EAVES PRIMARY SCHOOL

Visitor and Volunteer Policy

Policy owner: Headteacher / Designated Safeguarding Lead

Date prepared: November 2026

Approved by: Governing Body – Approved 24.11.2026

Next review: November 2027, or sooner if guidance changes

1. Purpose and scope

Eaves Primary School welcomes visitors and values the contribution of volunteers. Our first responsibility is to safeguard pupils. This policy applies to parents and carers attending school activities, occasional and regular volunteers, visiting professionals, external speakers, contractors, governors and other adults attending the premises. Requirements depend on the purpose of the visit and the activities undertaken; not every visitor is a volunteer.

2. Responsibilities

The governing body oversees effective safeguarding arrangements. The Headteacher authorises visits and volunteer placements and ensures proportionate checks and risk assessments. The DSL, Mrs Lloyd, advises on safeguarding concerns and induction. DDSLs are Mrs Lawrenson, Mrs Leavesley and Mrs Bowles. Office staff maintain arrival/departure records and alert a senior leader if identification, checks or visit arrangements are unclear. Staff hosting visitors retain responsibility for pupil supervision.

3. Booking, arrival and identification

Visits should normally be agreed in advance with a named school contact. All visitors report to the main office, state the purpose of their visit, provide identification where appropriate, sign in and wear the school-issued visitor identification visibly. They must sign out and return passes on departure. Unexpected visitors must not access pupils or teaching areas until authorised. Visitor passes do not themselves demonstrate that safeguarding checks have been completed. Staff challenge any unidentified adult politely and report concerns immediately.

4. Safeguarding information and conduct

Visitors and volunteers receive safeguarding information proportionate to their role, including the DSL contact, how to report a concern promptly, fire/evacuation arrangements, site safety and expectations of professional conduct. Adults must not promise confidentiality to a child, investigate disclosures themselves or photograph, film or share pupil information without express school permission. Personal mobile phones must not be used to photograph pupils. Any concern about a child is passed to the DSL without delay; immediate danger requires emergency services. Concerns or allegations about an adult are reported to the Headteacher; allegations about the Headteacher are reported to the Chair of Governors, following the school allegations policy and LADO procedures.

5. General visitors and parents attending events

Parents/carers attending assemblies, performances, sports days, meetings or similar events are visitors, not automatically volunteers. The school must not seek DBS or barred list checks simply because they are attending such events. The Headteacher determines proportionate escorting, supervision and access controls based on the activity and site arrangements. Pupils must not be sent alone to escort an unvetted visitor around the school.

6. Visiting professionals and external organisations

For professional visitors, including social workers and educational psychologists, school staff check identity and obtain assurance that appropriate safeguarding checks have been completed by their employer or organisation; they do not ordinarily request to view the DBS certificate where the employer confirms the checks. Visiting speakers and organisations are assessed for suitability, educational value, age-appropriateness and safeguarding risks before engagement. Sessions are overseen by a member of school staff. External providers do not automatically gain unsupervised access to pupils.

7. Contractors and site workers

Contractors are identified on arrival and the school confirms appropriate checks through their employer or other lawful route in line with KCSIE 2026. Contractors without the required checks are appropriately supervised and prevented from unsupervised contact with children. Works are planned to manage access, barriers, safeguarding, fire safety and site hazards. Contractor identification and access are checked each visit.

8. Volunteer recruitment and suitability

All proposed volunteers must be approved before starting. The school records a written, role-specific risk assessment considering the nature and frequency of work, contact with children, known information about the applicant, references where appropriate, the eligibility and level of DBS check and any safeguarding or supervision arrangements. Appropriate identity checks, references and induction are undertaken proportionately. No unchecked volunteer may be left unsupervised with pupils or undertake regulated activity.

9. Regulated activity and the September 2026 change

From 1 September 2026, supervision no longer exempts a volunteer from regulated activity where they teach, train, instruct, care for or supervise children frequently (more than three days in a 30-day period) or overnight; certain personal care activities can qualify regardless of frequency. The school must obtain an enhanced DBS check including children's barred list information for volunteers undertaking regulated activity, even where they are supervised. For volunteers outside regulated activity, the school makes and records a proportionate decision on lawful checks. A barred list check must only be requested where legally permitted. Existing volunteer arrangements must be reviewed against the revised definition; supervision alone is not a substitute for the required check.

10. Volunteer induction and ongoing oversight

Before beginning, volunteers are briefed on the school's safeguarding arrangements, reporting routes, behaviour expectations, confidentiality, boundaries, equality, health and safety, and any role-specific needs. The school identifies a supervising member of staff, agrees duties and reviews arrangements if the role or frequency changes. Volunteers should not administer intimate care, manage behaviour alone, transport pupils, communicate privately with pupils online or undertake other higher-risk tasks unless specifically authorised, appropriately checked and risk assessed.

11. Records, confidentiality and information sharing

The school retains visitor logs and relevant volunteer applications, written risk assessments, evidence of checks and induction records securely in accordance with its retention schedule and data protection requirements. Checks are recorded in the Single Central Record where required by statutory guidance; other volunteer records are maintained appropriately. Visitors and volunteers only access personal information necessary for their authorised duties and must not discuss pupil or family information outside school.

12. Emergencies, incidents and safeguarding concerns

Visitors follow instructions from staff during fire alarms, lockdowns or other incidents. Hosts and office staff account for visitors using the sign-in record. Any injury, near miss, security breach or safeguarding concern is reported immediately using the school's established procedures. Where an adult's conduct may meet the harm threshold, the school follows KCSIE Part Four and local LADO arrangements; lower-level concerns are managed under the relevant school policy.

13. Monitoring and review

The Headteacher and DSL review the effectiveness of visitor controls and volunteer arrangements, including induction, written risk assessments, DBS eligibility and changes in role or frequency. Governors receive assurance through safeguarding monitoring. This policy is reviewed annually and earlier if statutory guidance or school circumstances change.

Appendix A — Visitor arrival checklist

Confirm purpose and host; verify identity as appropriate; confirm professional/contractor assurance where required; sign in and issue correct pass; provide safeguarding and emergency information; agree supervision and permitted areas; sign out and return pass.

Appendix B — Volunteer approval checklist

Agree role, duties and frequency; complete and retain written risk assessment; decide whether regulated activity applies under September 2026 rules; obtain lawful DBS/barred list checks where required; complete identity and other proportionate suitability checks; record induction and supervisor; authorise start date; review if duties change.