

VOLUNTEER POLICY

September 2026

Hollyfield Primary School

...a place where everyone matters

A Safeguarding Policy



Version:

Ratified by the Governing Body:

Signed by the Governing Body:

To be reviewed (annually):

September 2026

23 September 2026

September 2027

Aim

The aim of this policy is to establish expectations for both staff and volunteers regarding the work undertaken by volunteers and their conduct whilst in school.

Categories of Volunteers

Volunteers could include any of the following:

- Members of the Governing Body
- Parents, carers, guardians, elder siblings or grandparents of pupils
- Students on work experience or placement
- University Students
- Ex-members of staff
- Local residents

Types of Activities

This is not an exhaustive list, but provides examples of activities volunteers may be engaged in:

- Hearing children read
- Working with small groups of children
- Working alongside individual children
- Undertaking art and craft activities with small groups of children
- Working with children on iPads
- Preparing resources for a future lesson
- Accompanying school visits
- Escorting children on local walks and to swimming lessons
- Running or assisting with an after-school club
- Social activities such as running a disco
- Fund raising activities such as running a cake stall or Summer Fair

Becoming a Volunteer

Anyone wishing to work as a volunteer who will be in school on a regular basis or a one-off occasion completing a work placement should request a Volunteer Application Pack from the school office. This should be completed and returned with the necessary original Identity documents to facilitate a DBS (Disclosure and Barring Service) clearance check and for two references to be sought.

Where the volunteering is a placement linked to a course of study the cost of the DBS (if required) will be met by the volunteer (or his/her college) unless a portable DBS has been activated.

Only when two satisfactory references and a clear enhanced DBS has been received by the school, will the Headteacher (or staff member with delegated responsibility) interview the potential volunteer and an appropriate placement will be agreed. This will be in a class which has no family connection to the applicant. A regular day and time will be agreed and the applicant will be expected to sign for and adhere to all relevant documentation, including our Safeguarding and Child Protection Policy and our Confidentiality policy.

An entry will be made on the school's Safeguarding Single Central Record and a file maintained with the confidential details of the volunteer which will be retained by school for 7 years after the volunteer resigns from their volunteering responsibilities.

As of September 1, 2026, early years providers in England must receive a cleared enhanced Disclosure and Barring Service (DBS) check before any new staff member, student or regular volunteer can start work.

The exceptions to this are:

- Work Experience Students or University Placements who apply via their educational establishment as it is expected that all necessary safeguarding checks have been carried out by the educational establishment before arriving at Hollyfield Primary School. The student will be expected to sign a confidentiality agreement, share their DBS certificate with the business manager and will not be placed in a class with any family connection.
- One-off volunteers i.e. assisting with a school walk, a fund-raising event or a school trip will not require a DBS. Care should be taken to ensure these volunteers do not have sole responsibility for a group of children or provide any form of intimate care. If there is any doubt as to the level of checks required, a decision should be sought from the Headteacher.

Vision and Values

All staff at Hollyfield value the whole child and, by working together as a team with the close support of our parents/carers, governors, Trust and the local community, we provide the very best education we can for all our children.

We have six Core Values which underpin our belief that Hollyfield is a place where everyone matters. All involved with Hollyfield (pupils, parents, staff, governors and visitors) are expected to uphold these values in order to maintain the positive, nurturing environment we aim to create at Hollyfield.



Information for volunteers

1. Safeguarding

All volunteers working regularly in school must undertake a short safeguarding induction to include health and safety before commencing their voluntary role and undertake basic Safeguarding and Child Protection, and Health and Safety overview

2. Arranging your visit

The date and times of your visits should be arranged in advance with a member of staff, usually the Deputy Head Teacher. If you are ever unable to help as arranged, please ring the school to let us know as soon as possible. We know that some parents/carers can only help on an occasional basis, all help is very much appreciated.

Unfortunately, we are unable to accept any offers of help in school if it would mean a pre-school child would also need to attend.

3. Your role in school

You will usually be operating under the direction of the class teacher and that person will be your first point of contact for information and advice. The activity taking place will be the responsibility of the class teacher. The relationship between you and the teacher is extremely important and should be based on mutual respect.

The teacher is the professional and they will have made decisions about what is appropriate for the children. Your role is to support the teacher in the interests of the children, even though this may, at times, involve you not being there (e.g. listening to children read).

4. What is not permitted

- 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 on the school site.
- Volunteer helpers are not permitted to take photographs of children.
- Volunteer helpers are not allowed to give/buy their group treats, e.g. ice-creams, sweets (some children have food allergies).
- Volunteer helpers should not use their mobile phones whilst supervising children.
- Volunteers are expected to promote and follow the school's policies and codes of conduct at all times.

5. Signing in

Please make sure you sign in at reception and wear a visitor's badge, so people know you are a visitor or volunteer. You should ensure you sign out when you depart.

6. Working in our school

When you are working in school, you are always under the supervision of a staff member and should, for your own protection, be in sight or earshot of them. Please do not take a child or group into a room on your own.

7. Positive Behaviour Management

We expect excellent, polite and respectful behaviour from all of our children. Volunteers should take a kind, yet firm, line with pupils. They must never chastise a pupil physically and always refer a child to a member of staff if the child is behaving badly and failing to cooperate. Volunteers are expected to follow the school's behaviour policy and actively promote positive behaviour.

8. First Aid

If any child you are working with should sustain an injury, please inform the class teacher immediately. Please do not treat an injured child yourself. Most of the staff are first aid qualified and there is a list of first aiders displayed each of the first aid kits around the school.

9. Emergencies - fire drill

Please familiarise yourself with the fire policy and fire safety notices around the school. All fire exits are clearly labelled. If a fire or emergency situation occurs, immediately activate the fire alarm and proceed with the evacuation. Exit the building, with the children you are supervising, via the closest emergency exit and proceed safely and quickly to the assembly point on the main field. Do not enter the building until instructed to do otherwise.

10. Refreshments

All visitors to the school are welcome to use the staffroom, please help yourself to tea and coffee. We would ask you to consider the safety aspect of children near hot drinks and ensure that these are not taken into the classroom or working areas.

11. Confidentiality

It is very important that anyone working in the school is aware of the necessity for total confidentiality regarding any information learned about any individual – child or adult. Any conversation with parents outside school is a breach of the school's confidence. Even innocent comments could be misunderstood. It is therefore important to treat anything you hear or see in school, with regards to particular children, as being in absolute confidence and entirely a matter within the school. Questions from parents should always be referred to the class teacher or Headteacher.

12. Code of Conduct

Our school has a dress code for all staff that is smart and respectful i.e. no low tops and modest length dresses/skirts. Mobile phones are to be switched off or to silent when in school and only used during lunchtimes or breaktimes. They are not to be used for taking photos of children and must not be taken into classrooms. Social media must NOT be used to refer to any activities within the school. Anyone behaving in an improper manner or found to be under the influence of alcohol or drugs will be asked to leave the site.

13. Policy documents

Essential documents are available on the school website and from the school office. Please see:

- Safeguarding and Child Protection Policy
- Keeping Children Safe in Education
- Behaviour Policy
- Whistle Blowing Policy
- Health and Safety Policy
- Fire Procedures

14. Website information

You are invited to take a look at our school website where you will find a lot of useful information. We hope you have a very happy and fulfilled time at Hollyfield Primary School. If you have any questions or are not sure about anything during the school day, then please ask a member of staff, who will be happy to help you

Volunteering at Hollyfield

To ensure the safety of Hollyfield children, as a volunteer you are required to:

- Submit your details on a Volunteer Application Form.
- Provide two references.
- Show a current, Enhanced DBS certificate (criminal history background check) and photo ID to the staff the School Office. If you do not have a DBS, you can apply for one through the school (at our expense).
- Attend induction training before you start volunteering in school.
- Sign a copy of the Hollyfield Volunteer Agreement **annually**
- Read and understand the school's Safeguarding and Child Protection procedures, available on the school website, **annually**
- Complete and sign a Childcare Disqualification Declaration form **annually**

College/University Students

- Submit your details on a Student Application Form
- Provide contact details for your tutor from your college/university
- Bring along your DBS certificate. This will be provided by your college/university.
- Attend induction training before you start volunteering in school.
- Sign a copy of the Hollyfield Volunteer Agreement **annually**
- Read and understand the school's Safeguarding and Child Protection procedures, available on the school website, **annually**

Secondary School Students

- Submit your details on a Student Application Form
- Provide contact details for your tutor from your school/college
- Attend induction training before you start volunteering in school.
- Sign a copy of the Hollyfield Volunteer Agreement

Guidelines for volunteers

- Always sign in and out of the building. You will be given the appropriate identification lanyard by the receptionist, which you must wear at all times. Please return it to the front desk as you leave.
- Ensure you report to the class teacher you have come in to volunteer with.
- Email or call the school office as soon as possible, if you are not able come in on your scheduled day, so the class teacher can make other arrangements.
- Only perform support under the direction of a member of staff. If you are ever unsure, please speak to the class teacher or a member of SLT.
- Avoid being alone with children in unsupervised locations.
- Refer any behaviour issues to a school staff member.
- Never intervene in a dispute unless a pupil is in danger of being harmed.
- Uphold confidentiality at all times. As a matter of professional ethics, do not discuss teacher, child, or school affairs with other people.
- Acquaint yourself with the fire procedure for the area you are working in and leave the building along with pupils and staff if there is an emergency drill.
- If you have concerns about a child, speak to the class teacher. If you have reason to suspect child abuse report to one of the designated leads: Mr Cole, Mrs Nicholls, Mr Holmes, Mrs Cooper-Jones or Mrs Glass.

Volunteering on school visits:

- Sign-in at the school office first, if travelling in a coach with students.
- Check in with the class teacher and get information about the visit and the risk assessment. Attend the briefing about the arrangements and expectations for the day and collect any necessary supplies, e.g. first aid kits, inhalers etc.
- Wear the identification lanyard you are given at all times.
- Never leave children unattended.
- Keep your group together, e.g. toilet visits should include everyone in the group (liaise with the Lead Teacher for instructions if only one child needs to go).
- If a child's behaviour becomes a problem during an off-site visit, report this immediately to the class teacher.
- If any situation arises that you feel concerned about, please speak to the class teacher.
- Do not bring younger children/siblings on the off-site visit.
- Do not administer first aid to any child. Report and injuries to the class teacher.

In case of an emergency:

- Never split up your group. Contact the class teacher straightaway.
- Call 999 immediately if asked.
- The class teacher must assume leadership of the situation. Follow their instructions.

Volunteer Agreement



Volunteers are an important part of Hollyfield Primary School. We hope that you enjoy volunteering with us and feel a valued member of the school community.

This agreement tells you what you can expect from the school and what the school would like from you.

Hollyfield Primary School will:

- Introduce you to how the school works and your role within it
- Provide you with induction training to enable you to undertake your role
- Introduce you to our Safeguarding, Child Protection and Behaviour policies and ensure you know what to do if you have a concern
- Consult with you and keep you informed of any changes that affect you
- Provide you with a safe workplace and ensure you have a basic understanding of health and safety issues
- Treat you with dignity and respect
- Provide you with tasks which are clearly explained and resourced
- Where appropriate, provide meetings with the class teacher so that you can tell us if you are happy with how your work is organised and can get some feedback from the class teacher.
- Indemnify volunteers against Third Party claims under the Council's Public Liability Policy, while the volunteer is carrying out their duties.

Volunteers will:

- Undertake the voluntary role as outlined in the Volunteer Guidelines and give as much warning as possible where unable to attend as arranged
- Follow the school's rules and procedures, including Health and Safety, confidentiality, child/adult safeguarding and equality and diversity (the policies are available on the school website).

I have read and understood the Volunteer Guidelines and I accept the voluntary role. I am fit to undertake the duties as described.

Note: This agreement does not constitute a legally binding contract of employment

Signed (Volunteer)

Print name Date



Confidentiality Agreement

Whilst in school, it is possible that you may come in to contact with confidential/sensitive information. This may be concerning people with whom you have dealings outside of the school setting such as; parents, children, staff and other individuals representing the school. Please remember that any information that you are privy to whilst at this school is confidential and must remain so. This includes personal and social media interactions.

If you have concerns regarding a breach of sensitive information or indeed, feel there is a matter which needs to be brought to the attention of the Headteacher, please contact the school office as soon as possible.

Below is a form acknowledging your agreement of the above statement. Please ensure that this form is returned as soon as possible. The school views any breach of confidentiality as a very serious matter and will take appropriate action in the event of any such breach.

Confidentiality Statement – Hollyfield Primary School

I have read, acknowledged and agree to abide by the above confidentiality statement.

Name: Date:

Signature:

To be completed by school

Induction		Proof of identity		DBS clearance	
Safeguarding training		References received		Added to SCR	
Tour of school		Signing in/out procedures		Emergency procedures	
Break facilities		Dress Code		IT agreement	
Social media		Security around school			
Key policies – KCSiE Part 1, Safeguarding and Child Protection, Behaviour, Code of Conduct, Whistleblowing Policy, Health and Safety, Volunteer Policy and Risk Assessment					

Signed (Member of SLT)

Print name..... Date.....