitors who have been invited to visit the school as detailed in the 'Exceptions to Visitor Requirements' above are restricted to the areas of the school where the event is taking place.

Parents and visitors should only use the designated adult toilet facilities and must not access pupil toilet facilities. If they are in any doubt they should consult a member of staff.

It is expected that the organising member of staff will manage and supervise their visitors at all times.

17. Contractors

All contractors attending and working on site must be signed in and provided with a visitor's badge / lanyard. It is accepted that for safety reasons it is not always appropriate for contractors to wear the lanyard around their neck however the contractor must always have the lanyard on their person. The Premises Officer (or office manager in their absence) must ensure all relevant safeguarding, Asbestos and fire and safety information has been shared and signed for by the contractor (Contractors Log Signing in Sheet).

If the activity carried out by the contractor is for the purposes of the school and provides an opportunity to have contact with pupils at the school then an enhanced DBS certificate with barred list must be obtained otherwise the contractor must be supervised by a member of staff (usually the P.O.) at all times. **Under no circumstances should a contractor in respect of whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity.**

As a minimum this check should consist of an internet search engine search to identify and confirm the individuals background and identity, in line with current awareness of the speaker. School office managers should always ask if the individual has a DBS and ask to see it if the answer is yes.

It may be appropriate to gain an independent reference on the validity of the guest speaker and the suitability of the subject matter from other schools who may have had recent visits from the speaker, to further confirm the validity of the speaker.

All the checks are to be conducted discreetly and ahead of any confirmation of acceptance of the speaker to the school.

A formal register for the documentation of all guest speaker's checks should be held. The guest speaker will be asked to complete the agreement and guidelines for visiting speakers – [Appendix 3](#) in advance of the event.

On the day of the talk the organizing member of staff is required to meet the speaker in reception, request to see some form of identity (passport, driver license) and book the speaker in at reception ensuring they are issued with a visitor lanyard / badge. The guest speaker is always to be accompanied whilst on the school premises.

Toolkit

1. **VISITING SPEAKERS AGREEMENT – to be signed by all visiting speakers**
2. **VOLUNTEER APPLICATION FORM**
3. **VOLUNTEER AGREEMENT**
4. **OFF-SITE VISITS VOLUNTEER AGREEMENT**

18. Appendix 1:

VISITING SPEAKERS AGREEMENT – TO BE SIGNED BY ALL VISITING SPEAKERS

Discovery Schools Trust understand the importance of visitors and external agencies to enrich the experiences of our students. To safeguard our students, we expect all visiting speakers to read and adhere to the statements below.

The Visiting Speaker agrees to the following Terms and Conditions:

1. The presentation must be appropriate to the age and maturity level of pupils at the school.
2. Appropriate dress, language, and behaviour are always required.
3. The presentation must not incite hatred, violence or call for the breaking of the school rules.
4. The Visiting Speaker is not permitted to encourage, glorify, or promote any acts of terrorism including individuals, groups or organisations that support such.
5. The Visiting Speaker must not spread hatred and intolerance of any minority group/s in the community and thus aid in disrupting social and community.
6. The content of the speech/presentation must support British Values, Discovery Schools Trust Values and contribute to preparing students for life in modern Britain
7. Any messages communicated to students do not seek to glorify criminal activity or violent extremism or seek to radicalise students through extreme or narrow views of faith, religion or culture or other ideologies
8. The Speaker must demonstrate a commitment to adhere to the School's 'values and ethos'.
9. The content of the speech/presentation must make a positive contribution to pupils learning.
10. Visiting Speakers are not permitted to raise or gather funds for any external organisation or cause without express permission from the Headteacher.
11. Compliance with the School's Equal Opportunities (Equalities act 2010) and Safeguarding Policies.
12. School staff have the right and responsibility to interrupt and/or stop the presentation for any violation of this.
13. Evaluation will be made to determine the usefulness of the visitor/Speaker in relation to the curriculum.
14. I have read and understood these guidelines and agree to abide by them.

Activities are properly embedded in the curriculum and clearly mapped to schemes of work to avoid contradictory messages or duplication.

Visitors will also be accompanied by a member of staff at all times.

Signed (Visitor) _____

Print Name _____

Signed (Staff) _____

Print Name _____

Date _____

19. Appendix 2

VOLUNTEER APPLICATION FORM

Registration Form for Voluntary Helpers at Millgate School

You will appreciate that the academy must be particularly careful to enquire into the background of individuals who have access to the 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.

Personal Details

Surname Title (Mrs/Miss/Ms/Mr)

Previous Name(s) _____ Date of Birth ____/____/____

Forename(s) _____

Address _____

Telephone No. _____

1. Area/Activities of interest:

2. Work/Voluntary Experience (Last 3 years) Employer's name and dates of employment

3. Health

Do you have any specific medical condition which may require the need for reasonable adjustments?

Please delete as appropriate Yes / No

If Yes, please give details _____

4. References

Please supply the names and addresses of referees (cannot be friends or relatives)

First Referee	
Full Name:	
Address:	
email:	
tel no:	
Job title:	Relationship to Applicant:
Second Referee	
Full Name:	
Address:	
email:	
tel no:	
Job title:	Relationship to Applicant:

5. Criminal Convictions

Do you have any criminal convictions or any pending? Yes / No (Please delete as appropriate).

If yes, please give details. (A prior or pending criminal conviction may not prevent you from volunteering but failure to disclose relevant information may result in an unsuccessful application.)

6. Personal Declaration:

I hereby apply to become a volunteer at Millgate School and I consent to the details on this form being held by the school as a record that appropriate checks have been carried out. I also agree to abide by all school Health & Safety, GDPR, Child Protection/Safeguarding policies together with guidelines and risk assessments and understand that I have a responsibility for my own and others Health & Safety while volunteering with the school.

Signed _____ Date _____

(Voluntary Helper)

20. **Appendix 3.**

VOLUNTEER AND VISITOR AGREEMENT

Thank you for offering your services as a volunteer with Millgate School. Your offer of help is greatly appreciated, and we hope that you will both gain from and enjoy your experience here.

Please read and sign this Volunteer and Visitor Agreement Sheet and hand it in at the school office.

You will receive a copy of it for your records.

Name of volunteer _____

Name of Supervisor _____

Date voluntary work will commence _____

Date voluntary work will end _____

Outline of main tasks/activities that the volunteer will be involved in

Declaration

- I have received a copy of the Millgate School's Volunteer and Visitors Policy
- I agree to treat information I learn from being a Volunteer in the school as confidential
- I understand that I, by agreement with the school, may be required to undergo a DBS check to advise the school of my suitability as a volunteer.
(If you already have a DBS Certificate, please show it to the school office)
- I have read the required documents relating to safeguarding and provided all appropriate verification document (eg photo ID: passport or driving licence, proof of address; utility bill or bank statement)
- I agree to abide by the school's policies and procedures
- I agree to work only as directed by school staff.

Signed _____

Print Name _____

Signed _____ (member of school staff)

Position _____

Date _____

21. Appendix 4:

OFF-SITE VISITS VOLUNTEER AGREEMENT

Trips are an integral part of learning and afford many students opportunities which are outside their usual experiences. We are pleased that you have come forward as a volunteer helper: you will have an important role to play in the success and safety of this school trip.

Please read and return this appendix, and sign and return the helper's slip.

This is part of our academy's risk assessment planning.

Role of the Volunteer Helper

- To be responsible for and look after, in equal measure, all of the students in your group
- To stay with your allocated group of students, ensuring that their well-being and safety is maintained for the total duration of the academy trip.
- To promote polite, respectful and courteous behaviour towards each other and members of the general public. We all go as ambassadors of our academy!
- To ensure that your group keep up with the body of the academy visit party, be it walking, entering or exiting from transportation or following speakers for the trip
- To contact your student's teacher/member of staff immediately if there are issues with first aid, safety and/or behaviour

Working alongside academy staff Academy staff expect volunteer helpers to:

- Comply with all of the above whilst being under the direct line management of academy staff
- Show a commitment to their group, an interest in the focus of the visit and assist students in their learning by helping them to read signs/labels/information, asking questions that encourage students to think about the task and help to explain areas of interest
- Follow guidance from the academy staff.

What is not permitted:

- Volunteer helpers are not allowed to bring additional siblings on the academy trip.
- Volunteer helpers are not allowed to re-organise academy visit groups.
- Volunteer helpers are not allowed to smoke, drink alcohol or engage in any illegal practices.
- Volunteer helpers are not permitted to take photographs of students.
- Volunteer helpers are not allowed to give/buy their group treats e.g., ice-creams, biscuits, sweets – before, during or after the academy trip.
- Volunteers are not allowed to touch or reprimand students but should speak to an academy staff member if there are any difficulties. If you need to move a student or gain a student's attention we always use their name and under no circumstances are we to come into physical contact with a student.

First Aid

For each group on the academy visit, there will be at least one qualified first aider. You will be informed if any student in your group has medication/needs. If medicine needs to be administered, this will be done by a member of staff. Under no circumstances will a volunteer be asked to administer medication of any kind. All other medicines and first aid box(es) will be carried by staff.

Emergencies

You are expected to inform a member of staff as soon as possible. If you have become separated from the rest of the school party, please telephone one of the members of staff on your contact list or telephone the school.

I have read the Volunteer and Visitors Policy I agree to the terms and conditions as stated in the policy I will support the young people in enjoying the trip and actively contribute to the smooth running of the occasion. Signed : _____ Date : _____

