



**Hillcross Primary School**

# School Volunteer Policy

The aim of this policy is:

- 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.

## **Introduction**

Volunteers are all adults, including parents and students on work experience, who work alongside the school staff to support children with their learning and development.

At Hillcross 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 or get involved with the work of the Friends of Hillcross (Parent Teacher Association).

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

## **Vision and Values**

In line with our mission statement, 'Educating Our Children Together', we have an excellent team of outstanding, experienced staff who are fully committed to working in partnership with families and the local community to ensure that every child in the school benefits from a school environment where all children achieve success in both their learning and personal achievements.

As a nationally recognised Thinking School we help children to develop a range of thinking processes that they can use to support their independent learning and problem solving. Children are given opportunities to reflect and develop knowledge about themselves and others both in school and in the wider community. As part of your induction we will provide you with further information on how you can support this too.

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.

The vision and values promoted by the school are key to the way we work and we expect all staff, governors and volunteers to be committed to it. Parents, carers and volunteers have a valuable role in helping us to fulfil our aims and values.



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### Safeguarding

As part of our commitment to safeguarding volunteers who are involved in regulated activity with children, will be required to complete an application form (see appendix 1) and attend an informal interview to ensure that the aims and intentions of the school and the volunteer are compatible. The Headteacher has the authority not to accept the help of volunteers if he or she believes that it is not in the best interest of the children.

**As part of your induction you will be asked to read and sign a declaration that you have understood the following policies:**

- **Part One of 'Keeping Children Safe in Education' DfE, (2020)**
- **Safeguarding Policy**
- **Staff Code of Conduct**
- **Children Missing Education.**
- **Behaviour Policy**
- **Confidentiality Policy**

You will also be required to sign a **Volunteer in School Protocol** (see appendix 2) and an **Emergency Contact Form**, a copy of each will be kept in school.

In order for you to work in school as a volunteer, you will also need to complete a Disclosure and Barring Service (DBS) online check. We will help you get the process started. Please be assured that all information will be treated in the strictest confidence and that these checks are done only in the best interests and safety of the children. All schools need to hold a register of the DBS checks undertaken.

In special circumstances such as if a parent steps in to support a trip at short notice, volunteers or parents without a DBS enhanced check may help out if they have had a clear list 99 check. One of the admin team will contact the relevant agency to obtain this once you have provided them with the necessary information. It can take some time for this check to be carried out so the school will need two weeks' notice in advance.

Those who help out at specific events e.g. the school fair or walking with us to the Carol Service do not need a DBS or List 99 check but must not have unsupervised access to children.

### Becoming a Volunteer in School

Once the school has received DBS clearance for a volunteer, they will then be required to attend an induction meeting to cover the following topics:

- **Safeguarding & Child Protection** (attendance at specific Child Protection training is also required within the first half term of your work with the school)
- **Code of Conduct, including confidentiality**
- **Health & Safety**
- **Fire and Evacuation Procedures**

### 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.** This could be for a number of reasons and 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.



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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 learning).

Volunteers do not have to stay for a full morning or afternoon session, even an hour would be appreciated but we do prefer for volunteers to attend on a regular basis to ensure continuity and to aid planning. However, volunteers with a 'special skill' which they could share with/demonstrate to the children on a less frequent basis are also welcome!

The Student Co-ordinator and PA to the Leadership Team will co-ordinate the support of volunteers across the school. All placements will be authorised by the Headteacher or Deputy Headteacher.

### **Volunteer Roles in School**

Many of the activities that we might 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 (see appendix 3);
- Working on the computer;
- Playing games;
- Making things;
- Cooking;
- Gardening;
- Sewing;
- Topic related studies;
- Coming with us on visits (see appendix 4);
- Supporting individual children;
- Supporting group work;
- Help with the walk to and from Swimming or other sporting activities.
- Helping with classroom organisation or the preparation of resources;
- Sometimes just being there is what is needed!

The teacher will give you:

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

The class teacher may ask you to help with classroom organisation and/or the preparation of resources when they are teaching the whole class.

Afterwards it is very helpful if you can feedback to the teacher about how the activity went and how you got on. Please agree with the class teacher how and when this should take place. Please ask if there is anything that you are not sure about or if you need help.

### **Procedures and Protocols**

#### **Health and Safety/Safeguarding**

When a volunteer arrives in the school they must sign in the visitor's book which is located at the front office. Please indicate your arrival time and which class/person you will be supporting. Volunteers must also sign out and state the time when they are leaving the school premises. Signing in and out is important in the event of an emergency so that staff and emergency services know who needs to be accounted for.



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A visitor badge must be worn at all times in school. Volunteers with a DBS or List 99 clearance will wear a badge with a yellow lanyard – this will indicate that they have enhanced clearance but are not a member of staff. Other volunteers will wear a red lanyard to indicate that they must not be left to supervise children on their own.

The Headteacher has the authority to withdraw the help of volunteers if he or she believes that it is not in the best interest of the children.

Safeguarding concerns about a child must be shared immediately with the class teacher and one of the Designated Safeguarding Leads (DSLs) as soon as possible after the disclosure. This must be done in an appropriate setting so that others cannot overhear. They are Mrs Lisa Francis, Headteacher; Miss Helen Beckett, Deputy Headteacher; Mrs Tanja Doig, Assistant Headteacher; and Mr Lee Christy, Assistant Headteacher. Please go to the SLT area and the PA to the Leadership Team will locate a DSL for you.

### Our Designated Safeguarding Leads



Lisa Francis  
Headteacher



Helen Beckett  
Deputy Headteacher



Lee Christy  
Assistant Head



Tanja Doig  
Assistant Head

### Confidentiality

It is very important that all staff, parent volunteers and other adults working in the school adhere to confidentiality protocols. While in school you are likely to become aware of issues relating to individual children or groups - you may see children struggling with work, be upset or misbehaving or hear/see other personal information concerning a child.

It is vital that you do not share anything with others, even if you are related to or are friends with another child's parent/carer. The teachers will decide what needs to be shared and are responsible for informing parents of any concerns about a child within the procedures and protocols of the school. 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 something in school please refer these to the class teacher or to a member of the Senior Leadership Team if your concern relates to the class teacher.

When volunteering for a full day, you will be provided with a location in which to eat your lunch. This will not usually be the staff room.

### Guidelines for Supporting Children in School

Class teachers will explain specific class routines and expectations but the following are applicable more generally:

- ✓ **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!
- ✓ There is no rush. We give the children plenty of time to answer a question or to complete a task and they will often need to return to it on several occasions.



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- ✓ It is vital to encourage the children to talk about what they are doing in order to support them in using the correct vocabulary.
- ✓ When playing games with the children, try and encourage the idea of taking turns, sharing and being a good loser. The real joy of a game is the taking part!
- ✓ Please don't have favourites - 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** - We would be most grateful if you could keep your mobile phone on silent whilst helping in school, and avoid taking calls/texting whilst supporting the children.
- **Tea / Coffee arrangements** - If you are in school over the break period, there is tea and coffee making facilities for visitors in the staff room which you are welcome to use. There is no charge for visitors' tea and coffee. Please respect confidentiality by not looking at/for information that is not clearly on display for all to see.
- **Photocopier / Laminator** – There are photocopiers and laminators located throughout the school. You may be asked to use these machines to support the class teacher in preparing resources. Please ask in the school office if you are unsure of how to use them!
- **First Aid** - Please do not administer First Aid to children whilst you are volunteering in school. All school staff can administer basic first aid and a number of staff hold certificates for paediatric first aid and first aid at work. Please talk to the class teacher or a member of support staff working in the class in the first instance if a child hurts themselves.
- **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 (e.g. hearing readers in the library). We will provide you with information regarding our evacuation/invacuation as part of your induction.
- **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.

### 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 regular volunteering attendance (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 the relevant member of staff know - we are always willing to listen.

### **Equality Impact Assessment**

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation. We are committed to treating all members of our school community fairly and challenging negative attitudes about disability and accessibility and to developing a culture of awareness, tolerance and inclusion. This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any member of the school community and it helps to promote equality and accessibility at our school. The curriculum is planned to be inclusive and meet the needs and interests of a full range of learners. Activities and



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resources will be differentiated and adult support used to ensure that children assess the curriculum and make the best possible progress.

### **Safeguarding Commitment**

The school is committed to safeguarding and promoting the welfare of children, in line with the most recent version of Keeping Children Safe in Education, and expects all staff and volunteers to share this commitment. We take seriously our duty of care to our pupils and staff which includes safeguarding them from the risk of being drawn into terrorism - this includes not just violent extremism but also non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists exploit. We work closely with social care, the police, health services and other services to promote the welfare of children and protect them from harm. Radicalisation is recognised as a specific safeguarding issue and is addressed in line with the Government Prevent Strategy and The Counter-Terrorism and Security Act 2015.

### **Privacy Policy**

Hillcross school is committed to ensuring protection of all personal information that we hold. We recognise our obligations under the GDPR and Data Protection act 2018. Our practice is documented in our Data Protection Policy.

### **Monitoring and Evaluation**

Written and Approved by Staff/Parents/Pupils/Governors: June 2016

Reviewed: January 2017/Feb 18/Feb 19

Date of next review: Feb 21



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## Appendix 1

### School Volunteer Request Form

Volunteer Name:	
Address:	
Telephone Number:	
Email Address:	
If a parent of a child/ren in the school, please give names and classes:	
If you are a student, please enter your educational establishment and address:	
Tutors Name:	Contact Tel number:
Have you read the School Volunteer Policy? Yes/No	
Do you have a current Merton DBS Clearance? Yes/No (if you have answered yes a copy will need to be provided)	
Are you willing to complete an online DBS check? Yes/ No	
Do you have any previous experience working with children/education? Yes/No	
If you have answered yes, please explain further:	
Which area/s of the school would you prefer to support?	
Do you have any specific skills/strength that could be utilised?	
Are there any activities that you cannot support? Please give details.	
When are you available to support in school? Please give days and times.	



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## Appendix 2

### VOLUNTEER IN SCHOOL PROTOCOL

Please read and sign the document below to confirm your agreement with the following school expectations as a volunteer:

As a school we agree to:

- Explain your tasks/jobs carefully so that you are clear about what we would like you to do with the children
- Share the school behaviour and ethos policy with you to help you understand how we manage behaviour
- Ensure that the children you work with behave and work well
- Treat you with the highest respect and care
- Share relevant information about the children you are working with
- Let you know in advance the overall plan for the day and let you know if this changes!
- Treat anything you tell us with confidentiality
- We agree not to ask you to:
  - Deal with difficult or challenging behaviour
  - Carry out a task that you feel unprepared to complete

Signed:..... Date: .....

Class Teacher/Volunteer Co-ordinator/Headteacher

Volunteer Helper: ..... (Printed Name)

As a volunteer helper I agree to:

- Use the school behaviour and ethos policy and inform the teacher if I see any inappropriate behaviour
- Inform the teacher/Designated Teacher if I observe anything that concerns me in school
- Treat any information with total confidentiality
- Inform the school if I am unable to come into school for any reason by 8.30am in the morning
- Respect and listen to the guidance of the teacher at all times
- Complete the appropriate DBS/List 99 safeguarding checks
- Disclose any criminal allegations to the Headteacher prior to starting as a volunteer helper
- I agree not to:
  - Look at or compare children's work, records or staff records
  - Share any information about a child or member of staff with anyone outside the school staff team

Signed:..... Date: .....





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### Appendix 3

#### What does 'sharing books with children' mean?

A few quick pointers to help you when you are asked to read or share a book with a child:

- The teacher will indicate whether you should read to the child or the child should read to you. If this is not clear, ask.
- If the child appears 'stuck', tell them gently to use their phonics and 'sound it out' or encourage a sensible guess based on what has already been read or look at the illustrations for clues, and if all else fails, tell them the word. Quite often a lack of confidence will inhibit them from making an attempt and their fear of 'getting it wrong' may result in silence.
- Encourage the child to predict what might happen next and discuss how they feel about the story and characters.
- Make the experience an enjoyable one, sharing your love of books with the child. This is a moment of quality time for you both.
- Please do not move the child onto another box from the reading scheme. If a child has done particularly well in their reading, please be sure to share this with the class teacher. Equally, please let the teacher know if any problems.



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## Appendix 4

### Guidance for Volunteers for School Trips

#### Pre-visit Form <sup>1</sup>

Volunteer Name: \_\_\_\_\_ Childs Name: \_\_\_\_\_

School Visit: \_\_\_\_\_ Year Group: \_\_\_\_\_ Class: \_\_\_\_\_

Date of Trip: \_\_\_\_\_

Thank you for offering to support us on the above trip. Please read the following information, sign to say you have read and understood the guidelines and confirm your availability for the day.

Whilst on a school visit, the following must be maintained at all times:

1. Mobile phones must be switched off and not used at any point during the time with the children.
2. Volunteers will have responsibility for a group of children during the trip, however they will be paired with a member of school staff and their group of children. Where this is not the case it will be agreed in advance with the Educational Visits Leader and all involved.
3. Only staff members will escort a child or children to the toilet. We will schedule regular comfort breaks throughout the day but please inform a member of staff if a child in your group requests to go to the toilet.
4. Volunteers should not take photographs of the children, including their own child, during the trip, unless specifically asked to be a member of staff. Photographs will only be taken using a school device.
5. Volunteers will not be expected to administer any medicines or first aid. This will be the responsibility of school staff. Please speak to a member of staff if a child needs first aid.
6. When walking along a road/ pavement volunteers should walk on the road side.
7. When travelling on a coach, bus or train the children must be seated at all times, wearing a seat belt, where available. Volunteers will be allocated seats throughout the vehicle and must also wear seat belts where provided.
8. Volunteers will be asked to adopt the schools non-smoking policy throughout the trip.

Volunteers will be required to bring the following items for the trip: waterproof foot wear, packed lunch, water bottle, rain coat and \_\_\_\_\_

Do you have any medical needs or conditions that we should be aware of (including travel sickness)? Yes/No

If yes, please detail here: \_\_\_\_\_

I have a current DBS registered with the school: Yes/No  
*(Please note if you do not have DBS clearance we will need to complete a Risk 99 assessment before confirming you attendance on the trip—this may take up to two weeks so please let us know this as soon as possible.)*

I confirm that I have read and understood the information above and I am available to support on the day of the trip.

Signed ..... Date: \_\_\_\_\_

**The Trip Leader will confirm your attendance on the trip within five working days of receipt of this form.**

<sup>1</sup> Updated 17.04.19



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## Confirmation Form

**School Visit:**                      **Date of Trip:**                      **Year Group/Class:**

Thank you for supporting us on the trip today. Please read the following information and ask a member of staff if you have any further questions.

**Purpose of the visit (including proposed learning outcomes):**

**The Visit leader today is:**

**You will be paired with:**

**You will be responsible for the following children** (If any child has specific needs they will have a \* next to their name. An adult will share any necessary information with you as appropriate.):

\*Please note that children must stay with you at all times - please ensure you advise the staff member you are with if you need to leave the group e.g. to have a comfort break.

**Timings for the day:**

**Travel arrangements:**

**Possible challenges highlighted in the risk assessment:**

**In the event of an emergency:**

- Adults must follow the instructions given by the team leader to ensure the safety of all children and adults.
- The team leader will have sole responsibility for contacting the appropriate emergency services, the school and/ or parents. No other phone calls should be made by any other member of the trip, unless asked to do so by the team leader.
- In the event of a serious accident, there is an expectation that any parent or helper will not speak to the press or any other person.

### **Confidentiality**

It is very important that all staff, parent volunteers and other adults adhere to confidentiality protocols. While on the visit you may become aware of issues relating to individual children or groups - you may see children get upset or misbehave or hear/see other personal information concerning a child. **It is vital that you do not share anything with others, even if you are related to or are friends with another child's parent/carer.** School staff are responsible for informing parents of any concerns about a child within the procedures and protocols of the school. If you have any concerns about something whilst on the trip please speak to the trip leader immediately or to a member of the Senior Leadership Team on your return if your concern relates to the trip leader.

### **Code of Conduct**

All adults are role models for the children. Please make sure that you are mindful of the instructions being given to the children so that you can support both staff members and staff at the venue by modelling this behaviour for the children. Always be vigilant by looking out for possible health and safety issues and ensuring behaviour expectations are adhered to by all children in your group.

### **Privacy Statement**

Hillcross school is committed to ensuring protection of all personal information that we hold. We recognise our obligations under the GDPR and Data Protection act 2018. Our practice is documented in our Data Protection Policy.



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