

# Visitors & Volunteers Policy



## **BROOKLANDS PRIMARY SCHOOL**

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## **Introduction**

At Brooklands, we aim to enrich the curriculum for our children in every way possible and as a result, frequently have visitors who bring the wide world within our reach. These visitors range from professionals working with our pupils on a particular aspect of their learning, to volunteers who assist teaching in the classroom. In each case, we have a duty to ensure the safety of our children and to protect those who come to enrich the lives of our children.

## **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 Brooklands, members of the local community or individuals interested in pursuing a career with children. It is important that we know 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 Office Manager, who has responsibility for the safeguarding checks. We know that most of our volunteers will be parents, grandparents or relatives, but acknowledge that in some cases, our visitors come from further afield. There are two main ways of supporting our children:

- 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.
- 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 half term e.g. September to the October break 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.

- To actively promote our Safe, Kind and Proud ethos.
- 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 educational, physical and emotional needs.
- To provide a happy and healthy school environment, where children and adults respect each other and take responsibility for their own actions.
- To support a policy of inclusion, where there are equal opportunities for all.
- To provide a curriculum that is broad and balanced and personalised to our local community, that will help children become articulate, active citizens.
- To promote the achievement of high standards in effort, work and behaviour both inside and outside school.
- To promote the development of our children spiritually, morally, culturally, mentally and physically.
- To foster an ethos of openness, honesty and trust, whilst maintaining appropriate confidentiality.

## **Safeguarding Children**

The welfare of our children is paramount and is integral to all we do. To ensure the safety of our children we adopt the following procedures:

- All visitors and volunteers are given a copy of this policy.
- Visitors and volunteers must sign in on arrival at the school office on the electronic system.
- You must wear an identification badge whilst on the premises.
- All mobile phones / devices must be switched off unless in emergency circumstances which must be agreed by the Headteacher or Safeguarding Lead in advance.

- A copy of the school safeguarding leaflet must be collected and read before working with children.
- All volunteers must sign a Visitors and Volunteers Agreement (Appendix 1).
- All visitors and volunteers must sign a copy of the Acceptable Use Policy.
- All visitors and volunteers who work with children will have a DBS check.
- Anyone visiting or volunteering on a regular basis and who has substantial access to children must have a full, up to date DBS check refreshed every three years.
- Any concerns you have about a child whilst in school must be reported to the class teacher and if necessary, the Designated Safeguarding Lead who will advise on the next steps.

### **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 or a Designated Safeguarding Lead – shown in our safeguarding leaflet. 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. 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.

Visitors and volunteers concerned about another adult in school, should raise the matter directly with the Headteacher. 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.
- If a child is behaving in a way that you think is inappropriate, 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. This puts both you and child at risk.

### **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 e.g. what to do in the case of a fire alarm and about any safety issues associated with a particular task e.g. 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 and are having difficulties, whatever the reason, speak to your class teacher. Our aim is for your visit to enhance both your and our children's experiences.

### **Medical / Accident procedures**

All staff are basic first aid trained. Mrs Sharon Street is the school's First Aider. 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.

### **Complaints Procedure**

Any complaints about a visitor or volunteer will be referred to the headteacher. Any complaints made by a visitor or volunteer will also be referred to the Headteacher. The Head reserves the right to take the following actions:

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

We will ensure that you have an opportunity to discuss how you feel about volunteering with the teacher responsible for you. If you encounter any problems, we are there to help and listen. We aim for our visitors and volunteers to have a fulfilling, enjoyable experience and your feedback can help us make improvements and amend our practices. It may be helpful to read the following policies:

- Behaviour and Relationship Policy
- Anti-Bullying Policy
- Child Protection policy
- Peer on Peer Abuse Policy
- Acceptable Use Policy



## **Brooklands Primary school**

### **Visitors and Volunteer Agreement**

The staff of Brooklands Primary School are aware of the important part volunteers play in contributing towards a rich and diverse curriculum experience. Thank you very much for choosing to volunteer at Brooklands and for giving up your time to support our children. We hope you find your time spent with the children as rewarding as we do. Your help is greatly appreciated, and we hope that you and the children 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 and Visitor Policy.
- I have read and signed the Acceptable Use Policy.
- I have received and read a copy of the school Safeguarding Leaflet.
- I agree to support the school's values displayed in the entrance to the school.
- I agree to treat information I learn from being in the school as confidential.
- I agree not to use my mobile phone whilst I am in school or on a school trip (unless discussed with the class teacher).
- I agree not to take any photographs of my own or others' children whilst in school.
- I agree not to give any of the children treats e.g sweets without prior permission from the class teacher.

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:** \_\_\_\_\_

**Contact No:** \_\_\_\_\_

**Name of Child (if appropriate):** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## **Brooklands Primary School**

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

Thank you for volunteering to support us on our trip or swimming lessons to West Park. School trips are an integral part of learning at Brooklands 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, however 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.
- To ensure confidentiality is respected both during and after the visit.
- Please do not bring additional siblings on the school trip.
- Do not use your mobile phone unless the call or text is in an emergency capacity.
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices.
- Volunteers are not allowed to take photographs of the children unless requested to do so by the teacher in charge using school equipment.
- Volunteers are not allowed to buy their group treats e.g. ice cream, sweets etc. – before or after the school trip.
- Following the visit, volunteers must not discuss the behaviour of individuals or any other details about the children with anyone other than the teacher in charge.

#### **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 the school.

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

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_