



South Hetton Primary School

Visitors & Volunteers Policy



Date Reviewed	September 2026
Next Review Date	September 2027

South Hetton Primary School is committed to providing a welcoming, inclusive and secure environment for pupils, staff, visitors and volunteers. We value the important contribution that visitors and volunteers make to the life of the school and the education of our pupils. However, the safety and wellbeing of every child is our highest priority.

This policy outlines the procedures for visitors and adult volunteers to ensure that safeguarding, child protection, health and safety, and confidentiality requirements are consistently maintained.

1.2 Scope

This policy applies to all visitors and volunteers attending South Hetton Primary School. It should be read alongside the following school policies:

- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Online Safety Policy
- Acceptable Use Policy
- Mobile Phone and Smart Device Policy
- Health and Safety Policy
- Data Protection (UK GDPR) Policy
- Behaviour Policy

This policy is informed by:

- Keeping Children Safe in Education (KCSIE) (current edition)
- Working Together to Safeguard Children (current edition)
- The Prevent Duty Guidance
- The Equality Act 2010
- UK General Data Protection Regulation (UK GDPR)

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2. Categories of Adults on Site

Adults working or visiting the school may include, but are not limited to:

2.1 School Employees

- Teachers
- Teaching Assistants
- Higher Level Teaching Assistants (HLTAs)
- Apprentices
- Caretaker
- Cleaning Staff
- Lunchtime Supervisors
- Office Staff

2.2 Adults Employed by Other Organisations

- Peripatetic Music Teachers
- Trainee Teachers
- Sports Coaches
- Local Authority Advisers
- Ofsted Inspectors
- Health Professionals
- Social Workers
- Educational Psychologists
- Grounds Maintenance Staff
- Contractors (e.g. electricians, heating engineers)

2.3 Volunteers

- Parents and carers
- Community volunteers
- Governors undertaking voluntary work
- Students on work experience
- University or college placement students

3. Adult Volunteers

3.1 Role of Volunteers

Volunteers make an important contribution to school life by supporting teaching and learning. Their activities may include:

- Supporting individual pupils
- Hearing pupils read
- Preparing classroom resources
- Assisting with classroom organisation
- Supporting small group activities
- Helping during educational visits
- Supporting library sessions
- Assisting with practical subjects such as art and design

Volunteers work under the direction and supervision of a member of school staff at all times unless alternative arrangements have been agreed by the Headteacher.

The class teacher remains responsible for the health, safety, behaviour and welfare of all pupils.

3.2 Volunteers Must Not

Volunteers must not:

- Take responsibility for a class.
- Plan or deliver lessons independently.
- Administer medication.
- Change pupils or supervise them changing.
- Escort pupils off site without a member of staff.
- Supervise PE or other specialist activities without staff supervision.
- Undertake any regulated activity unless appropriately vetted and authorised.

4. Visitor Procedures

All visitors must:

- Report to the main reception on arrival.
- Present photographic identification if requested.
- Sign in using the electronic visitor management system.
- Read the visitor safeguarding information displayed at reception.
- Wear a visitor identification badge at all times.
- Return their visitor badge and sign out before leaving.

Visitors whose identity cannot be confirmed may be refused entry.

Contractors may be required to provide evidence of appropriate DBS clearance where applicable.

Visitors should remain with their host unless alternative arrangements have been authorised by the Headteacher.

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Visitors should remain with their host unless alternative arrangements have been authorised by the Headteacher.

5. Safeguarding Responsibilities

Safeguarding is everyone's responsibility.

All visitors and volunteers are expected to:

- Follow the school's safeguarding procedures at all times.

- Report any concerns about a child's welfare immediately to the Designated Safeguarding Lead (DSL) or a Deputy DSL.
- Never promise confidentiality to a child who makes a disclosure.
- Report any allegation against a member of staff immediately to the Headteacher.
- Follow staff instructions regarding supervision and pupil safety.
- Avoid situations where they are alone with a child wherever possible.

Photographs of the Designated Safeguarding Lead and Deputy Designated Safeguarding Leads are displayed in the school reception area.

6. DBS Checks and Vetting

The school follows all statutory safer recruitment requirements.

Volunteers who undertake regulated activity or who regularly work with children may require an Enhanced Disclosure and Barring Service (DBS) check in accordance with current safeguarding legislation.

The Headteacher will determine the appropriate level of vetting and supervision based upon:

- the nature of the volunteer role;
- frequency of visits;
- level of contact with pupils; and
- current statutory guidance.

An Enhanced DBS check does not automatically permit unsupervised access to pupils. Appropriate supervision arrangements will always be determined by the Headteacher.

The Headteacher reserves the right not to accept the services of any volunteer where it is considered not to be in the best interests of pupils.

7. Deployment of Volunteers

Volunteers will be deployed according to the needs of the school and the skills and experience of the volunteer.

Typical duties may include:

- Preparing classroom resources
- Photocopying and administrative support
- Supporting individuals or small groups
- Listening to pupils read
- Assisting during educational visits

Where possible, parent volunteers will not normally be placed within their own child's class to avoid potential conflicts of interest or distraction.

8. Professional Conduct

Visitors and volunteers are expected to maintain high standards of professional behaviour.

They must:

- Treat all pupils fairly and with respect.
- Maintain appropriate professional boundaries.
- Use appropriate language at all times.
- Follow school routines and behaviour expectations.
- Respect the authority of school staff.
- Dress appropriately for working within a primary school.

Visitors and volunteers must not:

- Exchange personal contact details with pupils.
- Communicate with pupils via social media.
- Give gifts to individual pupils without permission.
- Use inappropriate physical contact.
- Engage in behaviour that could undermine professional boundaries.

9. Confidentiality and Data Protection

Visitors and volunteers may become aware of confidential information relating to pupils, families or staff.

Such information must:

- remain confidential;
- not be discussed outside school;
- only be shared with appropriate school staff where necessary for safeguarding purposes.

Visitors and volunteers must comply with the school's Data Protection Policy and UK GDPR requirements.

10. Mobile Phones, Photography and Online Safety

Visitors and volunteers must comply with the school's Online Safety Policy, Acceptable Use Policy and Mobile Phone Policy.

Personal mobile phones, cameras, smart watches or recording devices must not be used to photograph, film or record pupils unless authorised by the Headteacher for legitimate educational purposes.

Personal devices should remain out of sight during visits unless required in an emergency.

11. Health and Safety

All visitors and volunteers must:

- Follow the school's Health and Safety procedures.
- Familiarise themselves with emergency evacuation procedures.
- Follow lockdown procedures where instructed.

- Report accidents, hazards or near misses immediately.
- Follow first aid arrangements and staff instructions.

Smoking, vaping and the use of alcohol or illegal substances are prohibited anywhere on the school site, including the car park.

12. Equality

South Hetton Primary School is committed to ensuring that this policy is applied fairly and consistently in accordance with the Equality Act 2010.

No visitor or volunteer will be treated less favourably on the grounds of any protected characteristic.

13. Monitoring and Review

The Headteacher is responsible for the day-to-day implementation of this policy.

The Governing Body will receive an annual report summarising:

- the use of volunteers within the school;
- any safeguarding issues relating to visitors or volunteers;
- recommendations for improvement.

This policy will be reviewed annually or sooner if required by changes in legislation, statutory guidance or school procedures.

Protocol for Visitors and Adult Volunteers

Visitor and Adult Volunteer Protocol

Welcome to South Hetton Primary School.

Safeguarding and promoting the welfare of children is everyone's responsibility. We ask all visitors and volunteers to follow the guidance below during their visit.

On Arrival

- Report to Reception.
- Present identification if requested.
- Sign in using the electronic visitor system.
- Wear your visitor badge at all times.
- Read the safeguarding information displayed in reception.

Visitors without identification or a legitimate reason for visiting may be refused entry.

During Your Visit

- Remain with your host unless authorised otherwise.
- Follow staff instructions.
- Treat all pupils equally and respectfully.
- Maintain professional boundaries.
- Follow classroom routines.
- Respect confidentiality.
- Never use personal mobile phones or cameras where pupils are present.
- Never post information or photographs relating to pupils or the school on social media.

Safeguarding

- If a child makes a disclosure;
- If you witness concerning behaviour; or
- If you have any concerns regarding a child's welfare,

report this immediately to the Designated Safeguarding Lead (DSL) or a Deputy DSL.

Do not investigate concerns yourself.

Do not promise to keep information secret.

Fire and Emergency Procedures

If the fire alarm sounds:

- Leave the building immediately by the nearest exit.
- Follow staff instructions.
- Proceed to the designated assembly point.
- Do not re-enter the building until instructed.

If a lockdown is initiated, follow staff instructions immediately.

Health and Safety

- Report any accidents immediately.
- Inform a member of staff if you require first aid.
- Report hazards as soon as possible.

Smoking and vaping are prohibited anywhere on the school premises, including the car park.



Mrs Mayo
DSL



Mr Ruddick
Deputy DSL



Mrs Smith
Deputy DSL for KS2



Mrs Hill
Deputy DSL for KS1



Mrs McHugh
Deputy DSL for EYFS

As a visitor, please contact the Main Reception with any issues or queries. The issue will immediately be addressed and communicated to our Designated Safeguarding Lead Teacher.

If you are not satisfied that your concerns are being taken seriously it is your responsibility to take action. Please ring First Contact on 03000 267979 and tell them your concerns.

Thank you for helping us maintain a safe, secure and welcoming environment for every child at South Hetton Primary School.