



Volunteer Policy

Henley Green Primary School recognises that the school can benefit greatly from the participation of adults volunteering to help with school activities and events, both on and off school site.

Volunteers can be a very welcome resource to contribute towards the learning and achievement of all our pupils. Therefore volunteers are welcomed into school.

Policy Purpose

The purpose of this policy is to set out clear expectations for both volunteers and staff regarding the work undertaken by volunteers and their conduct whilst in school.

Types of volunteer

Volunteers can include:

- Parents, carers, guardians, or relatives of pupils in school.
- Governors
- Students on work experience
- College or university students on work placements
- Local Residents
- Staff family members
- Friends of school

Types of Activity Activities undertaken by volunteers can include:

- Hearing children read
- Working with individual or small groups of children to assist them in their learning
- Accompanying off-site school visits or events
- Assisting with on-site school activities or events, such as the Summer Fete

Safeguarding

Henley Green Primary School is committed to safeguarding all pupils in its' schools and expects its' volunteers to share that commitment. All regular volunteers will be expected to complete an application form (see Appendix 1), undertake an enhanced DBS check, safeguarding training and a reference will be obtained. A checklist (see Appendix 2) is signed to ensure these procedures have been followed.

The following groups of volunteers may not be expected to undertake an enhanced DBS check – where applicable, a risk assessment (see Appendix 4) will be carried out for these volunteers and they will always be supervised by staff members, for the duration of the time they are volunteering:

- Students on work placements will have been checked by their college or university and these details will be checked and verified by the school, before the student can begin
- Young students on work experience
- Occasional volunteers – for example a parent helping out on a one-off basis on a school trip

Volunteer details will be added to the Single Central Register, in accordance with the Safeguarding Policy.

Conduct of Volunteers

All volunteers are expected to observe the schools Core Values, Code of Conduct and its policies including Health and Safety, GDPR and Safeguarding.

All volunteers must undergo an induction, which includes these key areas. As part of this induction they must sign the Volunteer Agreement (see Appendix 3).

Confidentiality

Volunteers will be told that information relating to pupils, parents and staff is confidential and volunteers will maintain confidentiality at all times. Volunteers in school are bound by a code of confidentiality. Any concerns that volunteers may have about the pupils they work with/come into contact with should be voiced with the designated member of staff and NOT with the parents of the child/persons.

Volunteers who are concerned about anything in the school which may affect their work, should raise the matter with the Head Teacher or appropriate senior member of staff. Any information gained at the school about a child or adult should remain confidential.

Information about volunteers is also a matter of confidentiality and application forms and personal details must be kept securely and not divulged to others except on a need to know basis.

Volunteers are required to sign a confidentiality statement (see Appendix 5).

Complaints Procedure

Any complaints made about a volunteer will be referred to the Head Teacher or appropriate senior member of staff for investigation. Any complaints made by a volunteer will be dealt with in the same way. The Head Teacher or designated member of staff reserves the right to take the following action:

- To speak with a volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again
- Offer an alternative placement for a volunteer, e.g. helping with another activity or in another class. Based upon the facts identified in the investigation, it may be necessary for the school to inform the volunteer that the school no longer wishes to use them
- Provide the volunteer with a copy of the school's full Complaints Procedure

Expectations of Volunteers

Henley Green Primary School will:

- Treat all volunteers with care and respect.
- Ensure all volunteers are given induction information and asked to sign the Induction and Agreement.
- Not expect the volunteer to undertake tasks that they are not confident to do.
- Be assigned worthwhile tasks, the requirements of which have been clearly explained.
- Not expect volunteers to deal with difficult or challenging behaviours.
- Inform volunteers of any changes to the school day which may affect them, for example if the school has to close or we cancel a session.
- Treat anything volunteers tell us confidentially.

Volunteers will:

- Follow school behaviour policy and inform staff if any inappropriate behaviour is observed.
- Expect children to behave in line with the school core values and remind them of this.
- Always refer any poor behaviour to a teacher (unless acting as the teacher in a trainee role)
- Work under the supervision of staff at all times: respect, listen to and carry out the guidance and/or instruction of staff.
- Wear appropriate clothing in accordance with school dress code.
- Conduct themselves in a professional manner at all times.
- Operate within the schools Core Values and policies, including Safeguarding, GDPR and Health and Safety at all times.
- Ask for assistance if there is anything they are unsure about.

- Volunteers should not carry out general First Aid – there are First Aid trained staff in school.
- Volunteers must not carry out intimate care activities such as changing nappies or clothes.
- Volunteers must only use their mobile phones/ smart watches in designated areas of the school such as the staff room (where children are not present).
- Volunteers should familiarise themselves with the staff evacuation procedure and follow staff instruction.
- Sign in and out of school and wear a visitor badge/lanyard for the duration of their volunteering session.

Monitoring and Review

This policy will be regularly reviewed by the Governing Body and updated when necessary.

Reviewed and agreed: September 2026

Review date: September 2027



Appendix 1 – Volunteer application form

Personal Details

Last Name: Title: First Name(s):
 Address:
 Postcode:
 Mobile Telephone Number:
 E-mail Address:

Volunteer Interest

How would you like to support the school? (e.g. doing 1:1 reading, classroom support, running a club etc):

Between what dates are you available? From: Until: (leave blank if you have no end date in mind)

Please tick the potential sessions you could be available for:

Monday		Tuesday		Wednesday		Thursday		Friday	
☐	Morning	☐	Morning	☐	Morning	☐	Morning	☐	Morning
☐	Lunchtime	☐	Lunchtime	☐	Lunchtime	☐	Lunchtime	☐	Lunchtime
☐	Afternoon	☐	Afternoon	☐	Afternoon	☐	Afternoon	☐	Afternoon

Please give three possible dates and times you could meet a member of staff for an induction meeting:

Date: Time:

Date: Time:

Date: Time:

For volunteers aged 18 or over, do you have a DBS certificate? Please circle: Yes / No

If so, please bring this with you if you are invited to an induction meeting.

Qualifications and Experience

Please list any relevant experience you may have. This might include previous job roles, school / college / university qualifications or any training you may have received.

Date from	Date to	Employer / Organisation / School / College / University	Brief description e.g. tasks and responsibilities within your job role, subjects and grades for school, college or university qualifications, relevant course modules or training courses.

Statement of Interest

Please give a personal statement in support of your application. You can use the experience you have listed on the reverse including your knowledge, skills and qualifications to demonstrate how you will effectively support our pupils in a role as a volunteer.

Reference

Please give details for someone who can provide a reference for you. This may be a current or previous employer or tutor from school, college or university.

Name:

Address:

Telephone Number:

Email Address:

In what capacity do they know you?

Thank you for your interest in supporting the child



...We're behind you all the way

Appendix 2 – Volunteer checklist



Volunteer name

Letter/ E mail Received	
Application Form Completed	
Visit/ Induction Date	
Time frame Commitment	
Days and Times	
Suggested Year Group	
Volunteer Agreement Signed	
Confidentiality Statement Signed	
Safeguarding Policy Shared	
Personal Details Form Completed	
DBS Check Received	
Reference Received	
Starting Date	
Safeguarding Training Arranged	



Volunteer Agreement

Please read and sign the document below to confirm your agreement with the following school expectations as a volunteer helper:

As a school we will:

- Treat you with care and respect.
- Ensure you are given induction information and asked to sign the Induction and Agreement.
- Not expect you to undertake tasks that they are not confident to do.
- Be assigned worthwhile tasks, the requirements of which have been clearly explained.
- Share our behaviour policy with you and not expect you to deal with difficult or challenging behaviours.
- Inform you of any changes to the school day which may affect them, for example if the school has to close or we cancel a session.
- Treat anything you tell us confidentially.

Volunteers will:

- Follow school behaviour policy and inform staff if any inappropriate behaviour is observed.
- Always refer any poor behaviour to a teacher (unless acting as the teacher in a trainee role).
- Work under the supervision of staff at all times: respect, listen to and carry out the guidance and/or instruction of staff.
- Wear appropriate clothing in accordance with school dress code.
- Inform a member of staff if I observe or hear anything that concerns me.
- Operate within the schools Core Values and policies, including Safeguarding, GDPR and Health and Safety at all times.
- Ask for assistance if there is anything I am unsure about.
- Not carry out general First Aid.
- Not carry out intimate care activities such as changing nappies or clothes.
- Familiarise themselves with the staff evacuation procedure and follow staff instruction.
- Sign in and out of school and wear a visitor badge/lanyard for the duration of their volunteering session.
- Not use devices such as mobile phones or smart watches within the classroom environment.

Volunteer name

Signed Date

School staff name

Signed Date

Appendix 4 - Risk Assessment



Risk Assessment for Volunteers

This risk assessment should be completed when considering whether a person working as a volunteer at the school should be asked to apply for an enhanced DBS certificate.

Name of Person		
Position Applied For		
Start Date		
Date of Risk Assessment		
Is the volunteer in 'Regulated Activity'?	Yes	No
	If 'yes', an enhanced DBS with Barred list check is required. If no, an enhanced DBS without a barred list check may be obtained	

Factors to consider

What is the age group of the pupils that the volunteer will work with?		
Are these pupils regarded as vulnerable?	Yes	No
How frequently will the volunteer be in school?		
What is the connection of the volunteer to the school?		
What motivates the volunteer to want to work in the school?		
Is the volunteer in paid employment or do they work in a voluntary capacity elsewhere with children?		
Have two references been obtained for the volunteer or can the volunteer provide at least one reference from someone other than a family member, including a senior person from their employment or voluntary service?	Yes	No
What information does the school already know about the person?		
Has the person's identity been verified?	Yes	No
Is the person signed up to the DBS Update Service?	Yes	No
If so, has an online check been completed?	Yes	No
Is the person aware of any reason why they	Yes	No

should not volunteer to work with children?		
Is the school aware of any reason that the person should not work with children?	Yes	No
Is this volunteer with children between the hours of 2am and 6am	This is regulated activity and the person must have an Enhanced DBS check with barred list check.	

Decision Making

	Decision Made	Completed By
Unsupervised Volunteer: High Risk – the school cannot guarantee the volunteer will be supervised. <i>“Unsupervised”: This means that supervision cannot always be guaranteed to be ongoing.</i>	Application for an enhanced DBS check with a barred list check <u>must</u> be made.	
Supervised Volunteer: High Risk – the person has no previous connection with the school AND cannot provide references from elsewhere. <i>There is no statutory reason why this person needs to apply for an enhanced DBS Certificate, however, the school may wish to do so. The school should consider whether the person’s uncorroborated background would raise an unacceptable risk.</i>	Application for enhanced DBS check is/ is not needed. State reason(s) below:	
Supervised Volunteer: Medium Risk – The person can provide suitable references for other work with children (either paid or unpaid), they have a connection to the school, and no issues have come to light that would mean they would be unsuitable. <i>There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, the school may wish to do so.</i>	Application for enhanced DBS check is/ is not needed. State reason(s) below	
Supervised Volunteer: Low Risk – The person is signed up to the DBS Update Service and the checks reveal no negative information OR The person is employed or volunteers elsewhere and has a recent enhanced DBS and can provide references.	Application for enhanced DBS check is/ is not needed. State reason(s) below:	

<i>There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, unless the person uses the DBS Update service, the school may decide to obtain a new enhanced DBS.</i>			
	No DBS	Enhanced DBS	Enhanced DBS with barred list check
Outcome of DBS risk assessment			

Headteacher (Print Name)

Headteacher (Signature)

Date

School Confidentiality Statement

The purpose of the confidentiality statement is to protect the confidentiality and security of personal and sensitive information (“the information”) of pupils and staff members shared and discussed within the school environment.

During your time at the school you may come across extremely sensitive and highly confidential information in relation to individuals such as pupils and staff. All information concerning these individuals must be kept secure at all times and not disclosed to or discussed with any person outside of the school. All personal information or procedures at the school is to be considered confidential and should be treated as such.

I hereby agree that:

1. “The information” means all communications and information shared and discussed by the school including “restricted” documents circulated in connection with the school, whether written, visual or oral and is not limited to and information specifically designated as confidential; any information supplied by any third party in relation to which a duty of confidentiality is owed or arises; and any other information which should otherwise be reasonably regarded as possessing a quality of confidence.
2. “The information” includes all data defined as personal and special category personal data by the General Data Protection Regulation 2016 and Data Protection Act 2018.
3. “The information” will be kept confidential at all times and will not be used in violation of this statement or copied, re-produced, adapted, divulged, published, confirmed, denied, circulated or otherwise disclosed to any other party outside of the school. I will not share information I have obtained through that work other than in the course of providing support to the school.
4. “The information” will be retained in accordance with the security and data protection policies of the school relating to the use of technology, electronic and paper records, record management and confidentiality.
5. Only the school’s facilities or issued equipment will be used to access “the information” and no copies and/or downloads of “the information” will be made to another type of storage device.
6. No passwords associated with “the information” will be disclosed to anyone.
7. This Confidentiality Statement shall continue in full force and effect notwithstanding the completion of its purpose.
8. Any unauthorised disclosure of “the information” in written or oral will be deemed to be breach of this Confidentiality Statement and may constitute an offence under the General Data Protection Regulation 2016 and Data Protection Act 2018.

Signed: Role:

Date: