



## Orleans Primary School - Volunteer Handbook



**Orleans Primary School Motto: A love of learning, for life, for all.**

Thank you so much for volunteering at Orleans Primary School. We welcome volunteers to work with us in school to support and enrich our children's learning. As a volunteer within our school, we expect that you will follow our procedures and uphold the values of our school: the aim of this handbook is to guide you in this. Please refer to our website for additional information and current events. [www.orleans.richmond.sch.uk](http://www.orleans.richmond.sch.uk). We are a friendly, supportive and hard-working team and we hope your time with us is both rewarding and happy.

If you are external volunteer i.e. not a parent or relative of a child in the school we will ask for references using the form in Appendix 2 below.

### Guidance for Volunteers and Visitors

#### You should always:

- **Sign in** on entry to school and **sign out** when you leave school.
- **Wear your helper badge or visitor pass** (please do not forget to return these when you leave).
- Adhere to all school policies, many of which are specifically written with safeguarding in mind. For example: Safeguarding, Behaviour, Physical Intervention, Anti Bullying, Single Equalities, Health and Safety, Use of Images (Photography and DVD), Radicalisation and Prevention of Extremism, Online Safety.
- Ensure that you follow all instructions conveyed to you by the staff at Orleans.
- Behave in a mature, respectful, safe, fair and considered manner at all times.
- Provide a good example and 'positive role model' to the pupils.
- Observe other people's right to confidentiality (Unless you need to report something to the Headteacher, such as concerns about a child protection issue).
- Treat all children equally.
- Report any situation that may give rise to complaint, misunderstanding or misinterpretation against yourself.
- Report any difficulties that you are experiencing, for example, coping with a child presenting particularly challenging behaviour; situations where you anticipate that you may not be sufficiently qualified, trained or experienced to deal with or handle appropriately.
- Any behaviours of another adult in the school, which give you cause for concern or breach this code of conduct or other school policies and procedures.

#### You should never:

- Behave in a manner that could lead a reasonable person to question your conduct, intentions or suitability to care for other people's children.
- Take photos of pupils, staff or the school during your time as a volunteer.
- Post negative comments regarding the school on social media, if you have a concern you should report this directly to the school.

Please refer to the Safeguarding Policy for detailed information. This is available to on the school website following the link here: <http://orleansprimary.ovw6.devwebsite.co.uk/page/?title=Policies+and+Documents&pid=235>

**Orleans Aims to Keep Everyone Safe:** as a visitor you have a duty of care for your own and for others' Health and Safety. Here are some key points about Health and Safety in our school;

- We have several trained first aiders in the school, including teachers and teaching assistants. If you need first aid assistance please ask a member of staff for help.
- In the event of a **fire**, the fire alarm will ring continuously. If this should happen, please follow instructions from a member of staff. If no staff member is present, please proceed to the assembly point that is outside the Year 6 building adjacent to the small hall.
- The school cannot be held responsible for any personal effects, please take care of your **valuables**.

## Safeguarding procedures

Safeguarding and promoting the welfare of pupils is paramount at Orleans Primary School. Below is a copy of the information that you see when you use the signing in system at school.

**Safeguarding Children and Young People – September 2021 Safe Working Practice Agreement for Volunteers, Visitors and Temporary Staff (Including Parents and Carers who volunteer in school)**

Orleans Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is everyone's responsibility to ensure that pupils are cared for appropriately and safeguarded from any harm, and it is their duty of care to promote the health, safety and welfare of all members of the school community.

### The Designated Safeguarding Leads are:



**Jane Evans, Headteacher**  
Designated Safeguarding Lead



**Sarah Parsons,**  
Deputy Headteacher



**Leanne Ho, SENCO**  
Designated Safeguarding



**Sarah Connolly**  
SMSC Lead

If Jane, Sarah P, Leanne or Sarah C are not available, please ask to speak to a member of the Senior Leadership Team. If you have left the premises please telephone 0208 892 1654.

Young people can be abused physically, sexually, emotionally or through neglect (See Appendix 1). Helping families at an early stage can prevent abuse. **If you have any concerns about a child's safety, however small, never keep them to yourself.** They may help to clarify a bigger picture and prevent serious harm. We will pass on any safeguarding concerns to the Single Point of Access (SPA) on 0208547 5008.

### The Role of Adults/volunteers in regard to behaviour:

Our expectation of all staff and volunteers at Orleans is that they take a proactive approach to identifying and dealing with behaviour issues and that they will model expected behaviours both with each other and with the children at all times and will:

<input type="checkbox"/> Adhere to the school's Behaviour Policy.	<input type="checkbox"/> Act in accordance with the Single Equality Policy to ensure no discrimination, harassment or victimisation of pupils due to their sex, race, religious belief or faith, age, sexual orientation, gender reassignment or disability.
<input type="checkbox"/> Use positive language and clear body language.	<input type="checkbox"/> Talk politely with each other.
<input type="checkbox"/> Adopt a calm approach/supportive attitude when communicating with each other.	<input type="checkbox"/> Talk and listen with respect at all times.
<input type="checkbox"/> Reinforce the high expectations of all children's behaviour.	<input type="checkbox"/> Take account of children's social and emotional needs.
<input type="checkbox"/> Raise any concerns about a child's behaviour in the correct forums and record incidents in the class communication books – As a volunteer we ask you to you would raise any concerns you may have with the class teacher.	

Please refer to the Behaviour Policy for detailed information. This is available to on the school website following the link here:  
<http://orleansprimary.ovw6.devwebsite.co.uk/page/?title=Policies+and+Documents&pid=235>

### **Daily Conduct Requirements for Volunteers**

#### **Attendance and Timekeeping**

In the event of absence, the school office must be notified – 0208 892 1654 - and they will inform the class teacher.

#### **Smoking**

Smoking is not allowed anywhere on site.

#### **Security**

- Please follow the safeguarding advice outlined above.
- We ask volunteers to let us know if they see anyone acting suspiciously near our school at any time.
- Volunteers to contact the School Office or a member of staff in an emergency, via classroom telephones. Office number is 200 or 201. Other numbers can be found on the list by telephones.
- Staff based in school are the only people who should be aware of the combination to the main front doors and the staff car park. Please do not ask for this.

#### **Personal Appearance**

The school regularly receives visits from parents, potential parents and others, and naturally wishes to convey an impression of professionalism, efficiency and organisation. Therefore whilst not wishing to impose unreasonable obligations on volunteers they are, nonetheless, required to look professional in appearance and wear clothing appropriate to the tasks to be undertaken.

#### **Use of Mobile Phones and Cameras**

Mobile phones should not be used when working with children. Neither staff, volunteers nor children may use their own mobile phones to take photographs for school activities.

#### **Parking**

Car parking is very limited, please either walk, cycle or park your car on one of the local streets (Please be aware of the parking restrictions on the roads near the school).

#### **DBS and references**

Volunteers who work at the school on a regular basis must have a current (less than 3 years old) enhanced Disclosure and Debarring Service check, including a barred list check. For volunteers other than parent volunteers, two references are required. (See Appendix 2 for reference request form). Please contact the school office, via email at [info@orleans.richmond.sch.uk](mailto:info@orleans.richmond.sch.uk), for information on applying for a DBS.

#### **Volunteer Guidelines:**

##### **Please do**

- Follow the safeguarding and behaviour policies as outlined above.
- Be positive and praise the children.
- Treat all children equally and with respect and expect to be treated with respect.
- Speak to the class teacher if you have any general concerns.
- If you have any school issues, please speak to the Headteacher.
- If you have finished what you have been asked to do, please feel free to ask what you can do next – there will be plenty!
- Advise office/class teacher as soon as possible if you are not going to be in school.
- Be punctual.
- Enjoy working and playing with the children.

##### **Please don't**

- Discuss incidents/behaviour with any other parents/carers.
- Enter the children's toilets without another member of Orleans staff being present.
- Be alone with a child unless you have a completed DBS check and are directed to do so by the class teacher.

- Touch the children in a way that may upset or hurt the child or appear to be inappropriate in any way.

### **Volunteer/Pupil relationships and communications.**

Volunteers need to ensure that their behaviour does not inadvertently lay them open to allegations of abuse. They must treat all pupils with respect and ensure they are not alone with a child or young person. Where this is not possible, for example, hearing an individual child read in the corridor, it is important to ensure that others are within earshot. A gap or barrier should be maintained between volunteer and child at all times.

### **Confidentiality**

Everyone working within school is expected to respect their position and access they have to confidential information.

It is very important for all staff, parent helpers and other adults working in our school to work to a policy of confidentiality. You may see children struggling with work, be upset or misbehaving and hear/see other information concerning a child while you are with us in school. It is not just children's progress, which needs to be kept confidential. Some children have medical needs to which we must attend: some families have complex circumstances and some children may be experiencing a traumatic time at home and their behaviour at school can be affected. Please do not be tempted to share anything you have seen or heard in the classroom with friends or family or with a child's parent. We have well defined procedures for informing parents of what has happened whilst the children are in school and we will be the first to discuss any issues where we have concerns. If a volunteer is approached by a parent for information, they should refer the parent to the class teacher.

### **Communication with Pupils**

Volunteers should not give their personal mobile phone numbers to pupils, nor should they communicate with them by text message, social networking sites or personal email. Volunteers should be aware that it is not appropriate to use social media to communicate with pupils.

### **Communication with Staff**

Volunteers who have children in school should remember that during the day, they are here as a volunteer. If you have any questions, complaints or areas for discussion regarding your own child, you should make an appointment to see the class teacher before or after school, in the same way that all parents do. Teachers likewise, should avoid discussing children with volunteers whilst they are working at school but again make an appointment to see them after school.

### **Health and Safety**

Report any **first aid incident** in the first instance to the Class Teacher or Teaching Assistant. Any incident where a child is hurt should be referred to one of the trained first aiders, lists of whom are displayed in the medical room. First aid must only administered by qualified members of staff.

- All medication must be sent to the office and is administered from there.
- When changing children after an accident or washing, two adults must be present and at least one must be a member of staff.
- Please do not bring hot drinks into school.

**Fire notices and evacuation routes** are displayed in every room in the school and volunteers are expected to familiarise themselves with the procedure, particularly routes of exit and meeting points.

### **Staffroom and kitchen**

The staffroom is for the school staff. This is therefore not a space for volunteers.

### **GDPR**

The GDPR (General Data Protection Regulations), which came into force on 25<sup>th</sup> May 2018 as the Data Protection Act 2018. It is in place to give data subjects control of their data and gives organisations processing that data (including schools) more responsibilities in relation to how they collect, process, store, share and destroy data.

As a school we collect and hold a great deal of personal data – not only about students, but also staff, parents, volunteers, visitors, suppliers and other 'data subjects'. GDPR requires us to not only minimise any risks to the unauthorised access and loss of personal data within the organisation, but also to provide evidence and documentation of our processing activity. As a volunteer, **you will need to read our 'Privacy Notice for Governors and Volunteers' found on our website – linked here:**

<http://orleansprimary.ovw6.devwebsite.co.uk/page/?title=Policies+and+Documents&pid=235>

If you have any questions regarding your personal data you can contact our School Business Manager, Lauren Drake, or our Data Protection Officer, David Coy, whose contact details are listed on our Privacy Notices.

**The Headteacher and Governors of Orleans Primary School thank you for your support of the arrangements made for the safety and care of young people and adults in the school community.**

**Jane Evans - Headteacher**

**Contact details**

**Headteacher:** Jane Evans

**Address:** Orleans Primary School

Hartington Road

Twickenham

TW13EN

**Tel:** 02088921654

**E-mail:** [info@orleans.richmond.sch.uk](mailto:info@orleans.richmond.sch.uk)

**Web address:** [www.orleans.richmond.sch.uk](http://www.orleans.richmond.sch.uk)

## Appendix 1

### Definition of Terms

**Physical abuse:** Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. It may also be caused when a parent or carer fabricates the symptoms of, or induces, illness in a child.

**Emotional abuse:** Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent effects on the child's emotional development.

**Neglect:** Neglect is defined as the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development.

**Sexual abuse:** Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, whether or not s/he is aware of what is happening.

**Female Genital Mutilation (FGM):** 'FGM comprises of all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs whether for cultural or non-therapeutic reasons.' *Definition of FGM by the World Health Organisation.*

**Child Sexual Exploitation:** 'Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.' *Updated Government Definition of Child Sexual Exploitation (16/02/17)*

**Extremism:** The government defines extremism as vocal or active opposition to fundamental British Values. The four fundamental British Values are Democracy, Rule of law, Individual liberty and Mutual respect and tolerance for those with different faiths

**Radicalisation:** Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism.

**Appendix 2**

**Reference Request for non-parent volunteers**



**ORLEANS PRIMARY SCHOOL Volunteer Reference Request Form**

Your co-operation in completing this reference form would be appreciated. Please note that the information you provide is subject to the Data Protection Act.

***The School is committed to safeguarding and promoting the welfare of children and young people and expects all its staff and volunteers to share in this commitment.***

Candidate Name:

Application for the post of:

Are you able to recommend this candidate for a volunteer role at our school without any reservations? If your answer is no, please explain your reservations.

This volunteering role involves working with children.

Do you know of ANY reason why this applicant may not be suitable to work with children or young people:

Yes  No

If Yes, please provide details:

How long, and in what capacity, have you known the candidate? If applicable, please give the dates between which he/she worked with/for you and the roles that he/she held.

Why do you think the candidate will be suited to this particular volunteering roll?

Do you believe the candidate to be an honest and reliable person? If you have any concerns, please tell us about them.

NB: Please ensure that the reference is accurate and does not contain any material misstatement or omission. The person appointing may contact you if clarification is required on any aspect of the reference. Relevant factual content of the reference may be discussed with the candidate.



Signed:		Position:	
Name:		Telephone Number:	
Relationship to Candidate (e.g., Manager)			

Please return the completed reference to: [info@orleans.richmond.sch.uk](mailto:info@orleans.richmond.sch.uk)

Jane Evans  
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