



Shardlow Primary School

Aspire Achieve Thrive



Volunteer Policy and Code of Conduct

Approved by:	Academy Governing Body
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Part of Willows Academy Trust



Version Control

Version	Date	Author	Changes
V1.2	11.09.2018	K Magner	Changed formatting to match new formatting style Included contents page and numbered sections Section 5- changed 'frequent volunteer' to 'regular volunteer' to match language used in other safeguarding related policies. Added Appendix C- Volunteer Induction Form
V1.3	16.09.2020	MD	No changes made
V1.4	Sept 2021	KM	No changes made
V1.5	November 2022	KM	Change policy name to Volunteer Code of Conduct Updated front cover Page 4, line 13/14, changed to must be kept in staff only zones

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1. Introduction

1.1 Mission Statement

Our school is a small school with a big passion for providing a rich, broad and high quality learning experience in a safe, secure environment, enabling all learners to realise their true potential.

1.2 Our Values

The Shardlow Spirits represent the values and behaviours that we expect and promote at our school.

- Independence
- Motivation
- Confidence
- Open-mindedness
- Respect
- Responsibility
- Happiness

2. Volunteering at Shardlow

Thank you for volunteering your time and enthusiasm to Shardlow Primary School and its children and staff. Volunteers have a very important role to play in bringing a range of skills and experience that can enhance and promote the learning opportunities that we offer to our pupils.

2.1 Our volunteers include:

- Parents of pupils
- Ex-pupils
- Ex-members of staff
- Students on work experience
- University students
- Local residents
- Friends and supporters of the school

2.2 The types of activities that volunteers engage in include:

- Listening to pupils read
- Working with small groups of pupils to assist them in their learning
- Working alongside individual pupils, as an additional tutor
- Accompanying school visits
- Assisting with extracurricular activities

3. Safeguarding

Derbyshire County Council and Shardlow Primary School are committed to the safeguarding of pupils, young people and everyone who works here. We expect volunteers to share this commitment and follow policies and procedures in relation to this.

4. Becoming a Volunteer

Anyone wishing to become a volunteer, either for a one-off event such as a school visit or on a more regular basis (e.g. to listen to children read), should approach the Class Teacher, the Headteacher or a senior member of staff. Volunteers should complete a Volunteer Application Form (Appendix 1) and the Volunteer Agreement (Appendix 2) which sets out the school's expectations of its volunteers and confirms that they have received a copy of this Agreement.

5. Process for Recruiting Regular Volunteers

- a. Identify the need and role
- b. Attract candidates by means of a local advert/other methods of communication used by the school
- c. The candidate(s) attend a meeting at school for an informal discussion to ensure that they are suitable for the role
- d. A DBS Enhanced Disclosure is undertaken before the volunteer starts working
- e. The volunteer will be made aware of their role and responsibilities within the school (this is not required where a volunteer is participating in a one-off activity)
- f. If appropriate, two references should be sought
- g. Induction – relevant school policies and documentation should be explained and issued- see appendix C for Volunteer Induction Process
- h. Volunteer records should be kept centrally within the school and must be retained for 7 years after they cease volunteering as per the 'Derbyshire Retention Schedule for Schools'.

6. Upholding the School Ethos

All adults and young people who work within our school, whether as a paid member of staff or as a volunteer, are expected to work and behave in such a way as to promote Shardlow's mission and aims as stated in section 1.

At Shardlow, we value skills for life which are closely linked to British values. The School's values and British values are taught through our personal and social education, through daily assemblies and through our everyday expectations of attitudes and behaviours.

- It is critically important for pupils to see all adults in school as role models.
- You are not expected to make judgments about pupils' abilities or behaviour.
- Any personal views you may have about a pupil's ability should not be disclosed to anybody except a member of the school's teaching staff.
- Your help will bring you into close contact with staff and pupils. Much of what you see in school is confidential, so please do not talk about things outside of school.
- Please do everything possible to avoid any physical contact with pupils, even touching.
- If a pupil begins to talk to you about matters which disturb you, please talk to a member of staff, or the Headteacher.
- Although it can be tempting, please do not seek to use your time in school as an opportunity to discuss personal issues such as your child's educational progress (this can be distracting for teachers during school time).
- All personal belongings (bags, valuables, mobile phones and medications) must be kept in staff-only zones or locked away securely (a member of staff will help you with this).

- Mobile phones personal cameras and recording devices must be locked away, out of the reach of children during school hours and must never be used to take photographs of pupils, whether in school or out on a school trip or other event.

If you are in doubt about anything, always ask the advice of a member of staff or the Headteacher

Many of the above standards are there not only for the protection of our children, but also for your own. A serious breach of any of the standards set out above might lead to a volunteer being removed and considered an unsuitable candidate for further voluntary / student placement involvement.

7. Supervision

All volunteers work under the supervision of a teacher or full-time member of staff. Teachers retain ultimate responsibility for pupils at all times, including pupils' behaviour and the activity that they are undertaking. Volunteers should have clear guidance from the designated supervisor as to how an activity is carried out and the expected outcome of the activity. In the event of any query or problem regarding the pupil's understanding of the task, their behaviour or welfare, volunteers must seek advice/guidance from their designated supervisor.

8. Health and Safety

The school has a Health and Safety Policy, which will be made available to volunteers working in the school. An appropriate member of staff will ensure that volunteers are clear about emergency procedures (e.g. fire alarm evacuation) and about any safety aspects associated with particular tasks (e.g. using equipment or accompanying pupils on visits. Volunteers need to exercise due care and attention and representatives any obvious hazards or concerns to their designated supervisor or another senior member of staff. Volunteers are covered by the school's Indemnity and Public Liability Insurance.

9. Complaints

9.1 Complaints about a volunteer

Any complaints made about a volunteer will be referred to the Headteacher or delegated to a senior member of staff for investigation. Any complaints made by a volunteer will be dealt with in the same way as a member of staff. The Headteacher or designated member of staff reserves the right to take the following action:

- To speak with the volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again
- Offer an alternative placement for the volunteer (e.g. helping with a different activity or in another class)
- Based upon the facts identified in the investigation, it may be necessary for the school to inform the volunteer that they are unable to continue using them
- The volunteer will be provided with a copy of the Willows Academy Trust Complaints Policy and Procedures

9.2 Complaints from a volunteer

If a volunteer has a complaint the following policies will apply and are included in the induction process-

- Willows Academy Trust Whistleblowing Policy
- Willows Academy Trust Managing Complaints against staff
- Willows Academy Trust Grievance Procedure

All volunteers are reminded that in most instances any complaints or concerns about other members of staff should be brought to the Headteacher. If the complaint is about the Headteacher these should be sent to the Chair of Governors, unless the complaint is a safeguarding concern in which case these should be immediately brought to the attention of the LADO (Local Authority Designated Officer), Miles Dent on 01629531940, as per the school's Child Protection and Safeguarding Procedures.

10. Equality, Diversity and Inclusion

At Shardlow Primary School we aim to ensure that no member of the school community experiences harassment, less favourable treatment or discrimination within the learning environment because of their age; any disability they may have; their ethnicity, colour or national origin; their gender; their religion or beliefs.

We value the diversity of individuals within our school and do not discriminate against anyone because of 'differences'. We believe that all our children matter and we value their families too. We give our children every opportunity to achieve their best by taking account of our children's range of life experiences when devising and implementing school policies and procedures.

11. Monitoring and Evaluation

This policy and guidance will be regularly reviewed by the Governing Body and updated in line with Shardlow Primary School's Policy Schedule.

Appendix A

Volunteer Application Form

Full Name of Volunteer: Date of Birth:
.....

Address:
.....

Home Telephone: Mobile Telephone:

What activities / areas of the school's work would you like to help with?

Do you have any disabilities or other needs we need to take into account, or adjustments we need to make, to enable you to work as a volunteer in school?

Yes		No	
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(If yes please give additional details)

Please give details of two people (not a relative or member of school staff), whom we can contact for a reference.

Reference 1	Reference 2
Name;	Name;
Address:	Address:
Postcode:	Postcode:
Phone:	Phone:
Email:	Email:

Appendix B

Volunteer Agreement

Thank you for offering your services as a volunteer at Shardlow Primary School.

Your offer of help is greatly appreciated and we hope that you will gain much from your experience.

Please sign this Volunteer Agreement and hand it in to the School Office.

I have been accepted as a volunteer at Shardlow Primary School and I can confirm the following:

- I understand and accept Shardlow's Volunteer Policy and Good Practice Guide, which applies to my involvement as a volunteer.
- I agree to support Shardlow's aims and educational purpose
- I agree to adhere to Shardlow's policies and procedures at all times
- I agree to work within the boundaries of Shardlow's Safeguarding procedures at all times
- I agree to treat any information obtained from within school with the strictest of confidence
- I agree to undertake an enhanced Criminal Records Bureau check
- I have been informed of who will be my designated supervisor

Signed:

Full Name:

Date:

Appendix C

Volunteer Induction Form

Name				Employment Dates	
				Start	Finish
Job Title		Line Manager			

Section A – General		
Volunteers introductions and associated roles	Introduction of Headteacher/DSL's/Office administrator Teaching Volunteers - Headteacher / Deputy HT Governing Body Willows CEO and CFO	
Line manager appointed		
School routines and timetabling	See Volunteers Handbook/website	
Section B- Safeguarding		
Completed volunteer application form		
Completed volunteer agreement		
DBS form completed in school (email link to online form) and details entered onto RM Integris *		
Verification of identity documents in school		
DBS issued and number logged on SCR		
Certificate checked in school		
Safeguarding and child protection training- previous evidence?		
Prevent training- previous evidence?		
Registered with HAYS online Safeguarding training		
Completed HAYS online Safeguarding training		
Completed Prevent training		
Signed and dated the latest Volunteer Policy Declaration		
Safeguarding training – safeguarding portfolio part 3		
Completed initial suitability declaration (continued annual declarations in safeguarding training log)		
Reference one (signed and dated)		
Reference two (signed and dated)		
Aware of in-school Designated Safeguarding Leads		
Aware of LADO and or where to find LADO details		

Section C – Health & Safety			
1	Where Health & Safety can be accessed	<i>Health & Safety Policy</i> - Copy in Office, website, Dropbox and Safeguarding Portfolio part 2. Willows Academy Trust Health and Safety Contact.	
2	Health & Safety responsibilities and own legal obligation to work safely and report problems • Procedure for the reporting of an accident/incident, including incidents occurring off-site/away from usual workplace • Location and use of local accident book	See <i>Health & Safety Policy</i> & poster in the first aid room for employees' responsibilities Inform the Headteacher and/or Caretaker of any concerns.	
3	How to report unsafe working conditions / equipment	Volunteers MUST report immediately to Headteacher and Caretaker.	
4	Working at heights	Volunteers MUST use the correct equipment for the purposes of displays and obtaining resources. Volunteers MUST NOT stand on inappropriate equipment <i>e.g. chairs, work tops</i> , to access higher areas <i>e.g.</i> for the purpose of display children's work.	
5	Working at heights	Volunteers MUST use the correct equipment for the purposes of displays and obtaining resources. Volunteers MUST NOT stand on inappropriate equipment <i>e.g. chairs, work tops</i> , to access higher areas <i>e.g.</i> for the purpose of display children's work.	
6	Fire	• Volunteers should familiarise themselves with <i>Fire Information</i> displayed in each room • Weekly alarm tests • Volunteers should sign in and out using signing in book and or the 'in out register next to the back door' • Identified individuals with a PEEP (<i>Personal Emergency Evacuation Plan</i>)	
7	First Aid & Accident Reporting	• Up to date list of First Aiders in office and on First Aid room door. • Report any accidents to line manager and ensure that a reporting form has been completed by a First Aider. • Record the accident in the adult recording log	
8	General 'Housekeeping' Fire safety	• Storage of combustibles • Signing in & out system • Keeping corridors & exit routes clear of obstructions • Visual checks and report concerns	

	Electrical safety	- Regularly checking for obvious faults such as loose wires - Not using obviously defective equipment and procedures for taking out of service - How to identify an appliance that has been PAT tested and the frequency of testing. Note that Volunteers MUST NOT bring any electrical item of equipment to the workplace, unless it has been PAT tested.	
	General workplace safety including slips, trips and falls; lifting; infection control; lone working	- Avoiding trip-hazards, e.g. cables, wires, boxes in main foot-traffic routes - Keeping workplace clean & tidy as far as possible - If spillages clearly indicate slip risk with signage and follow procedures for clearing up - Procedure for reporting any building /maintenance defects and concerns relating to health & safety. - Adopt safe lifting practices. - Wash hands - Soiled materials- only teaching Volunteers (including T.A's to handle) - Inform Headteacher if lone working; organise so any task involving risk is not undertaken alone.	
9	Medicines	- Volunteers should ensure personal medicines are a) not left in communal areas and b) not accessible to pupils - If pupils have any medicines on their person these need to be collected in immediately and reported the office.	
10	Off-Site Visits	Please refer to Educational Visits Policy - Headteacher is the Educational Visits Co-ordinator - Ensure you have full briefing for any trips on which you are not the visit lead.	
11	Risk Assessments	- Risk Assessments should be in place for any task (outside normal classroom practice) that may involve a hazard- see file - New & expectant mothers risk assessment – pregnancy should be reported to the SLT as soon as possible - Arrangements for individual health needs	
12	School Specific Hazards	Trim Trail Crossing the Road	
13	Intimate Care	Volunteers to refer any child who has had an accident to an employed member of staff	
14	Physical Intervention	- Where possible refer to employed member of staff - In emergency follow guidelines set out in the policy.	
Section D – E-safety/Data Protection			
13	Policy on Acceptable use of IT, the Internet and Electronic Communication.	See Volunteer Policy Declaration	
14	Laptops/memory sticks MUST NOT store pupil's personal data.	Encrypted memory sticks can be obtained from school office if needed.	
15	Website MUST not display any more than a first name.		
16	Reflecting school values and vision online Being a role model online		

Section E – Welfare & Facilities		
1	Workplace tour	
2	Location of personal facilities	
3	Car Parking	
4	Staffroom	
5	Library and the hub	
6	Office	
Section F – Documents Received		
	Safeguarding Portfolio Location	
	Dropbox login for policies	
	Adult Photo Consent Form	
	Privacy Notice	
Section G – Specific induction training received		
	Hays Safeguarding Training	
	Derbyshire Prevent training	

I am confirming that I have received a comprehensive induction, including copies of documents as outlined above.

I understand I have a responsibility to read and follow school policies/procedures and will seek clarification if required.

	Volunteer	Member of SLT
Signatures:		
Date:		