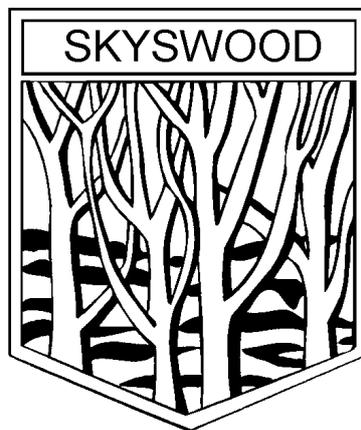


Skyswood Primary & Nursery School

Volunteer Helper Guidance Policy



March 2020

Review Date – March 2022

Introduction

This document outlines our guidelines for volunteer helpers in the school. Skyswood Primary and Nursery School recognise the valuable contributions that volunteer helpers make within our school. We hope that our volunteer helpers enjoy the experience, feel valued and recognise the impact of their contributions for our children. All volunteer helpers will work under the guidance of an employed member of the Skyswood staff. Volunteer helpers will be appropriately supervised and now only require a DBS check (Disclosure and Barring Service) if they are used in a role without this close level of supervision.

Personal data

Personal information required for volunteer helpers is limited to the information necessary. Usually this will simply be contact details. However, it is important that the school are aware of any significant medical needs in order to ensure the safeguarding of all volunteer helpers. All personal data will be processed in line with the school's Privacy Policies (as recommended under the GDPR). The appropriate consent to hold any personal data on volunteer helpers will be sought before the commencement of a volunteer placement.

Limitation of Work Undertaken

Most activities undertaken within the school will be classified as 'low risk.' There are, however, higher risk activities within the workplace such as maintenance work, catering and cleaning. These are the responsibility of the Site Manager and contractors. Under no circumstances is a volunteer helper permitted to undertake any of these higher risk tasks or visit unaccompanied any of the restricted access areas. These include the Site Manager's room, kitchen area, roof areas or areas of building works. Volunteer helpers should refer to a member of staff in all cases of intimate care. Volunteer helpers may only use the staff room if invited to do so by a member of the Skyswood teaching staff, the Site Manager or the School Secretary.

Induction

To comply with our duties the following measures should be carried out prior to a volunteer helper commencing work:

The volunteer helper should receive a Volunteer Helper Induction Pack from the school office. This will be given to them before they take up their role as a volunteer helper and each volunteer helper is required to sign to show that they have been fully informed with regard to key policies and understand the safeguarding requirements for their role as a volunteer helper. A copy of the

school's Positive Behaviour Policy and Child Protection Policy is included within the pack and also available on the school website. The volunteer helper will also be signposted to the school's Complaints Policy, outlining the procedures for Managing Allegations, along with the school Whistleblowing Policy (which are both on the school website). It is the responsibility of any volunteer to make the school aware of any significant medical needs they may have. Volunteer helpers will also be made aware of the emergency fire evacuation procedures, including the locations of the nearest exits and the assembly points. Information on the accident reporting system and the location of a first aider should also be given.

Signing In

Volunteer helpers should sign the visitors' book on arrival. This is kept in the Reception, by the school office. They must also sign out when leaving the premises.

FOSS

Parent Association activities undertaken by FOSS (Friends of Skyswood School) must be approved by the Headteacher/Assistant Headteacher in order for any activity to go ahead. FOSS are responsible for implementing any necessary actions identified through risk assessments for each given event/activity.

Hazardous Substances

Any hazardous substances at Skyswood are securely locked away out of the reach of children. The most common hazardous substances in schools are photocopier toners, printer chemicals and cleaning materials. Our copiers used sealed toner cartridges and the toner is non-hazardous. Changing of these cartridges is undertaken by designated staff. Untrained staff, including volunteer helpers, are not permitted to undertake this task.

Manual Handling and Ladders

Movement of heavy objects is carried out by the Site Manager and should not be undertaken by volunteer helpers. The Site Manager is responsible for any work involving ladders. Volunteer helpers must not use ladders unless they have received appropriate training and signed a risk assessment form accepting personal responsibility.

Smoking

We operate a no smoking policy within the school. Smoking is not permitted within the building or within the school grounds.

Working Hours and Rest Breaks

The working hours of a volunteer helper must be agreed prior to taking up a voluntary helper role. If a volunteer helper is working over a significant part of the day (two or more hours) then the class teacher will offer the helper refreshments at the appropriate time. Volunteer helpers should return mugs etc... to the class teacher, who will return them to the staff room. Volunteer helpers must not interrupt teaching assistants or members of staff by requesting drinks. Chilled water is always available in the dining room. Volunteer helpers may help themselves to a drink of water at any time.

Insurance

Volunteer helpers are covered by the Schools Liability Insurance whilst on the premises.

Volunteer Helper Concerns

If at any time a volunteer helper is concerned about any issue, particularly those relating to their own safety or the safety of children, they should speak to the class teacher, Site Manager or Headteacher. If they feel that their concerns are not being addressed properly then they should contact the Chair of Governors.

Impairment

If a volunteer helper has a physical or mental impairment the school must take account of this in order that additional and suitable measures are taken with regard to safeguarding. We recognise our duties under the Disability Discrimination Act and will undertake all reasonable measures to accommodate these needs. It is the responsibility of the Headteacher to ascertain any measures that are required necessary to accommodate for the physical or mental impairment of a volunteer helper.

Dress Code, Punctuality and Attendance

Volunteer helpers are required to adhere to the school dress code and must be smartly dressed, in line with the dress code demonstrated by employed members of staff. Volunteer helpers are expected to be punctual and reliable. Please contact the class teacher or school secretary if there are any times when you are unable to help out with a 'regular slot.' We fully appreciate that

there are times when volunteer helpers may have to alter their arrangements at short notice but always appreciate advanced notice where possible.

Confidentiality

All volunteer helpers must recognise the need for confidentiality. They will be protected as far as possible from any sensitive information within the school. The individual needs of children or any other sensitive information must not be discussed by volunteer helpers with anyone other than the appropriate school staff. If volunteer helpers were to have any concerns regarding sensitive information or disclosures then they should speak to the class teacher or Headteacher in line with our Child Protection Policy.

Pupil Discipline

In the event that any Skyswood pupil demonstrates rude or unacceptable behaviour towards a volunteer helper, the volunteer helper should politely request that the child should not behave in such a way. If the child repeats this behaviour then the volunteer helper should send the child to the class teacher and discuss the incident privately with the class teacher at an appropriate time. This will then be followed up appropriately by the class teacher or the Headteacher. Volunteer helpers should, under no circumstances, take it upon themselves to discipline any pupil. If the volunteer helper is not happy about the outcome of any 'incident', they may choose to discuss this further with the Headteacher. If they are still not satisfied they should report the incident to the Chair of Governors.

Rewards and Marking

Volunteer helpers should follow school guidelines for giving rewards, and may give out 'house points' or stickers as rewards for good work. Volunteer helpers should not give more than two house points for any one piece of work or example of positive behaviour. Stickers should only be given out occasionally (children should not 'expect' a sticker every time they routinely complete a piece of work). Volunteer helpers should discuss rewards with the class teacher in order to follow the teacher's own policy. There may be children within the class on special reward incentives and sticker charts. Volunteer helpers should be made aware of these if working with identified children. Any stickers that are given out will be provided by the school. Volunteer helpers should not incur any personal costs for materials or resources whilst at the school. Volunteer helpers helping with maths cards and times-table cards should be given clear criteria for awarding stickers before they work with the children.

Volunteer helpers may write routine comments for 'good work' in the children's reading diaries. They should not write any comment that is negative. If a child has not completed a task as appropriate, or has been reluctant to co-operate, the volunteer helper should discuss this behaviour with the class teacher rather than write a comment in a book. Volunteer helpers may, at the discretion of the class teacher, make positive comments in children's books if working with identified children or groups. The volunteer helper should, however, check with the class teacher at the start of the placement to confirm that the teacher is happy for them to make written comments. The volunteer helper should initial any comments that are made.