

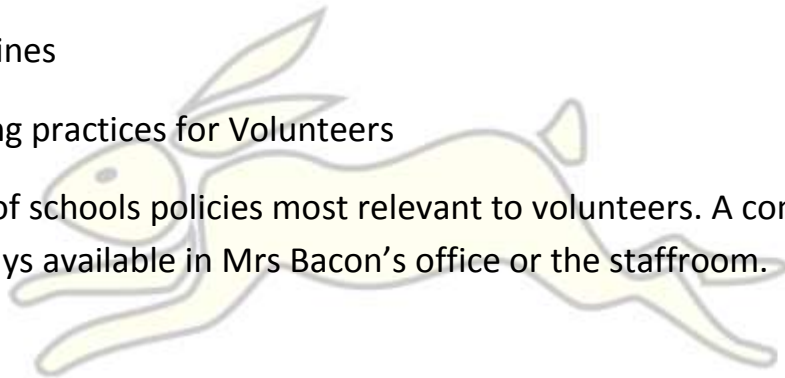
Haresfield Primary School

Volunteer Information

Welcome to our school and thank you for offering your help and support to the children in our community. I hope your time with us will be enjoyable, productive and rewarding.

This information pack has been compiled to answer some of the more frequently asked questions that volunteers have. You will find:-

1. Ethos and values of our school
2. Adult guidance
3. School Routines
4. Safer working practices for Volunteers
6. A selection of schools policies most relevant to volunteers. A complete set of policies is always available in Mrs Bacon's office or the staffroom.



Haresfield Primary School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

If you have any further questions please don't hesitate to ask me or any member of staff.

Thank you

Mrs Rachel Bacon

Ethos and Values of Our School

Haresfield Church of England Primary School provides a secure and creative environment where individuals are valued, nurtured & encouraged to achieve all they can. It is supported by effective partnerships with parents and the community and is underpinned by its Christian ethos.

At Haresfield School we aim to:

- **have a zest for life**
- **encourage** self-reliance, co-operation, enthusiasm & initiative
- **develop** enthusiasm for knowledge & learning through a positive approach
- **nurture** all the children in our care & build their self-esteem
- **respect** and understand the diversity of the wider world and our place as citizens of it
- **prepare** our children with the skills & confidence to tackle the challenges of a changing world
- **extend** ourselves in mind, body & spirit
- **learn** in partnership with parents; the Church; the community and other schools
- **achieve** the children's potential across all areas of the curriculum

Expectations for Adults in School

We expect all adults in school to:

- be polite to each other and to the children
- listen to each child's point of view
- give clear instructions
- be positive and recognise good behaviour by giving examples eg – that was kind because...I liked it when you...because....
- be positive and recognise achievement and effort
- stay calm

School Routines

- Please sign into and out of the office – you will need to wear a visitors badge all the time you are in school.
- The doors are open at 8:40 am and registration begins at 8:55am
- Worship times 10:30 – 10:45am
- Playtime 10:45 – 11:00am
- Children either are on the playground or on the field (with wellies) The teacher on duty will decide on the suitability of the field.
- Lunch 12:00 – 1:00
- Registers are taken when the children return to their classes for the afternoon
- School day ends at 3:15. All children are escorted to the playground to meet their parent – if they are not there to pick up the child must go back into school to wait

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- We expect good behaviour from the children at all times. If there is a problem please speak to the class teacher
 - Remember that confidentiality is essential
 - Fire procedures are on display in all areas. Please assemble on the field where your name will be checked against the visitors book by a member of staff
 - Tea and coffee are available in the staffroom; please feel free to help yourself. Hot drinks are not allowed on playground duty or in the classrooms
 - Staff toilets are next to the school office and also near the school hall. The disabled toilet is opposite the hall entrance

Safer Working Practices for Volunteers

These guidelines are taken from an updated document (Jan 2009) from an original document produced by a DCSF network of Advisors and documents from GCSB www.gscb.org.uk/

They apply to all adults volunteering in the school whatever their position, role, or responsibilities, or volunteering to help at school events outside the school or outside the school day

Unsuitability

Volunteers should:

- have a clear understanding about the nature and content of this document
- discuss any uncertainties or confusion with Head Teacher
- understand what behaviours may call into question their suitability to continue to volunteer with children

Duty of Care

Volunteers should:

- understand their responsibilities of their role and be aware that sanctions will be applied if these provisions are breached
- always act, and be seen to act, in the child's best interests
- avoid any conduct which would lead any reasonable person to question their motivation and intentions
- take responsibility for their own actions and behaviour

Confidentiality

Volunteers should:

- be clear about when information can be shared and in what circumstances it is appropriate to do so
- are expected to treat information they receive about children in a discreet and confidential manner
- should seek advice from a member of staff if they are in any doubt about sharing information they hold or which has been requested of them
- report any concerns or allegations to the Head Teacher

Making a Professional Judgement

Where no specific guidance exists volunteers should:

- discuss the circumstances that informed their action, or their proposed action, with the Head
- report any actions which could be misinterpreted to the Head Teacher
- always discuss any misunderstanding, accidents or threats with the Head Teacher
- always record discussions and reasons why actions were taken
- record any areas of disagreement about course of action taken and if necessary referred to a higher authority

Positions of Power and Trust

Volunteers should not:

- use their position to gain access to information for their own or others' advantage
- use their position to intimidate, bully, humiliate, threaten, coerce or undermine children
- use their status and standing to form or promote relationships which are of a sexual nature, or which may become so

Propriety and Behaviour

Volunteers should not:

- behave in a manner which would lead any reasonable person to question their suitability to help with children or act as a role model
- make, or encourage others to make, unprofessional personal comments which scapegoat, demean or humiliate, or which might be interpreted as such

Volunteers should:-

- be aware that behaviour in their personal lives may impact upon their role with children
- follow any codes of conduct deemed appropriate by the school
- understand that the behaviour and actions of their partner (or other family members) may raise questions about their suitability to help with children and young people

Dress and Appearance

Volunteers should wear clothing which:

- is appropriate to their role
- is not likely to be viewed as offensive, revealing, or sexually provocative
- does not distract, cause embarrassment or give rise to misunderstanding
- is absent of any political or otherwise contentious slogans
- is not considered to be discriminatory and is culturally sensitive

Personal Living space

Volunteers should:

- be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in vulnerable situations
- challenge any request for their accommodation to be used as an additional resource for the organisation
- be mindful of the need to maintain professional boundaries
- refrain from asking children to undertake personal jobs or errands

Gifts, rewards and Favouritism

Volunteers should:

- be aware of the school's policy on the giving and receiving of gifts
- ensure that gifts received or given in situations which may be misconstrued are declared
- only give gifts to an individual young person as part of an agreed reward system and cleared with staff
- ensure that all selection processes which concern children are fair and that wherever practicable these are undertaken and agreed by more than one member of staff

Infatuations

Volunteers should:

- report and record any incidents or indications (verbal, written or physical) that suggest a child may have developed an infatuation with an adult in the workplace
- always acknowledge and maintain professional boundaries

Communication with Children

Volunteers should:

- not give their personal contact details to children, including their mobile telephone number and details of any blogs or personal websites
- only make contact with children for professional reasons and through a member of staff
- recognise that text messaging is rarely an appropriate response to a child in a crisis situation or at risk of harm
- not use internet or web-based communication channels to send personal messages to a child
- ensure that if a social networking site is used, details are not shared with children and young people and privacy settings are set at maximum

Social contact

Volunteers should:

- have no secret social contact with children and young people or their parents
- consider the appropriateness of the social contact according to their role and nature of their work
- never have any planned social contact with children without the parents' permission
- advise senior management of any social contact they have with a child or a parent with whom they work, which may give rise to concern
- report and record any situation, which may place a child at risk or which may compromise the organisation or their own professional standing
- be aware that the sending of personal communications such as birthday or faith cards should always be recorded and/or discussed with a member of staff
- understand that some communications may be called into question and need to be justified

Sexual contact

Volunteers should not:

- have sexual relationships with children
- have any form of communication with a child which could be interpreted as sexually suggestive or provocative i.e. verbal comments, letters, notes, electronic mail, phone calls, texts, physical contact
- make sexual remarks to, or about, a child
- discuss their own sexual relationships with or in the presence of children

Volunteers should:

- ensure that their relationships with children clearly take place within the boundaries of a respectful professional relationship
- take care that their language or conduct does not give rise to comment or speculation. Attitudes, demeanour and language all require care and thought

Physical contact

Volunteers should:

- be aware that even well intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described
- never touch a child in a way which may be considered indecent
- always be prepared to report and explain actions and accept that all physical contact be open to scrutiny
- not indulge in 'horseplay'
- always encourage children, where possible, to undertake self-care tasks independently
- work within Health and Safety regulations
- be aware of cultural or religious views about touching and always be sensitive to gender
- understand that physical contact in some circumstances can be easily misinterpreted

Other activities that require physical contact

Volunteers should:

- treat children with dignity and respect and avoid contact with intimate parts of the body
- always explain to a child the reason why contact is necessary and what form that contact will take
- seek consent of parents/staff where a child or young person is unable to do so because of a disability
- consider alternatives, where it is anticipated that a child might misinterpret any such contact
- be familiar with and follow recommended guidance and protocols
- conduct activities where they can be seen by others
- be aware of gender, cultural or religious issues that may need to be considered prior to initiating physical contact

Behaviour management

Volunteers should:

- seek advice from staff if sanctions are deemed necessary
- not use force as a form of punishment
- try to defuse situations before they escalate
- inform staff of any behaviour management techniques used, after clearing with staff first
- adhere to the organisation's behaviour management policy
- be mindful of factors which may impact upon a child's behaviour e.g. bullying, abuse and where necessary take appropriate action

Use of control and physical intervention

Volunteers should:

- adhere to the organisation's physical intervention policy – no physical intervention except in an emergency to prevent harm to a child
- always seek to defuse situations
- always use minimum force for the shortest period necessary
- record and report as soon as possible after the event any incident where physical intervention has been used

Children in distress

Volunteers should:

- consider the way in which they offer comfort and reassurance to a distressed child and do it in an age-appropriate way
- be circumspect in offering reassurance in one to one situations, but always record such actions in these circumstances
- follow professional guidance or code of practice where available
- never touch a child in a way which may be considered indecent
- record and report situations which may give rise to concern from either party
- not assume that all children seek physical comfort if they are distressed

Intimate care

Volunteers should:

- not undertake any intimate care of a child

Personal Care

Volunteers should:

- avoid any physical contact when children are in a state of undress
- avoid any visually intrusive behaviour
- where there are changing rooms announce their intention of entering
- not change in the same place as children
- not shower or bathe with children
- not assist with any personal care task which a child or young person can undertake by themselves

First Aid and administration of medication

Volunteers should:

- always act and be seen to act in the child's best interests
- not administer any first aid or medication to a child if a member of staff is present
- if no staff member is present make other adults aware of the task being undertaken
- explain to the child what is happening
- report and record any administration of first aid or medication
- have regard to any health plan which is in place
- always ensure that an appropriate health/risk assessment is undertaken prior to undertaking certain activities

One to one situations

Volunteers should:

- not enter into a one to one situation with a child
- always report any situation where a child becomes distressed or angry to a senior colleague

Home visits

Volunteers should

- not undertake home visits to children

Transporting children

Volunteers should:

- ensure they are fit to drive and free from any drugs, alcohol or medicine which is likely to impair judgement and/ or ability to drive
- be aware that the safety and welfare of the child is their responsibility until they are safely passed over to a parent/carer
- record details of the journey in accordance with agreed procedures
- ensure that their behaviour is appropriate at all times
- ensure that there are proper arrangements in place to ensure vehicle, passenger and driver safety including child seats. This includes having proper and appropriate insurance for the type of vehicle being driven
- ensure that any impromptu or emergency arrangements of lifts are recorded and can be justified if questioned

Trips and Outings

Volunteers should:

- always have another adult present in out of school activities
- ensure that their behaviour remains professional at all times
- on a residential never share beds with a child/children
- not share bedrooms unless it involves a dormitory situation and the arrangements have been previously discussed with the Head Teacher

Photography and videos

Volunteers should:

- only take photos with the permission of a senior staff member
- be clear about the purpose of the activity and about what will happen to the images when the activity is concluded
- be able to justify images of children in their possession
- avoid making images in one to one situations or which show a single child with no surrounding context
- ensure the child/young person understands why the images are being taken and has agreed to the activity and that they are appropriately dressed
- only use equipment provided or authorised by the organisation
- report any concerns about any inappropriate or intrusive photographs found
- always ensure they have checked if the school has parental permission to take and/or display photographs

Volunteers should not:

- display or distribute images of children unless they have consent to do so from the Head Teacher
- use images which may cause distress
- use mobile telephones to take images of children
- take images 'in secret', or taking images in situations that may be construed as being secretive

Internet usage

Volunteers should:

- follow the school's guidance on the use of IT equipment
- ensure that children are not exposed to unsuitable material on the internet
- ensure that any films or material shown to children and young people are age appropriate ie U rated films. PG rated films may only be shown with the Head Teacher's permission as parental permission is required
- only use websites approved in advance by the staff

Whistleblowing

Volunteers should:

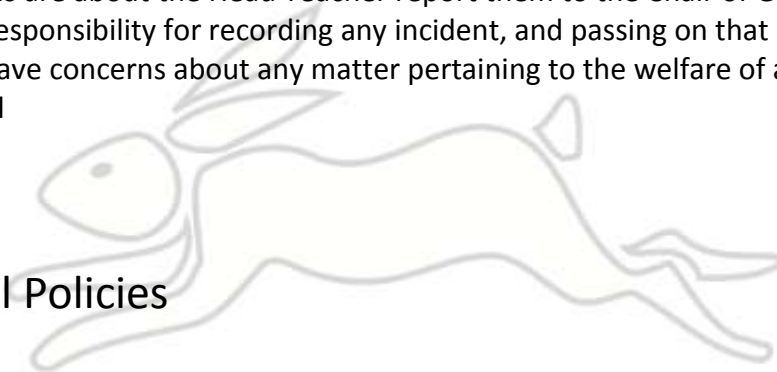
- report any behaviour by colleagues that raises concern regardless of source to the Head Teacher

Sharing concerns and reporting Incidents

Volunteers should:

- report concerns to The Head Teacher
- if the concerns are about the Head Teacher report them to the Chair of Governors
- should take responsibility for recording any incident, and passing on that information where they have concerns about any matter pertaining to the welfare of an individual in the school

Other Useful Policies



A full set of policies is available in Mrs Bacon's office and in the staffroom.

Other useful policies for volunteers are

Child Protection Policy

Anti-Bullying Policy

Racial Equality and cultural Diversity Policy

Confidentiality

Behaviour Policy

E- Safety Policy