



# Volunteer Code Of Conduct

Safer Working Practises,  
to be read alongside  
“Keeping Children Safe In Education – 2016”

PLEASE RETAIN PAGES 1 – 14 OF THIS DOCUMENT, RETURNING THE FORMS ON PAGES 15 & 16.  
THANK YOU.

North Nibley C.E Primary School  
**Volunteer Code Of Conduct**

**Date of this NON-STATUTORY policy:** September 2017

**Policy developed by:** Staff, Governors and Parents

**Review date:** Autumn 2019, or earlier if required

We would like to thank you for the time and hard work that you are prepared to put in to helping at school. Your support will enable us to offer children wider experiences in their education and help them to further develop their skills and understanding. The following instructions are provided to ensure that everyone who works with us to support children does so safely and effectively. We hope that you will enjoy your time with us.

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- 1) Safer Working Practises
- 2) Instructions for supporting reading
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- 4) Instructions for supporting clubs and other enrichment activities
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- 6) A Pro-forma which must be completed by all planning to work in school
- 7) A Pro-forma to be completed by those planning to transport children in private cars

**SAFEGUARDING Overview**

“Safeguarding and promoting the welfare of children is everyone’s responsibility. Everyone who comes into contact with children and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.” (Keeping Children Safe In Education, 2016”

The Head Teacher is the ‘Designated Safeguarding Lead’ (DSL).

In the first instance, all safeguarding concerns, including disclosures from pupils, must be raised with the DSL. Concerns ABOUT the DSL must be raised with the Chair of Governors. If the DSL is not available, raise concerns with those trained to deputise. All contact details are in the school office window, in the lobby area, online and on posters throughout the school.

The following is a list of required policies which may be found on our website and freely referred to:

- Keeping Children Safe in Education
- Child Protection Policy
- Acceptable Use of IT / Code of Conduct
- Complaints Procedure
- Health & Safety Policy
- Pupil Behaviour Policy
- Special Educational Needs and Disabilities Policy
- Supporting Pupils With Medical Conditions
- Whistleblowing Policy

## **1) Safer Working Practises**

These instructions and guidelines are adapted from an original document produced by a DCSF network of Advisors and documents from GCSB [www.gscb.org.uk](http://www.gscb.org.uk)

They apply to all adults volunteering in the school whatever their position, role, or responsibilities, or volunteering to help at school events outside the school or outside the school day

### **Attendance**

Volunteers MUST:

- sign in so that their attendance and safety can be monitored, especially if an emergency evacuation is required

### **Confidentiality**

Volunteers MUST:

- be clear about when information can be shared and in what circumstances it is appropriate to do so
- treat information they receive about children in a discreet and confidential manner
- seek advice from a member of staff if they are in any doubt about sharing information they hold or which has been requested of them
- report any concerns or allegations to the Head Teacher

### **Unsuitability**

Volunteers MUST:

- have a clear understanding about the nature and content of their work
- discuss any uncertainties or confusion with Head
- understand what behaviours may call into question their suitability to continue to volunteer with children

### **Making a Professional Judgement**

Where no specific guidance exists volunteers MUST:

- discuss the circumstances that informed their action, or their proposed action, with the Head Teacher
- report any actions which could be misinterpreted to the Head Teacher
- always discuss any misunderstanding, accidents or threats with the Head Teacher
- always record discussions and reasons why actions were taken.
- record any areas of disagreement about course of action taken and if necessary referred to a higher authority

### **Duty of Care**

Volunteers MUST:

- understand their responsibilities of their role and be aware that sanctions will be applied if these provisions are breached
- always act, and be seen to act, in the child's best interests
- avoid any conduct which would lead any reasonable person to question their motivation and intentions

- take responsibility for their own actions and behaviour

### **Positions of Power and Trust**

Volunteers MUST NOT:

- use their position to gain access to information for their own or others' advantage
- use their position to intimidate, bully, humiliate, threaten, coerce or undermine children
- use their status and standing to form or promote relationships which are of a sexual nature, or which may become so

### **Propriety and Behaviour**

Volunteers MUST NOT:

- behave in a manner which would lead any reasonable person to question their suitability to help with children or act as a role model.
- make, or encourage others to make, unprofessional personal comments which scapegoat, demean or humiliate, or which might be interpreted as such
- be aware that behaviour in their personal lives may impact upon their role with children
- follow any codes of conduct deemed appropriate by the school
- understand that the behaviour and actions of their partner (or other family members) may raise questions about their suitability to help with children and young people

### **Infatuations**

Volunteers MUST:

- report and record any incidents or indications (verbal, written or physical) that suggest a child may have developed an infatuation with an adult in the workplace
- always acknowledge and maintain professional boundaries

### **Intimate care**

Volunteers MUST NOT:

- undertake any intimate care of a child

### **Dress and Appearance**

Volunteers MUST wear clothing which:

- is appropriate to their role
- is not likely to be viewed as offensive, revealing, or sexually provocative
- does not distract, cause embarrassment or give rise to misunderstanding
- is absent of any political or otherwise contentious slogans
- is not considered to be discriminatory or culturally insensitive

### **Personal Living Space**

Volunteers MUST:

- be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in vulnerable situations
- be mindful of the need to maintain professional boundaries
- refrain from asking children to undertake personal jobs or errands

## **Gifts, Rewards and Favouritism**

Volunteers MUST:

- be aware of the school's policy on the giving and receiving of gifts
- ensure that gifts received or given in situations which may be misconstrued are declared
- only give gifts to an individual child as part of an agreed reward system cleared with staff
- ensure that all selection processes which concern children are fair and that wherever practicable these are undertaken and agreed by more than one member of staff

## **Communication with Children**

Volunteers MUST:

- not give their personal contact details to children, including their mobile telephone number and details of any blogs or personal websites
- only make contact with children for professional reasons and through a member of staff
- recognise that text messaging is rarely an appropriate response to a child in a crisis situation or at risk of harm.
- not use internet or web-based communication channels to send personal messages to a child
- ensure that if a social networking site is used, details are not shared with children and young people and privacy settings are set at maximum

## **Social contact**

Volunteers MUST:

- have no secret social contact with children and young people or their parents
- consider the appropriateness of the social contact according to their role and nature of their work
- never have any planned social contact with children without the parents permission
- advise senior management of any social contact they have with a child or a parent with whom they work, which may give rise to concern
- report and record any situation, which may place a child at risk or which may compromise the school or their own professional standing
- be aware that the sending of personal communications such as birthday or faith cards should always be recorded and/or discussed with a member of staff.
- understand that some communications may be called into question and need to be justified.

## **Sexual contact**

Volunteers MUST NOT:

- have sexual relationships with children
- have any form of communication with a child which could be interpreted as sexually suggestive or provocative Le. verbal comments, letters, notes, electronic mail, phone calls, texts, physical contact
- make sexual remarks to, or about, a child
- discuss their own sexual relationships with or in the presence of children

Volunteers should:

- ensure that their relationships with children clearly take place within the boundaries of a respectful professional relationship
- take care that their language or conduct does not give rise to comment or speculation.

Attitudes, demeanour and language all require care and thought.

## **Physical Contact**

Volunteers MUST:

- be aware that even well intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described
- never touch a child in a way which may be considered indecent
- always be prepared to report and explain actions and accept that all physical contact be open to scrutiny
- not indulge in 'horseplay'
- always encourage children, where possible, to undertake self-care tasks independently
- work within Health and Safety regulations
- be aware of cultural or religious views about touching and always be sensitive to issues of gender
- understand that physical contact in some circumstances can be easily misinterpreted

## **Other activities that require physical contact**

Volunteers MUST:

- treat children with dignity and respect and avoid contact with intimate parts of the body
- always explain to a child the reason why contact is necessary and what form that contact will take
- seek consent of parents/staff where a child or young person is unable to do so because of a disability.
- consider alternatives, where it is anticipated that a child might misinterpret any such contact,
- be familiar with and follow recommended guidance and protocols
- conduct activities where they can be seen by others
- be aware of gender, cultural or religious Issues that may need to be considered prior to initiating physical contact

## **Home visits**

Volunteers, whilst carrying out work on behalf of the school, should NOT undertake home visits to children

## **Behaviour management**

Volunteers MUST:

- seek advice from staff if sanctions are deemed necessary
- not use force as a form of punishment
- try to defuse situations before they escalate
- inform staff of any behaviour management techniques used, after clearing with staff first
- adhere to the school's behaviour management policy
- be mindful of factors which may impact upon a child's behaviour e.g. bullying, abuse and where necessary take appropriate action

## **Use of control and physical intervention**

Volunteers MUST:

- adhere to the school's physical intervention policy
- always seek to defuse situations
- always use minimum force for the shortest period necessary
- record and report as soon as possible after the event any incident where physical intervention has been used.

### **Children in distress**

Volunteers MUST:

- consider the way in which they offer comfort and reassurance to a distressed child and do it in an age appropriate way
- be circumspect in offering reassurance in one to one situations, but always record such actions in these circumstances
- follow professional guidance or code of practice where available
- never touch a child in a way which may be considered indecent
- record and report situations which may give rise to concern from either party
- not assume that all children seek physical comfort if they are distressed

### **Personal Care**

Volunteers MUST:

- avoid any physical contact when children are in a state of undress
- avoid any visually intrusive behaviour
- where there are changing rooms announce their intention of entering
- not change in the same place as children
- not shower or bathe with children
- not assist with any personal care task which a child or young person can undertake by themselves

### **One to one situations**

Volunteers MUST:

- not enter into a one to one situation with a child
- always report any situation where a child becomes distressed or angry to a senior colleague

### **First Aid and administration of medication**

Volunteers MUST:

- not administer any first aid or medication to a child if a member of staff is present. If no staff member is present make other adults aware of the task being undertaken
- explain to the child what is happening.
- always act and be seen to act in the child's best interests
- report and record any administration of first aid or medication
- have regard to any health plan which is in place
- always ensure that an appropriate health/risk assessment is undertaken prior to undertaking certain activities

### **Transporting children**

Volunteers MUST:

- ensure they are fit to drive and free from any drugs, alcohol or medicine which is likely to impair judgement and/ or ability to drive
- be aware that the safety and welfare of the child is their responsibility until they are safely passed over to a parent/carer
- record details of the journey in accordance with agreed procedures
- ensure that their behaviour is appropriate at all times
- ensure that there are proper arrangements in place to ensure vehicle, passenger and driver safety including child seats. This includes having proper and appropriate insurance for the type of vehicle being driven
- ensure that any impromptu or emergency arrangements of lifts are recorded and can be justified if questioned

### **Whistle blowing**

Volunteers MUST:

- report any behaviour by adults that raises concern. The school has a whistle blowing policy which can be obtained at the office and the staffroom.

### **Trips and Outings**

Volunteers MUST:

- always have another adult present in out of school activities
- ensure that their behaviour remains professional at all times
- on a residential never share beds with a child/children.
- not share bedrooms unless it involves a dormitory situation and the arrangements have been previously discussed with the Head Teacher

### **Internet usage**

Volunteers MUST:

- follow the school's guidance on the use of IT equipment
- ensure that children are not exposed to unsuitable material on the internet
- ensure that any films or material shown to children and young people are age appropriate i.e. U rated films. PG rated films may only be shown with the Head Teacher's permission as parental permission is required
- only use websites approved in advance by the staff

### **Photography and videos**

Volunteers MUST:

- only take photos with the permission of a senior staff member
- be clear about the purpose of the activity and about what will happen to the images when the activity is concluded
- be able to justify images of children in their possession
- avoid making images in one to one situations or which show a single child with no surrounding context
- ensure the child/young person understands why the images are being taken and has agreed to the activity and that they are appropriately dressed.
- only use equipment provided or authorised by the school
- report any concerns about any inappropriate or intrusive photographs found
- always ensure they have checked if the school has parental permission to take and/or

display photographs

Volunteers MUST NOT:

- display or distribute images of children unless they have consent to do so from the Head
- use images which may cause distress
- use mobile telephones to take images of children
- take images 'in secret', or taking images in situations that may be construed as being secretive.

### **Sharing concerns and reporting Incidents**

Volunteers MUST:

- report concerns to The Head
- if the concerns are about the Head report them to the Chair of Governors
- take responsibility for recording any incident, and passing on that information where they have concerns about any matter pertaining to the welfare of an individual in the school

### **Emergency evacuation**

Volunteers MUST:

- escort any children they are with straight back to the classroom, if it is safe to do so
- follow the direction of the class teacher to ensure a calm but swift evacuation of the classroom
- if you cannot reach the classroom safely you must escort the children directly to the playground by the safest but most direct route, so that registers can be taken

<b>Risk area:</b>	<b>Volunteer Helpers</b>
<b>Assessment performed by:</b>	<b>Headteacher</b>
<b>Workplace:</b>	North Nibley C of E Primary School
<b>Employer:</b>	LA

Some Potential Hazards in this Risk Area	Estimated Risk Level			Some Useful Controls in this Risk Area	Action Dated
	High	Med.	Low		
1. Being left alone with pupils 2. Insufficiently attentive to pupils' safety 3. Unaware of evacuation procedures 4. Committing breaches of confidentiality		√		1. All parent helpers in possession of school guidelines outlining, for example: a. Safer Working Practices b. procedure for evacuation of building c. need to respect confidentiality 2. Policy statement that parents should avoid being left alone in charge of pupils 3. Police checks	Autumn term
If one of these hazards is identified in your school, please tick (√) the level of risk, and indicate the date when any consequent controls were put in place. For additional hazards and/or control measures, please use the table below.					

Additional Hazards Identified in this School	Estimated Risk Level			Control Measures to be Instituted	Action Dated
	High	Med.	Low		

<b>People at risk (✓):</b>	<b>Pupils</b> ✓	<b>Staff</b> ✓	<b>Parents</b> ✓	<b>Volunteers</b> ✓	<b>Visitors</b>	<b>Contractors</b>
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<b>Employees informed of risk assessment via all of the following means:</b>	1. Urgent announcement to all staff 2. Copy of this Risk Assessment to all staff 3. Copy of Risk Assessment on notice boards
<b>Employees to report newly-identified hazards via:</b>	Notification to the Head teacher or senior member of staff in charge
<b>Date of next assessment:</b>	Autumn 2020
<b>Assessment frequency:</b>	3-yearly
<b>Date:</b> 262/09/2017	<b>Signed:</b> Paul Batchelor, Head Teacher



# Support for Volunteers

## 2) Reading - INSTRUCTIONS FOR VOLUNTEERS

Thank you for helping with reading in school. You might be supporting less confident readers who, with your help, will become more confident readers. Please be as positive as you can and enjoy each other's company and achievements.

The session should be structured in the following way.

- Listen to the child read some text.
- If they are stuck on a word use one or more of the following strategies –
  1. sound out the word looking closely at the initial, middle and end sounds
  2. read around the word to gain meaning from the context
  3. look for any picture clues
  4. do not be afraid to tell them the word if this is taking a long time
- Ask the child to re-read some text putting in expression – dialogue is particularly useful for this.
- Ask the child about what they have just read. This could include –
  1. factual questions
  2. questions about inferred meanings
  3. questions about meanings of words or phrases
  4. ask them to point to the relevant text that confirms their ideas
- Ask the child about the book as a whole. Questions could be about –
  1. characters
  2. setting
  3. atmosphere
  4. plot
  5. resolution
  6. interesting words and phrases
  7. any other books by the same author – differences / similarities
  8. similar stories
  9. personal opinion of the story
  10. who to recommend the book to
  11. ask them to point to the relevant text that confirms their ideas

### Some example questions about fiction books

Do the first few pages make you want to carry on reading? Why

How do you think the story will end?

Why do you think the story is called...

Which part of the story do you think is the funniest/saddest/most interesting?

Why do you think that?

Did the book make you think of something that has once happened to you?

### Some example questions about non-fiction books

Is this book a story book?

What did you find out that you did not know before you read it?

What do you think this page will be about?

Is there an index?

How would you use it to find something out?

### Questions for any sort of book

Do the pictures/layout help you to understand the book better? How

Are the pictures clear?

Do they make the book more enjoyable?

- Please use terms like – character, plot, setting, atmosphere, resolution so the children learn what they mean.
- Finally write a brief comment in the child's record book.

**Remember, you should both enjoy the session!**

### 3) Swimming - INSTRUCTIONS FOR VOLUNTEERS

One member of school staff is in charge of the activity. Volunteers should take direction and instruction from this person in order to aid the safe smooth running of the activity.

Your main tasks are to help supervise the children

- Safely onto the coach for the journey to the pool, and
- Safely down from the coach and across the car park, into the pool building.
- Similarly the children will need help and supervision for the return journey.
- Adults should space themselves appropriately along the line of children in order to supervise.

We have access to the cubicles, in which case adults should space themselves appropriately along the aisles ready to offer support. This may include finding the appropriate item of clothing! You are reminded that as parent volunteers your help here must be fully in line with child protection procedures. Unless we have seen your Criminal Record Bureau Police Check, AND you have been specifically deployed in this capacity (based on child need) you are NEVER expected to be working one-to-one with any child. Changing room cubicles should NOT be locked, even by the children. Children will need help putting their clothes in the lockers, and locating the correct locker at the end of the session.

The member of staff in charge will inform you if there is a child in most need of help.

#### During the lesson

The role of the swimming instructor includes the discipline of the group they are teaching, supported by the responsible member of school staff, rather than parent volunteers. If you have questions for the instructor, or advice for the children, these must be saved until the end of the lesson. The pool have requested that shoes are removed when visitors are pool-side.

#### Please remember -

- 1 Keep the children safe. If you are in any doubt please seek the help of the member of staff on duty.
- 2 Children are expected to listen and be polite, to helpers and instructors alike.
- 3 If children are not behaving sensibly and do not respond to your request for them to behave sensibly please seek the help of the teacher on duty or a member of the pool staff.
- 4 Children will certainly talk to you. Remember that anything they say, which sounds like the child is at risk, MUST be shared with the member of staff, the Head Teacher or the Child Protection Governor. These details are on the front of the Safeguarding Children Policy, which is available in our office and on our website.
- 5 Information about children's welfare should remain confidential to the school and their parents. Please refer to our Confidentiality Policy if you are in any doubt.

Please feel free to stay and watch the swimming session or if you prefer spend the time in Dursley. If you do leave the building please return in plenty of time to supervise the children who have left the water.

Thank you again for your support.

#### **4) Out of hours Enrichment Activities - INSTRUCTIONS FOR VOLUNTEERS**

The following expectations and procedures have been agreed by staff and communicated to all those, including volunteer parents, who generously give of their time, in order to maintain the smooth running of our school clubs. We recognise that in all instances our activities are run by volunteers. This policy helps to define more clearly all our roles and responsibilities.

##### Attendance

Children who attend clubs are expected to attend regularly and parents **MUST** notify the teacher in charge of the club if their child is unable to attend for any reason. Registers are kept and absences are followed up so it is really helpful if teachers know at that time if a child is not attending. We also expect that children will be collected when the club ends, unless it has been arranged that the child walks home. We will, of course, make exceptions for unusual circumstances.

##### Kit

Children taking part in sports clubs will be expected to wear sports kit appropriate to the activity. If a club member cannot wear adequate kit, including footwear, then they may be a safety risk to themselves and others, and they will have to miss out.

##### Behaviour

We recognise that clubs, whilst not run on the same lines as formal schooling, nevertheless need to operate in a safe and orderly fashion, where there are clear expectations from all that the normal standards of behaviour and respect will be maintained. All children joining and taking part in clubs are expected to behave well, listen carefully and follow instructions straight away. The rules and expectations are the same as those during the school day. Children coming along should understand these expectations.

Should a child fail to behave in an appropriate manner, a warning and an explanation will be given. A second warning may be given if poor behaviour continues in that club meeting. If this warning is ignored the matter will be reported to the head teacher, to consider whether a suspension would be appropriate. No child will be suspended from a club until the incident has been discussed in full with the head teacher, who will then discuss the incident with the child's parents. If a suspension is imposed it will, in the first instance, mean missing the next club meeting. Each child returns with a 'clean slate'. Should a subsequent suspension need imposing, the child will miss the next 4 meetings. In the unlikely event that poor behaviour re-occurs, the child will be told that they will be welcomed back for a fresh start in the next academic year.



## Declaration

Please select the appropriate role from the table below, and enter a tick in the appropriate box.

VOLUNTEERS	<p>As a visitor I have read and understood the “Safer Working Practices for Adults who work with Children and Young People” document. I have read and understood the document “Keeping Children Safe In Education – Part 1”.</p> <p>I agree to follow them to ensure the pupils’ health and safety. I also understand the need to respect confidentiality.</p>	
STAFF	<p>As a member of staff I have read and understood the document “Keeping Children Safe In Education – Part 1”</p> <p>I have also read and understood the “Safer Working Practices for Adults who work with Children and Young People” document. I agree to follow them to ensure the pupils’ health and safety. I understand the need to respect confidentiality. I also understand that these expectations form part of the staff code of conduct.</p>	

Signed..... Name.....

Date.....

## NORTH NIBLEY C. OF E. (AIDED) PRIMARY SCHOOL

The Street,  
NORTH NIBLEY,  
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Telephone and Fax No: (01453) 542600

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Website: [www.northnibley.gloucs.sch.uk](http://www.northnibley.gloucs.sch.uk)

May 2011

### Letter to Drivers Transporting Young People (VOLUNTEERS)

We greatly value your support in helping to transport young people to activities. It is our duty to do what we can to minimise the risks associated with road transport and we therefore ask all our drivers to read the checklist below, complete the information and sign and date it. Please await confirmation from our school before driving other people's children to events. This in no way invalidates or curtails private arrangements undertaken between parents.

**Name of Driver:** \_\_\_\_\_

- I have no endorsements or points on my license/have declared any points on my licence and the reasons for accruing them **(delete as applicable)**.
- My car carries current insurance, which is renewed annually, and I have checked with my insurance company that my insurance covers transporting young people on a voluntary basis.
- The road fund license is current and always renewed by the expiry date on the tax disc.
- The vehicle is regularly serviced, kept in safe running condition and where required, has a valid MOT certificate.
- I am aware that overloading the vehicle could invalidate its insurance.
- All passengers I shall carry will have and use a seat belt including those in the back seat.
- I am aware that any formal payment for petrol or mileage cost would invalidate my insurance unless it had been previously declared to the insurance company (Remuneration would be construed as being for "hire or reward" -a separate insurance classification)

Signed \_\_\_\_\_ Name (Print) \_\_\_\_\_

Vehicle registration \_\_\_\_\_ Date \_\_\_\_\_