

Visitors & Professionals Access policy



Hazel Oak School

December 2025

To be reviewed November 2027

Agreed by Governors

Signed by: Chair of Governors

Visitors and Professional Access Policy

For all external support, volunteers, contractors and visitors in school.

1. Purpose & Scope

Hazel Oak School is committed to safeguarding and promoting the welfare of pupils. This policy defines the procedures for admitting visitors, contractors, and professionals to site, and sets out when access must be refused.

This policy applies to all external visitors, contractors, and professionals including volunteers, parents, carers, and agencies.

2. Legal & Statutory Foundation

- Keeping Children Safe in Education (KCSIE) 2025
- Working Together to Safeguard Children (2023)
- DBS Code of Practice
- Local Safeguarding Partnership procedures

3. Definitions

- Regulated activity: work with children that is frequent or intensive and therefore requires enhanced DBS with barred list check.
- Letter of Assurance: confirmation from an employer (e.g. NHS, LA) that staff have appropriate DBS and safeguarding training.
- Escort / Supervised: visitor always accompanied by a staff member.

4. Pre-Visit Checks & Approval

All visits must be pre-planned and authorised by the Headteacher or senior leader.

Visitors must provide ID and purpose, outlining activities and work they intend to undertake in school. School must see either enhanced DBS or a valid Letter of Assurance. Visitors without DBS must be supervised and risk assessed.

Purpose of the visit will be reviewed case by case where direct pupil support is included. For example, commissioned specialist services may provide a different approach to non-specialist, privately commissioned support. A view may also be taken based on time that a pupil may miss in class and how this supports rather than detracts from their class-based provision.

4A. DBS Eligibility and Responsibility

The Headteacher CAN request a DBS for:

- Employees of the school and SMBC and regular volunteers in regulated activity
- Agency or supply staff
- Contractors with unsupervised access
- Governors/trustees with access to pupils/data
- Adults involved in residential or off-site supervision

The Headteacher cannot request a DBS for:

- One-off visitors, parents or carers
- External professionals vetted by other employers (NHS, LA)
- Supervised contractors
- LA-arranged transport staff
- Volunteers under 16
- Out-of-hours lettings users

The Head Teacher also cannot apply for an enhanced DBS on behalf of private professionals who are not employed or commissioned by the school.

The Head Teacher is not legally required or permitted to carry out an Enhanced DBS check:

For someone who is not employed, not contracted, and not volunteering on behalf of the school.

Schools cannot request DBS checks for purely private individuals or organisations working independently on the premises, unless there is a formal arrangement or agreement that places safeguarding responsibility with the school.

This is because only an employer, recruiting organisation, or umbrella body can legally request an Enhanced DBS under the Police Act 1997.

Individuals who are self-employed or independent (for example, private tutors, therapists, coaches, or music teachers) and not directly employed or commissioned by the school are responsible for obtaining their own DBS checks through a registered or umbrella body.

In such cases, the school will:

- require sight of the individual's Enhanced DBS certificate and, where applicable, confirmation of their status on the DBS Update Service;
- record that this check has been seen and verified, without adding the individual to the Single Central Record (as they are not school staff); and
- complete a risk assessment outlining supervision arrangements and safeguarding responsibilities.

This approach is consistent with KCSIE 2025 paragraph 308, which states:

“Where volunteers are supervised, and the supervision is reasonable in all circumstances to protect children, they are not in regulated activity and the school is not legally required to obtain an enhanced DBS certificate.”

The school will ensure that any arrangements involving third parties or independent professionals clearly define safeguarding responsibilities in writing and that children are never left unsupervised with any adult who has not been checked and cleared for regulated activity.

4B. Safeguarding Training Requirements for Visiting Professionals

All visiting professionals must show evidence of current safeguarding training in addition to DBS clearance.

Minimum expectations:

- NHS/LA professionals: Level 2, within 3 years
- Agency/supply staff: Level 2, within 12 months
- Volunteers/students: basic induction, before placement
- Contractors: basic awareness, within 3 years

Visitors also receive a site-specific safeguarding induction covering DSL contact details, reporting concerns, confidentiality, and no photography or recording.

4C. Right to choose appropriate specialists who align with Hazel Oak's vision and values.

Where a pupil arrives with external support, or a family or the LA initiate support with a particular service, the school will transition this support to our own commissioned services over time, which have been fully vetted and approved for their value for money and quality of service, and wider support for integrating support within school. Our chosen services are connected through staff training and support our inclusion and belonging ethos. Hazel Oak reserves the right to make this choice as professionals and will always support an appropriate transition where needed, in the best interests of the pupil.

5. Volunteers in school (safeguarding arrangements)

Based on KCSIE 2025, Working Together 2023, and Safer Recruitment guidance. See Appendix 2 (p11 to 15).

5a. Volunteers in School – Safeguarding Requirements

Purpose

Volunteers positively contribute to the school community. However, Hazel Oak School must ensure that all volunteers are suitable, safe, appropriately trained, and deployed in a way that protects pupils and maintains safeguarding integrity.

Motivation & Suitability Assessment

Before accepting a volunteer, the school will gather information to assess their suitability, including:

- motivation for volunteering with children.
- previous experience or relevant skills
- any additional support needs
- confirmation of understanding safeguarding expectations

Where concerns or unclear motivations arise, the school reserves the right to decline the placement.

5b - Volunteer Role Risk Assessment

A risk assessment will be completed for each volunteer role, determining:

- whether the volunteer role is a regulated activity
- required level of supervision
- specific tasks allowed and prohibited
- any SEND-specific risks regarding specific pupils (e.g. behaviours of concern, communication needs)
- whether the role involves higher-risk curriculum areas

No volunteer may begin until this assessment is completed.

5c - Supervision Requirements

Volunteers must always be supervised unless fully checked and approved for regulated activity. Supervision must be:

- by a teacher or employed staff member
- continuous and in sight or hearing of the supervisor
- recorded in the volunteer's induction record - reviewed at least termly or earlier if concerns arise

Volunteers are never included in staffing ratios.

5d - Prohibited Activities for Volunteers

Volunteers must not undertake:

- intimate or personal care

- medical, clinical or health-related procedures
- moving and handling
- restrictive physical intervention
- 1:1 unsupervised work with pupils
- supervision of pupils off-site
- administration of medication
- access to confidential safeguarding, medical or behaviour records
- behaviour management that involves physical contact

These tasks require trained staff and cannot be delegated.

5e - Mandatory Induction Before Starting

All volunteers must complete an induction that includes:

- DSL and Deputy DSL contact information
- how to report a safeguarding concern or disclosure immediately
- Minimum training: Level 1 safeguarding awareness before starting
- confidentiality and GDPR expectations
- whistleblowing procedures
- safe working practice and professional boundaries
- rules on physical contact in a SEND environment (safe touch policy)
- mobile phone and online safety expectations

Volunteers must sign to confirm receipt and understanding.

5f - Volunteer Register and Record Keeping

The school will maintain a Volunteer Register containing:

- ID verification
- references

- DBS eligibility decision
- safeguarding induction checklist
- training record
- supervising member of staff
- dates of volunteering
- review notes

Volunteers in regulated activity will be added to the SCR as required by KCSIE.

5g - Managing Concerns, Complaints or Allegations

- Low-level concerns will be recorded and reviewed by the DSL in line with the school's Low-Level Concerns policy.
- Any allegation that a volunteer may have harmed a child or poses a risk of harm will be reported to the LADO the same day.
- Volunteers may be suspended or removed pending investigation.

Additional Safeguarding Measures for Parent Volunteers

Parent volunteers may be placed in classrooms other than their child's where:

- confidentiality issues may arise
- behaviour or medical information creates additional risk - alternative class placement is deemed safer or more appropriate

This will be determined through the risk assessment.

6. Arrival & Sign-In Procedure

All visitors enter via main reception only.

Documented purpose details (see appendix 1 below) will have been shared and approved in advance.

ID and details recorded. Lanyards issued:

Red – Fully cleared, general fob access (Enhanced DBS, barred list & ID check)

Silver “Supply” – Cleared with enhanced check & ID via agency

Yellow – Contractors – limited fob access

Blue – NHS cleared staff – Enhanced DBS & ID checked – wider fob access

Colour TBC – No DBS; escorted at all times

7. Refusal of Entry

Entry must be refused if:

- No ID or proof of purpose
- Barred or prohibited from child contact
- Missing DBS or training evidence
- Refusal to wear lanyard or comply with supervision

Refusal script

“I’m sorry, but we’re unable to permit entry today because we cannot verify your ID or safeguarding clearance. Please contact the Headteacher to arrange another visit once checks are complete.”

8. Departure

All visitors must sign out and return badges / lanyards. Hosts check for concerns and report to DSL.

9. Monitoring & Review

DSL and SBM review visitor logs termly. Policy reviewed annually or earlier if required.

10. Key Principles Summary

No unsupervised visitor without checks.

External professionals provide DBS + safeguarding assurance.

Reception verifies ID and purpose.

DBS only where legally permitted.

All visitors receive safeguarding briefing.

Refusal and challenge applied consistently.

Approval sequence (sign off) > Teacher KS Lead Inclusion Manager Head Teacher

Appendix A: Purpose of Visit / Work Review Template

Visitor / Professional Name: _____

Organisation / Employer (if any): _____

Role / Service Type: _____

Date(s) of Proposed Visit(s): _____

1. Purpose of the Visit / Work

☐ Assessment ☐ Therapeutic input ☐ Educational tuition ☐ Observation / consultation ☐

Other (please specify): _____ Summary
of proposed work or support:

2. Connection to Pupil Provision

Is this work commissioned or approved by the school or LA? ☐ Yes ☐ No

Is it part of the pupil's Education, Health and Care Plan (EHCP) or an agreed intervention? ☐

Yes ☐ No

Does it support or duplicate class-based learning or therapy?

☐ Supports ☐ Duplicates ☐ Not related

Comments:

3. Safeguarding and Oversight

Has the visitor provided:

☐ Enhanced DBS number & Issue date ☐ DBS Update Service check

☐ Letter of assurance ☐ Copy of visitor's safeguarding policy

Safeguarding training (Level 2) evidence checked? ☐ Yes ☐ No (Date: _____)

Supervision required? ☐ Yes ☐ No (If yes, details below) ☐ Photo ID

Supervision / escorting arrangements:

4. Impact on Pupil and School Operations

Time out of class justified? ☐ Yes ☐ No ☐ To be reviewed (when? _____)

Is parental consent required / obtained? ☐ Yes ☐ No ☐ N/A Any risk

of duplication or conflict with existing provision? ☐ Yes ☐ No

Comments / considerations:

5. Approval and Review

Reviewer	Signature	Date	Notes / Conditions
Inclusion Manager / SENCO Headteacher			
Class Teacher / SENCO			

Decision: ☐ Approved ☐ Declined ☐ Further information required

Next review date (if ongoing work): _____

Appendix B: Volunteer Application & Safeguarding Assessment Form

Volunteer Information

Full Name: _____

Address: _____

Phone: _____ Email: _____

Emergency Contact (name/relationship): _____

Phone: _____

Do you have any health, accessibility or support needs the school should be aware of?

☐ No ☐ Yes – details: _____

1. Motivation & Suitability Screening

Why do you want to volunteer at Hazel Oak School?

Have you volunteered or worked with children before?

☐ Yes ☐ No

If yes, where and in what capacity?

What skills, interests or experience do you feel would support this role?

Are you related to, or do you know, any pupils at Hazel Oak?

☐ No ☐ Yes – give details: _____

2. Preferred Volunteering Activities

☐ Reading support

☐ Classroom support

☐ Creative/arts support

☐ Gardening/outdoor learning

☐ Admin/support tasks (non-pupil facing)

☐ Curriculum enrichment (specify): _____

☐ Other: _____

Days/times available: _____

3. References

Referee 1

Name: _____ Relationship: _____

Contact: _____

Referee 2

Name: _____ Relationship: _____

Contact: _____

4. DBS & Safeguarding Checks (School Use)

Is this volunteer in regulated activity?

☐ Yes – Enhanced DBS required

☐ No – Supervised volunteer (DBS not required)

DBS Certificate seen?

☐ Yes – Number: _____ Issue Date: _____

☐ Update Service checked: (date) _____

☐ No

Photo ID verified: ☐ Yes

References returned: ☐ 1 ☐ 2

5. Safeguarding Training & Induction (School Use)

Mandatory components:

☐ Safeguarding Level 1 completed

☐ DSL details provided

☐ Reporting concerns explained

☐ Whistleblowing procedures

☐ Confidentiality & GDPR

☐ Safe working practice

☐ SEND communication & boundaries

☐ Behaviour expectations explained

☐ Mobile phone & online safety rules

☐ Code of Conduct signed

☐ Site tour completed

Induction completed by: _____ Date: _____

6. Volunteer Role Risk Assessment (School Use)

Supervision level:

☐ Full supervision

☐ Reduced supervision

☐ 1:1 permitted (only if regulated & cleared)

Approved activities:

☐ Reading support ☐ Group activities

☐ Lesson support ☐ Admin support

☐ Outdoor learning ☐ Other: _____

Prohibited tasks:

✓ Personal care

✓ Medical procedures

✓ Moving & handling

✓ Physical intervention

✓ Unsupervised 1:1 work

✓ Access to confidential records

Risk considerations:

Overall risk rating:

☐ Low ☐ Medium ☐ High

Control measures:

Assessment completed by: _____ Date: _____

7. Final Decision

☐ Approved ☐ Declined ☐ Further information required

Conditions of approval:

Start Date: _____

Review Date: _____

Signed (School Lead): _____

Signed (Volunteer): _____

