



Crockham Hill C E Primary School

Sowing the seeds to give our children the best possible start to the rest of their lives.

Volunteer Policy

Review Body:	FGB
Leadership Group Responsibility:	Headteacher
Type of Policy:	Non-statutory
Review Period:	Annual
Reviewed:	Spring 2026
Next Review:	Spring 2027

Approved by the C&L Committee on 12.02.2026

This statement supports our values of Respect, Resilience and Aspiration. It has been adopted so that all members of our community know how we keep children safe. This supports our school vision by helping us to provide a safe and supportive environment for all pupils to succeed.

Welcome to Crockham Hill CE Primary School and thank you for volunteering to help us in school. This induction pack is for all new volunteers and will help you settle in quickly. There may be other things that you need to know, so please just ask a member of staff who will help you or point you in the right direction. Please ensure that you have read and signed the agreement (Appendix 2) and returned this to Crockham Hill CE Primary School Headteacher.

Before you start your volunteer role, you will undertake a safeguarding briefing with the headteacher and will be required to read KCSIE part 1.

RESPECT EMPATHY RESILIENCE ASPIRATION

Volunteer and Student Policy

The value of well-deployed volunteers in schools is widely recognised at Crockham Hill CE Primary School and are a welcome resource for helping to raise children's achievement, complementing the work of teachers and support staff.

The Headteacher and Governing Body have no doubt that school will benefit greatly from developing well-planned, active parental and community links through participation by adults in the activities of the school on a voluntary basis. It should be emphasised that the role of volunteers in schools provides enrichment of the pupil's learning experiences, but must not encroach on or restrict professional teaching duties.

The deployment of any volunteer, whether for one day or for a number of sessions over a longer period, must be managed with care; in particular taking account of the needs of the pupils and the staff to whom they are assigned.

Headteachers and Governors are mindful of deploying volunteers appropriately. Volunteers should not be asked to replace paid staff or be given responsibility within the school that would normally be associated with paid employees.

Our Christian Vision and Values:

All adults who work in our school, whether a paid member of staff or a volunteer are expected to work and behave in such a way as to actively promote our school vision and ethos.

At Crockham Hill CE Primary School we are committed to an ethos of high expectations and endeavour to treat our children as individuals, inspired with confidence and self-belief to reaching their full potential as twenty first century British citizens.

As a school we have developed our core values with our parents, stakeholders, children, staff and governors. These are:

Respect

We have respect for ourselves, others and our environment.

We are polite to each other, and kind and considerate in our actions.

We respect other's differences.

Empathy

We are inclusive and care for each other.

We are patient and understanding, and see others' points of view.

We are supportive and help others when they need it.

Resilience

We show hope, faithfulness and perseverance.

We have self-belief, self-confidence and deal with difficulties positively.

We take pride in our own and others' successes.

Aspiration

We are enthusiastic, passionate and ambitious.

We empower everyone to achieve their potential.

We believe in the common good – for the school, the community and the world.

Our volunteers include:

- Members of the Governing Body
- Parents/grandparents of pupils
- Ex-pupils
- Students on work experience
- Students on volunteer days
- University students on alternative placements
- Local residents

The types of activities that Volunteers are engaged include:

- Hearing children read
- Working with small groups of children within the class
- Working alongside individual children within the class
- Undertaking art & craft and other practical activities with children
- Accompanying school visits

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., hearing children read, should approach either Mrs Higgs (Headteacher) or the school office first to register their interest. Once their interest is registered, the school office will make contact with the volunteer to complete the necessary paperwork and DBS check before commencing in school.

Prior to commencing the volunteer will receive safeguarding advice for volunteers (Appendix 2) and sign a confidentiality agreement. (Appendix 3) which sets out the school's expectations of volunteers, including confidentiality within school and understanding this policy.

Confidentiality:

Volunteers in school are bound by a code of confidentiality. Any concerns that volunteers have about the children they work with or come into contact with should be voiced with the class teacher rather than with the parents of the child / persons outside school. Comments regarding children's behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents of a child if they hear about such issues through a third party rather than directly from the school. Volunteers who are concerned about anything another adult or pupil in the school does or says should raise the matter with the Headteacher or Deputy Headteacher.

Supervision:

All volunteers work under the supervision of the class teacher of the class to which they are assigned. Teachers retain responsibility for children at all times, including the children's behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the class teacher as to how an activity is carried out / what the expected outcome of an activity is. Volunteers are encouraged to seek further advice and guidance from the class teacher in the event of any query problem regarding children's understanding of a task or behaviour.

The school has a Health & Safety Policy and this is made available on request to volunteers working in the school. Class teachers ensure that volunteers are clear about emergency procedures (e.g. fire alarm evacuation) and about any safety aspects associated with a

particular task (e.g. using DT equipment / accompanying children on visits). Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class teacher / Headteacher.

Safeguarding:

Crockham Hill CE Primary School is a community and all those directly connected (staff, volunteers, governors, parents, families and pupils) have an essential role to play in making it safe and secure. Crockham Hill CE Primary School recognise our statutory responsibility to safeguard and promote the welfare of all children.

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

- All Volunteers are given a copy of safeguarding advice for volunteers (Appendix 1), this Volunteer Policy and asked to sign a Volunteer Agreement (Appendix 2)
- To ensure the safety of our pupils at all times, all of our Volunteers must have a DBS check carried out by the school.
- Any complaints made about a volunteer will be referred to the Headteacher / Deputy Headteacher for investigation. Any complaints made by a volunteer will be referred to the Headteacher / Deputy Headteacher.

The Headteacher reserves the right to take the following action:

- To speak with a volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again;
- Offer an alternative placement for a volunteer, e.g. helping with another activity or in another Class;
- Inform the volunteer that the school no longer wishes to use them. The full Complaints Procedure is set out on the school website.

This Policy has been approved by the Governing Body and will be reviewed annually.

APPENDIX 1

Safeguarding Advice for Volunteers and Visitors

Welcome to Crockham Hill CE Primary School. We are committed to safeguarding and promoting the welfare of children and as such we expect all staff, volunteers and visitors to share this commitment.

This information is designed to help parents, carers, volunteers and visitors to our school to understand the expected behaviour around our children in order to ensure their safety and wellbeing.

Please keep this information in a safe place so that you can read it again if you need to. If you need any more information, or have any questions, please do not hesitate to ask.

We hope you enjoy your time at Crockham Hill CE Primary School

Procedures:

- All visitors must **sign in** at Reception and **sign out** before leaving.
- Visitors will be issued with a badge, this should be worn and visible at all times.
- Visitors are asked to read this leaflet in full on arrival on their first visit.
- Volunteers will be required to sign the volunteer confidentiality agreement.
- Mobile phones are not to be used on the school site.
- Photographs are not to be taken unless by prior agreement by the school
- Be a good role model to our pupils by being respectful, fair and considerate of others.
- If a child misbehaves whilst under your instruction or you witness unacceptable behaviour then please report this to your class teacher
- When working with a pupil(s) ensure you are visible to others
- Your dealings with the children are confidential between you and the teacher. If you have any concerns, please talk to the class teacher, Deputy Headteacher or Headteacher.
- Children should not be left unattended at any time.
- All supply teachers, regular visitors and volunteers have a Disclosure and Barring Service Enhanced Clearance.

Safeguarding and Child Protection:

If you feel that a child may be at risk of harm but you are not sure, then please **inform a member of the Safeguarding Team immediately**. They will offer advice and take appropriate action.

Child abuse can happen to any child regardless of elements such as gender, culture, religion, social background, ability or disability.

A copy of the School's Safeguarding policy is located in the office and on the school website.

Types of harm

We all have a responsibility to keep children safe, both at home and in school. Harm is identified under four categories:

Physical – when a child is deliberately hurt or injured

Sexual – when a child is influenced or forced to take part in a sexual activity. This can be a physical activity or non-physical e.g. being made to look at an inappropriate image

Emotional – when a child is made to feel frightened, worthless or unloved. It can be by shouting, using threats or making fun of someone. It can also be when a children see their parents or visitors to the home fighting or using violence.

Neglect - when a child is not being taken care of by their parents/guardians. It can be poor hygiene, poor diet, not keeping appointments, not coming to school or being left home alone

Remember If in doubt please ask!

Please do not leave our school without telling someone or doing something.

If a child tells you something:

- If a child discloses they might be subject to abuse react calmly, listen carefully, stay calm and keep any questions to a minimum.
- Do not promise confidentiality. Explain to the child that you must pass on information if you are worried about their safety.
- Do not ask leading questions or make judgements.
- **Immediately** inform the class teacher (without alerting children) who will continue the process. You may be asked to record what you have been told by a child.

Our Safeguarding Team:

Designated Safeguarding Lead: Lisa Higgs (Headteacher)

Deputy Safeguarding Leads: Ghislaine Lakin-Hall and Sian Campling

First Aid

If a child needs medical treatment of any kind, please notify a member of staff immediately.

In the event of a fire:

Any person discovering a fire must operate the nearest fire alarm.

A continuous alarm will sound

On hearing the fire signal:

- When in class the order to evacuate will be given to the teacher who will indicate the route to be followed
- Leave by the nearest route (see fire details in classroom) Do not stop to collect personal belongings
- Close all doors on route
- Do not re-enter the building
- Assemble in the designated area – school playground
- If you are working with children, and it is safe to do so, return them to their muster point via the outside of the building.
- All classrooms have clearly displayed fire safety procedures.

In the event of a lockdown (i.e. an intruder):

- Any person discovering an intruder on the school site should immediately make the Headteacher or Office Staff aware.
- Do not attempt to engage with the intruder
- Signal given: **Code red, red, red** via walkie talkies.
- Return to classroom and follow procedure (close the blinds (where possible), lock all doors and ensure children are under the tables; arrangements will vary according to the classroom and the situation
- Teachers, teaching assistants and volunteers to remain calm and reassure all pupils

Evacuation Plan in event of an Incendiary Device

- Continuous Alarm will sound and message passed to teachers
- Children to leave the classroom if instructed to do so by Headteacher and proceed to assembly point B - Field to rear of school premises; there we may proceed to the church if it is deemed appropriate.

Appendix 2:

ACCEPTANCE AND CONFIDENTIALITY AGREEMENT

For all adults associated with our school

Dear Volunteer

I would like to thank you for all the support you give us to enable our children to learn so effectively.

When you work in an environment such as a school, the matter of confidentiality is huge and we always ask a question about it at interviews for staff. Confidentiality means that you do not discuss school matters with anyone outside the building no matter who they are. If you are approached and asked a school related question, you must refer it to the class teacher, myself or any other member of staff. We will then deal with the query after finding out the whole story. Please don't discuss anything about another child's behaviour with their parents either. This is a matter between school and that child's parents.

Some parents who do help out in classrooms have, for no reason other than they thought they were being helpful, told other parents about things that have happened in the classroom. Whatever happens between a teacher/class or a child/teacher is between them and the appropriate parents if they choose to share it. It is not for anyone else to offer an opinion outside the classroom.

One of the reasons rules are so strict in school is for Child Protection purposes. If you inadvertently discuss school business outside school, you could be putting a child at risk. It is unthinkable but it has happened.

We do value tremendously the support we receive from parents, and we couldn't do our job nearly as efficiently without it, so a huge thank you for everything you do.

Mrs Lisa Higgs

Headteacher

I have read and understood the Confidentiality Policy.

NAME:

Signed:..... Date:

OFF-SITE VISITS VOLUNTEER AGREEMENT

School trips are an integral part of learning at our school and afford many children opportunities which are outside their usual experiences. We are pleased that you have come forward as a volunteer helper: you will have an important role to play in the success and safety of this school trip.

Please read and return this appendix, and sign and return the helper's slip.

This is part of our school's risk assessment planning.

Role of the Volunteer Helper

- to be responsible and look after, in equal measure, all of the children in your group
- to stay with your allocated group of children, ensuring that their wellbeing and safety is maintained for the total duration of the school trip
- to promote polite, respectful and courteous behaviour towards each other and members of the general public. We all go as ambassadors of our school!
- to ensure that your group keep up with the body of the school visit party, be it walking, entering or exiting from transportation or following speakers for the trip
- to contact your child's class teacher/member of staff if there are issues with first aid, safety and/or behaviour

Working alongside school staff

School staff expect volunteer helpers to:

- comply with all of the above whilst being under the direct line management of school staff
- show a commitment to their 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 help to explain areas of interest
- follow guidance from the school staff

What is not permitted

- Volunteer helpers are not allowed to bring additional siblings on the school trip.
- Volunteer helpers are not allowed to re-organise school visit groups.
- Volunteer helpers are not allowed to smoke, drink alcohol or engage in any illegal practices.
- Volunteers are not permitted to accompany children to the toilets.
- Volunteer helpers are not permitted to take photographs of children or use personal phones/tablets.
- Volunteer helpers are not allowed to give/buy their group treats e.g., ice-creams, biscuits, sweets – before, during or after the school trip.
- Volunteers are not allowed to touch or reprimand children but should speak to a school staff member if there are any difficulties. If you need to move a child or gain a child's attention we always use their name and under no circumstances are we to come into physical contact with a child.

First Aid

For each class on the school visit, there will be at least one qualified first aider. You will be informed if any child in your group has medication/needs. If medicine needs to be administered, this will be done by a member of staff. Under no circumstances will a volunteer be asked to administer medication of any kind. All other medicines and first aid box(es) will be carried by staff.

Emergencies

You are expected to inform a member of staff as soon as possible.
If you have become separated from the rest of the school party, please telephone one of the members of staff on your contact list or telephone the school.

I have read the Volunteer Policy

I agree to the terms and conditions as stated in the policy

I will support the young people in enjoying the trip and actively contribute to the smooth running of the occasion.

Name: _____ Signed: _____ Date: _____