



Volunteer and Visitor Policy 2026

Completed by: Mrs Norris (Headteacher)

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Stanley Crook Primary School

Volunteer and Visitor Policy

The aim of this policy is to:

- To provide parents/staff and volunteers with clear expectations, induction and guidelines for working in school.
- To encourage the wider community to engage with children's learning to raise standards of achievement and promote community cohesion.
- To ensure the highest standards of safeguarding for our pupils by a shared knowledge of procedures.

1. Introduction

Volunteers are parents or other adults working alongside the school staff and students on work experience. Thank you for volunteering to help our support our school community.

At Stanley Crook Primary School we welcome those wishing to help in the school and value the contribution they make to school life. We believe that the involvement of parents, carers and volunteers in children's education is vital and we encourage active participation in many ways. Some volunteers come to school to help with a variety of tasks such as ICT, art, cooking, and especially reading, and usually work with individuals or small groups in specific classes. In addition, volunteers often help when the children are taken on educational visits outside school.

These guidelines have been written to ensure that for all concerned – volunteers, teachers and children - the experience is positive and rewarding.

Legislation and Guidance

This policy has been written with regard to:

- Keeping Children Safe in Education (KCSIE 2026)
- Working Together to Safeguard Children
- The Prevent Duty Guidance
- The Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018 and UK GDPR
- Health and Safety at Work Act 1974
- Durham Safeguarding Children Partnership procedures
- Durham County Council safeguarding guidance for schools

2. Aims and Ethos

Stanley Crook Primary is a good school with wonderful pupils and a great staff and governor team. Our vision is to develop a learning community in which everyone is supported in becoming a caring, collaborative, critical and creative thinker. As an inclusive school we celebrate diversity and value the achievements of all children. We are committed to providing the greatest possible access for all children by providing a broad, balanced and differentiated curriculum which is appropriate for

meeting their needs. We particularly want to ensure that parents and pupils are fully participative in the process.

This mission statement and vision, agreed by all, is key to the way we work and we expect all staff, governors and volunteers to be committed to it, in total agreement with it, and to work hard to achieve it!

3. Safeguarding and Safer Recruitment

The school is committed to safeguarding and promoting the welfare of children and expects all staff, governors, volunteers and visitors to share this commitment.

All volunteers will:

- receive safeguarding information appropriate to their role;
- be informed of safeguarding reporting procedures;
- understand their duty to report concerns immediately;
- be made aware of the school's Child Protection and Safeguarding Policy;
- receive relevant information regarding the Prevent Duty;
- understand expectations regarding professional conduct and boundaries.

The Headteacher reserves the right to refuse or terminate volunteering arrangements where this is considered necessary to protect pupils or staff.

Checks on Volunteers

The school will undertake a risk assessment to determine the level of checks required.

Depending upon their role, volunteers may require:

- identity checks;
- references where appropriate;
- an enhanced DBS check;
- an enhanced DBS check with barred list information where regulated activity is undertaken;
- safeguarding induction.

All checks undertaken will be recorded appropriately, including on the school's Single Central Record where required.

Reporting Concerns

Volunteers and visitors must immediately report:

- safeguarding concerns;
- disclosures;
- signs of abuse or neglect;
- concerns relating to peer-on-peer abuse;

- concerns relating to online safety;
- concerns relating to extremism, radicalisation or the Prevent Duty;
- allegations against staff or volunteers.

Visitors and volunteers must never investigate concerns themselves.

Online Safety

Volunteers and visitors must:

- follow the school's Online Safety Policy;
- not access inappropriate content using school systems;
- not communicate electronically with pupils outside approved school systems;
- not take photographs, videos or recordings unless specifically authorised by the Headteacher.

4. Deployment of Volunteers

Volunteers will be asked to support in classes/areas of the school where there is the most need for support. Parent volunteers should be aware that they will not always be able to work in their child's class as for some children this can be distracting for the child and perhaps can place the class teacher in a difficult situation. If this is the case, we may ask you to help in a different class or area of the school. This is entirely at the Headteacher's discretion. It is helpful if you can explain to your child that you will be coming into school to help all of the children and that he/she will not always be able to work with you. We may from time to time ask you to support another class during a visit if extra adults are required for a specific activity (e.g. supporting practical science work).

5. Volunteer Roles in School

Many of the activities that we ask you to help with are the sorts of things that parents do with their own children at home. We might ask you to become involved in a variety of activities such as:

- Sharing books
- Working on the computer;
- Playing games;
- Making things;
- Cooking;
- Gardening;
- Sewing;
- Topic related studies;
- Coming with us on visits

Educational Visits

When supporting educational visits, volunteers must:

- follow the Visit Leader's instructions;
- comply with risk assessments;
- remain under the direction of school staff;
- never undertake unsupervised responsibility for pupils unless specifically authorised.

The teacher will give you:

- Clear guidelines about the activity;
- All the materials you need.

Professional Conduct

Volunteers and visitors must:

- maintain appropriate professional boundaries;
- treat all pupils fairly and respectfully;
- avoid physical contact except where necessary to prevent harm;
- not exchange personal contact details with pupils;
- not engage with pupils through social media;
- follow staff instructions

6. Procedures and Protocols

Visitors

All visitors must:

- report to the school office upon arrival;
- sign in using the school's visitor system;
- provide identification if requested;
- wear a visitor badge at all times;
- follow safeguarding and health and safety instructions;
- remain under appropriate supervision where necessary.

Visitors must not access classrooms or other areas of the school without permission.

Unknown visitors will be challenged appropriately.

Confidentiality

It is very important that all staff, parent volunteers and other adults working in the school work to a policy of confidentiality. While in school you are likely to become aware of issues relating to individual children. You may see children struggling with work, be upset or misbehaving or hear/see other information concerning a child while you are with us in school. It is vital that you do not share anything about specific children with friends or family or a child's parent if you know them. The teachers here have the responsibility of informing parents of any concerns about a child. Volunteers working in classrooms do so on the understanding that they support the teaching staff and will not pass opinion on such matters as discipline or teaching styles outside the school. If you ever have any concerns about a child, please speak to the class teacher as soon as possible after the disclosure in an appropriate setting so that others cannot overhear.

Safeguarding concerns including those regarding the Prevent Duty about a child must be shared immediately with one of the designated officers for child protection as soon as possible after the disclosure.

The Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Leads (DDSLs) are identified in the school's Child Protection and Safeguarding Policy and on safeguarding notices displayed throughout the school.

Volunteers and visitors must comply with:

- UK GDPR;
- Data Protection Act 2018;
- the school's Data Protection Policy.

Information learned whilst volunteering must not be shared outside school unless required as part of safeguarding procedures.

Guidelines for Supporting Children in School

- It is vital to encourage the children to talk about what they are doing in order to support them in using the correct vocabulary.
- There is no rush. We give the children plenty of time to complete a task and they will often need to return to it over several occasions.
- Always encourage the children to do things for themselves. It is important that they are independent and although some children may need help and supervision, the end result should always be their own work. Please don't be tempted to do the work for them! The learning that goes on while the children are doing an activity is often much more important than the end product!
- When playing games with the children, try and encourage the idea of taking turns, sharing and being a good loser.
- It is important that all children in school are given equal time and attention.
- Please do not lift, carry or move a child in any way.

Housekeeping

- **Mobile Phones:**

Visitors and volunteers must keep personal mobile phones out of sight while working with pupils. Mobile phones must not be used to photograph, record or communicate with pupils. Where appropriate, the school may require phones to be stored securely.

- **Tea / Coffee arrangements:**

If you are in school over the break period, there are tea and coffee making facilities for visitors in the staffroom which you are welcome to use.

- **Photocopier:**

The photocopier is located in the school corridor. You may be asked to use this machine to support the class teacher in preparing resources. Please ask in the school office if you are unsure of how to use it.

- **First Aid**

Volunteers and visitors must not administer first aid unless specifically trained, authorised and directed to do so by the school.

- **Fire alarm**

If the fire alarm sounds, please make your way safely to the nearest exit, guiding the child you are working with if away from the main class area

- **Attendance**

If you find that you are not going to be able to come into school on a particular day, it is really helpful to know in advance, even if that's only a phone message on the morning in question.

Equality

The school welcomes volunteers and visitors from all backgrounds.

The implementation of this policy will comply with:

- Equality Act 2010;
- Public Sector Equality Duty.

Reasonable adjustments will be made where required.

Monitoring and Review

The Headteacher will monitor implementation of this policy.

The Governing Body will review the effectiveness of visitor and volunteer arrangements annually as part of the school's safeguarding assurance processes.

References

Occasionally, volunteers ask the school to provide a written reference when they are seeking employment. We stipulate a minimum qualifying period of three months attendance of regular volunteering (e.g. once a week) before we feel able to provide a work-based reference. We believe that this is fair to both prospective employers and candidates.

Thank you!

In case we forget to say so, please be assured that we really do appreciate your help (we may sometimes forget to say so because we are busy, but we do!!)
If you have any worries or queries, or any good ideas on how we can improve something, please let us know - we are always willing to listen.