

St. Mary and St. John Catholic Primary School

VISITORS AND VOLUNTEERS POLICY



In the light of Jesus we learn to shine.

Reviewed and Ratified on: September 2025

Signed (Chair of Governors): *Angela Whitney*

VISITORS AND VOLUNTEERS POLICY

Visitors and volunteers at our school bring with them a wealth of skills and experience that can enhance the learning opportunities of the children. St Mary and St John Catholic Primary School welcomes and encourages them.

Visiting and Becoming a Volunteer

We have many requests from a variety of people who wish to visit or volunteer. These may be parents of children at St Mary and St John, members of the local community or individuals interested in pursuing a career with children. It is important that we keep track of who is working in our school, where they are placed and for how long they will be with us. For this reason, all requests from visitors and volunteers should be directed to the Deputy Head/Headteacher who has responsibility for the organisation and/or placement of such individuals. Volunteers are required to complete a personal information form and provide school with a character reference if they are unknown to school.

Aims and Values

All adults who work in our school, whether a paid member of staff or volunteer, are expected to work and behave in such a way as to actively support our school aims and values listed below.

- We aim to safeguard and promote the welfare of all children in our care by providing an environment in which they are safe and secure and can be supported in their physical and emotional needs.
- We aim to provide a happy and healthy school environment where children and adults respect each other and take responsibility for their own actions.
- We support a policy of inclusion, where there are equal opportunities for all.
- We will provide a curriculum that is broad and balanced, that will help children prepare for the opportunities and responsibilities that are needed for now and later in life.
- We expect everyone to achieve high standards of work and behaviour both inside and outside school.
- We will encourage the children to develop spiritually, morally, culturally, mentally and physically.
- We strongly believe that communication is crucial between all staff, parents and children and we will foster an ethos of openness whilst maintaining appropriate confidentiality.

Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns that visitors and volunteers may have about the children they come into contact with should only be discussed with the class teacher. Visitors and volunteers concerned about what another adult in the schools says or does, should raise the matter directly with the head or deputy head teacher.

Supervision

All visitors and volunteers are under the supervision of a member of staff. Teachers retain responsibility for the children at all times. Visitors and volunteers should have clear guidance from the teacher as to how an activity involving children may be carried out and what the expected outcomes of any activity are. Visitors and volunteers are encouraged to speak to the teacher if they have a query about any aspect of a child's understanding or behaviour.

Health & Safety

The school has a Health and Safety Policy available on request from our school office. Visitors and volunteers should make themselves aware of any emergency procedures (e.g. what to do in the case of a fire alarm) and about any safety issues associated with a particular task (e.g. during a practical task). Visitors and volunteers are asked to exercise due care and attention and report any obvious hazards or concerns to the class teacher.

Safeguarding Children

The welfare of our children is paramount. To ensure the safety of our children we adopt the following procedures;

- I. All visitors and volunteers are made aware of the Visitors and Volunteers Policy.
- II. Visitors and volunteers must wear an identification sticker whilst on the premises
- III. All visitors and volunteers must sign into the Sign in App on arrival at school. They will then be required to read all relevant policies (available on the front desk at reception) and provide Track and Trace contact details, in line with COVID guidance.
- IV. Visitors and volunteers must follow the COVID guidance within the Risk Assessment.
- V. Anyone visiting or volunteering on a regular basis and who has substantial access to children *must* have a full, up to date DBS certificate.
- VI. The school reserves the right to ask for a character reference if necessary.

Complaints Procedure

Any complaints about a visitor or volunteer will be referred to the head or deputy head teacher. Any complaints made by a visitor or volunteer will also be referred to the head or deputy head teacher.

The head reserves the right to take the following actions:

- I. To speak with the individual about a breach of our agreement and seek reassurance this will not happen again
- II. Offer an alternative placement in another class
- III. Inform the visitor or volunteer that the school no longer supports their attendance at school.

Monitoring and review

This policy has been approved by the governing body and will be reviewed every 2 years or in the light of new guidance from the DFE or LA.

Privacy Notice

Privacy notice for visitors to school is in place. See next page.

Privacy Notice for Visitors

This privacy notice describes how we collect and use personal information about you during and after your visit with us, in accordance with the UK General Data Protection Regulation (UK GDPR).

Following Brexit, Regulation (EU) 2016/679, General Data Protection Regulation (GDPR) is retained EU law and known as UK GDPR. The UK GDPR sits alongside an amended version of the Data Protection Act 2018 that relate to general personal data processing, powers of the Information Commissioner and sanctions and enforcement. The GDPR as it continues to apply in the EU is known as EU GDPR.

It applies to all current and former visitors and contractors.

Who Collects this Information

St Mary and St John Catholic Primary School is a "data controller." This means that we are responsible for deciding how we hold and use personal information about you.

We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice does not form part of a contract to provide services and we may update this notice at any time.

It is important that you read this notice, with any other policies mentioned within this privacy notice, so you understand how we are processing your information and the procedures we take to protect your personal data.

Data Protection Principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

Categories of Visitor Information we Collect, Process, Hold and Share

We process data relating to those visiting our school (including contractors). Personal data that we may collect, process, hold and share (where appropriate) about you includes, but not restricted to:

- Personal information and contact details such as name, title, addresses, date of birth, marital status, phone numbers and personal email addresses;
- Criminal records information as required by law to enable you to work with children e.g. DBS checks;
- Information relating to your visit, e.g. your company or organisations name, arrival and departure time, car number plate;
- Information about any access arrangements you may need;
- Photographs for identification purposes for the duration of your visit;
- CCTV footage captured by the school.

How we Collect this Information

We may collect this information from you, the Home Office, the DBS, other professionals we may engage (e.g. to advise us generally), our signing in system, automated monitoring of our websites and other

technical systems such as our computer networks and connections, CCTV and access control systems, remote access systems, email and instant messaging systems, intranet and internet facilities.

How we use your Information

We will only use your personal information when the law allows us to. Most commonly, we will use your information in the following circumstances:

- Where we need to perform the contract we have entered into with you;
- Where we need to comply with a legal obligation (such as health and safety legislation, under statutory codes of practice and employment protection legislation);
- Where it is needed in the public interest or for official purposes;
- Where it is necessary for our legitimate interests (or those of a third party) and your interests, rights and freedoms do not override those interests.
- When you have provided us with consent to process your personal data.

We need all the categories of information in the list above primarily to allow us to perform our contract with you, with your consent and to enable us to comply with legal obligations.

The situations in which we will process your personal information are listed below:

- Ensure the safe and orderly running of the school;
- To manage our workforce and those deployed on site;
- Personnel management including retention
- In order to manage internal policy and procedure;
- Complying with legal obligations;
- Carry out necessary administration functions to allow visitors and contractors on site;
- To monitor and manage access to our systems and facilities in order to protect our networks and for the purposes of safeguarding;
- To monitor and protect the security of our network and information, including preventing unauthorised access to our computer network and communications systems and preventing malicious software distribution;
- To answer questions from insurers in respect of any insurance policies which relate to you;
- Health and safety obligations;
- Prevention and detection of fraud or other criminal offences; and
- To defend the School in respect of any investigation or court proceedings and to comply with any court or tribunal order for disclosure.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

How we use Particularly Sensitive Information

Sensitive personal information (as defined under the UK GDPR as "special category data") require higher levels of protection and further justification for collecting, storing and using this type of personal information. We may process this data in the following circumstances:

- In limited circumstances, with your explicit written consent;
- Where we need to carry out our legal obligations in line with our data protection policy;
- Where it is needed in the public interest, such as for equal opportunities monitoring;
- Where it is needed to assess your working capacity on health grounds, subject to appropriate confidentiality safeguards. Less commonly, we may process this type of information where it is

needed in relation to legal claims or where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent.

Criminal Convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where it is necessary to carry out our legal obligations. We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so.

Sharing Data

We may need to share your data with third parties, including third party service providers where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so. These include the following:

- the Department for Education (DfE);
- Ofsted;
- Law enforcement officials such as police, HMRC;
- LADO;
- Professional advisors such as lawyers and consultants;
- Support services (including HR support, insurance, IT support, information security, pensions and payroll);
- The Local Authority; and
- DBS.

Information will be provided to those agencies securely or anonymised where possible.

The recipient of the information will be bound by confidentiality obligations, we require them to respect the security of your data and to treat it in accordance with the law.

Retention Periods

Except as otherwise permitted or required by applicable law or regulation, the School only retains personal data for as long as necessary to fulfil the purposes they collected it for, as required to satisfy any legal, accounting or reporting obligations, or as necessary to resolve disputes.

We will retain and securely destroy your personal information in accordance with our data retention policy. This can be found in the school policy file located in the office.

Security

We have put in place measures to protect the security of your information (i.e. against it being accidentally lost, used or accessed in an unauthorised way). In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. Details of these measures are available in our Data Protection Policy located in the school office.

You can find further details of our security procedures within our Data Breach policy and our Information Security policy, which can be found in the school policy file, located in the office.

Your Rights of Access, Correction, Erasure and Restriction

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Under certain circumstances by law you have the right to:

- Access your personal information (commonly known as a “subject access request”). This allows you to receive a copy of the personal information we hold about you and to check we are lawfully processing it. You will not have to pay a fee to access your personal information. However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.
- Correction of the personal information we hold about you. This enables you to have any inaccurate information we hold about you corrected.
- Erasure of your personal information. You can ask us to delete or remove personal data if there is no good reason for us continuing to process it.
- Restriction of processing your personal information. You can ask us to suspend processing personal information about you in certain circumstances, for example, if you want us to establish its accuracy before processing it.
- To object to processing in certain circumstances (for example for direct marketing purposes).
- To transfer your personal information to another party.

If you want to exercise any of the above rights, please contact the headteacher in writing.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

Right to Withdraw Consent

In the limited circumstances where you may have provided your consent to the collection, processing, and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the headteacher, Mrs Vose. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

We hope that the headteacher can resolve any query you raise about our use of your information in the first instance.

We have appointed a data protection officer (DPO) to oversee compliance with data protection and this privacy notice. If you have any questions about how we handle your personal information which cannot be resolved by the headteacher then you can contact the DPO on the details below:

Data Protection Officer: Judicium Consulting Limited
 Address: 72 Cannon Street, London, EC4N 6AE
 Email: dataservices@judicium.com
 Web: www.judiciumeducation.co.uk
 Lead Contact: Craig Stilwell

How to Raise a Concern

You have the right to make a complaint at any time to the Information Commissioner’s Office, the UK supervisory authority for data protection issues.

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Volunteer and Visitor Agreement.

Thank you for visiting or offering your services as a volunteer at St Mary and St John catholic Primary School. Your help is greatly appreciated and we hope that you will gain much from your experience here.

Please complete the following agreement and hand it in to the school office. You will receive a copy of it for your records.

Name: _____ Date of Birth: _____

Address: _____

Telephone: _____ Mobile number: _____

School/College attending: _____

Date of placement: _____ Length of course: _____

Assigned/preferred year group: _____

Reason for school placement; please specify why you would like a placement at our school:

DBS details provided and verified/photographic evidence where relevant:

Reference obtained: Yes No

Please read the following information and sign at the end of the form, to confirm that you have received all relevant documents and understand the importance of the safeguarding procedures in place at St Mary and John Catholic Primary School.

1. I have received and read the Visitors and Volunteer Policy
2. I have read the safeguarding policies in the Safety Awareness Pack
3. I agree to abide by the school policies and procedures for safeguarding.
4. I agree to support the school's Aims and values

Signed: _____

Dated: _____

Appendix 2

Off- Sites Visits – Volunteer Agreement

Thank you for volunteering. School trips are an integral part of learning at school and you will have an important role to play in ensuring the success and safety of this trip. The class teacher has overall responsibility for the children at all times, but designates responsibility to voluntary helpers who may have charge of a small group.

Please read this agreement, sign and return it to the office. This forms part of our school's risk assessment planning.

The Role of a Volunteer Helper

- To be responsible for and look after, in equal measure, all of the children in your group
- To stay with your allocated group and ensure their well being and safety for the duration of the trip
- To promote polite, respectful and courteous behaviour amongst the group and towards members of the public
- To ensure that your group keeps up with the rest of the school visit party
- To contact your class teacher if there are issues with first aid, safety or behaviour
- To show a commitment to the group, an interest in the focus of the visit and assist children in their learning by helping them to read signs/labels/information, asking questions that encourage children to think about the task and by helping to explain areas of interest.
- To follow guidance from school staff

Not permitted

- Please do not bring additional siblings on the school trip
- Please do not use your mobile phone
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices
- Volunteer are not allowed to take photographs of the children unless requested to do so by the teacher in charge – using the appropriate school equipment
- Volunteers are not allowed to buy their group treats eg ice cream, sweets etc – before or after the school trip

Emergencies

Please inform a member of school staff as soon as possible. If you are separated from the rest of the school party, please telephone one of the staff members or the school.

I understand and agree to the conditions outlined in this agreement.

Signed.....

Name.....

Date.....

