

# **VOLUNTEER / VISITOR / PARENT HELPER POLICY**

# 2016

Visitors and volunteers at our school bring with them a wealth of skills and experience that can enhance the learning opportunities of the children. Banks Road welcomes and encourages them.



**BANKS ROAD INFANT AND NURSERY SCHOOL**  
**“A Home for Learning, Laughing, Caring and Trying”**

### **Visiting and Becoming a Volunteer**

We have many requests from a variety of people who wish to visit or volunteer. These may be parents of children at Banks Road, members of the local community or individuals interested in pursuing a career with children. It is important that we keep track of who is working in our school, where they are placed and for how long they will be with us. For this reason all requests from visitors and volunteers should be directed to the head teacher who has responsibility for the organisation and/or placement of such individuals.

We know that most of our volunteers will be parents, grandparents or relatives but not all are so in the guidelines we will call you all volunteers.

There are two main ways of helping: -

- a) Occasional support e.g. at sports events or school trips. These are individual events and generally volunteers only commit themselves to one or two occasions.
- b) Regular support. This is when parents or volunteers offer regular weekly support to the school for a period of time. Usually the commitment will be for a term or longer, and will consist of one or two timetabled weekly sessions.

### **Aims and Values**

All adults who work in our school, whether a paid member of staff or volunteer, are expected to work and behave in such a way as to actively support our school aims and values listed below.

- We aim to safeguard and promote the welfare of all children in our care by providing an environment in which they are safe and secure and can be supported in their physical and emotional needs.
- We aim to provide a happy and healthy school environment where children and adults respect each other and take responsibility for their own actions.
- We support a policy of inclusion, where there are equal opportunities for all.
- We will provide a curriculum that is broad and balanced, that will help children prepare for the opportunities and responsibilities that are needed for now and later in life.
- We expect everyone to achieve high standards of work and behaviour both inside and outside school.
- We will encourage the children to develop spiritually, morally, culturally, mentally and physically.
- We strongly believe that communication is crucial between all staff, parents and children and we will foster an ethos of openness whilst maintaining appropriate confidentiality.

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### **Confidentiality**

Volunteers in school are bound by a code of confidentiality. Any concerns that visitors and volunteers may have about the children they come into contact with should **only** be discussed with the class teacher. Visitors and volunteers concerned about what another adult in the schools says or does, should raise the matter directly with the head teacher.

It is very important that you share any concerns with the class teacher. What you have seen or heard may be part of a bigger picture and will need investigating further. If you are unable to talk to the class teacher, please come to the school office and speak to Mrs Moulde or Mrs Thompson who will pass on the details to Mrs Clemens.

We have well defined procedures for informing parents of what has happened whilst the children are at school. Please do not be tempted to relay anything you have seen or heard in the classroom to other parents. If you are asked by another parent about their child, please refer them to the class teacher.

**We need to be assured that you will exercise total discretion in all respects when you are helping in school.**  
**We ask that all volunteers sign an agreement which includes confidentiality.**

### **Supervision**

All visitors and volunteers are under the supervision of a class teacher. Teachers retain responsibility for the children at all times. Visitors and volunteers should have clear guidance from the teacher as to how an activity involving children may be carried out and what the expected outcomes of any activity are. Visitors and volunteers are encouraged to speak to the teacher if they have a query about any aspect of a child's understanding or behaviour.

We expect all members of the school community to be polite, courteous and self-disciplined and to show respect. Pupils watch us and follow our example.

The same rules apply to staff, children and volunteers working in school.

- Always treat the children with care and respect. They will love spending time with you and will often fight for their turn because they enjoy it so much. You might even get a hug!
- If a child is behaving in a way that you think is inappropriate then you should seek help from a member of staff straight away. Do not argue with the child but be firm if you feel you have to say NO.
- Keep yourself safe by always being within sight or hearing of a member of staff.
- Never handle a child in a disciplinary way. The school staff are trained to restrain children but even they use this only as a last resort to avoid injury to themselves or others.

### **Health & Safety**

The school has a Health and Safety Policy available on request from our school office. Class teachers ensure that visitors and volunteers are made aware of any emergency procedures (eg. what to do in the case of a fire alarm) and about any safety issues associated with a particular task (eg. during a practical task). Visitors and volunteers are asked to exercise due care and attention and report any obvious hazards or concerns to the class teacher.

You will not be given any activity which it is not safe for you to undertake. If you are given a task to do and are having difficulties, whatever the reason, speak to your class teacher. We don't want you to struggle with anything; we want you to enjoy your time in school.

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**Medical / accident procedures**

We have several qualified first aiders in school who are on hand to deal with any first aid treatment. We ask that volunteers do not administer first aid of any kind. If a child requires first aid, please see a member of staff.

If you are injured whilst on the school site, please report this to the school office.

If you are responding to an emergency yourself, please stay with the child and send another child to fetch a member of staff.

**Safeguarding Children**

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

- I. All visitors and volunteers are given a copy of this policy.
- II. Visitors and volunteers must sign in on arrival at the school office and leave their mobile phone in the office safe. You must wear an identification badge whilst on the premises.
- III. All volunteers must sign a Visitors and Volunteers Agreement (appendix 1)
- IV. The school reserves the right to ask for a character reference if necessary
- V. We encourage visitors and volunteers who work with children to have a Criminal Record Bureau (CRB) check. Anyone visiting or volunteering on a regular basis and who has substantial access to children *must* have a full, up to date CRB check.

**Complaints Procedure**

Any complaints about a visitor or volunteer will be referred to the head teacher. Any complaints made by a visitor or volunteer will also be referred to the head teacher.

*The head reserves the right to take the following actions:*

- I. To speak with the individual about a breach of our agreement and seek reassurance this will not happen again
- II. Offer an alternative placement in another class
- III. Inform the visitor or volunteer that the school no longer supports their attendance at school.

**If you're not happy**

We will ensure that you have an opportunity to discuss how you feel about your volunteering with the teacher responsible for you but if you are unhappy in the meantime please tell us!

Please do not just leave.

If it is work or other problems one of us will be pleased to listen and help if we can. It's the least we can do in return for your valuable time and commitment!

**And finally**

We would like to thank you for offering to volunteer to help at Banks Road Infant and Nursery School. We regard you as a friend and member of our team. We have a professional duty to you - just as we have to all members of staff— to make your time with us happy and fulfilling.

Together we make a great team!

It may help you to read the following policies:

Behaviour Policy (inc. Anti-Bullying)

Whole school policy for Child Protection to Safeguard and Promote the Welfare of Children (v.September 2016)

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**THE POLICY WILL BE MONITORED AND REVIEWED ANNUALLY.**

DATE OF REVIEW BY GOVERNING BODY: November 2016

This policy was reviewed and ratified by the Governing Body in September 2014.

Signed: Chair of Governors\_\_\_\_\_

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September 2016

**Banks Road Primary School**  
**Visitors and Volunteer Agreement**



I am well aware of the important part the volunteers play in contributing towards making our school the best possible place for our children to learn and reach their full potential. So thank you very much for choosing to volunteer at Banks Road Infant and Nursery School and for giving up your time to support our children. I hope you find your time spent with the children as rewarding as we do. Your help is greatly appreciated and we hope that you will gain much from your experience here.

Please read and sign this Agreement and hand it in to the school office. You will receive a copy of it for your records.

- I have received and read the Volunteer / Visitor / Parent Helper Policy
- I agree to support the school's Aims and Values
- I agree to treat information I learn from being in the school as confidential

DBS Check – circle as appropriate

Yes

No

Applied for

If you already have a DBS certificate, please hand it to the school office and a copy will be made for the school records.

Name of child.....

Signed.....

Name.....

Date.....



### **Off- Sites Visits – Volunteer Agreement**

Thank you for volunteering. School trips are an integral part of learning at Banks Road School and you will have an important role to play in ensuring the success and safety of this trip. The class teacher has overall responsibility for the children at all times, but designates responsibility to voluntary helpers who may have charge of a small group.

Please read this agreement, sign and return it to the office. This forms part of our school's risk assessment planning.

#### **The Role of a Volunteer Helper**

- To be responsible for and look after, in equal measure, all of the children in your group
- To stay with your allocated group and ensure their well being and safety for the duration of the trip
- To promote polite, respectful and courteous behaviour amongst the group and towards members of the public
- To ensure that your group keeps up with the rest of the school visit party
- To contact your class teacher if there are issues with first aid, safety or behaviour
- To show a commitment to the 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 by helping to explain areas of interest.
- To follow guidance from school staff

#### **Not permitted**

- Please do not bring additional siblings on the school trip
- Please do not use your mobile phone unless the call or text is urgent
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices
- Volunteer are not allowed to take photographs of the children unless requested to do so by the teacher in charge
- Volunteers are not allowed to buy their group treats eg ice cream, sweets etc – before or after the school trip

#### **Emergencies**

Please inform a member of school staff as soon as possible. If you are separated from the rest of the school party, please telephone one of the staff members or the school.

I understand and agree to the conditions outlined in this agreement.

Signed.....

Name.....

Date.....