



## **Volunteers Handbook**

### **Welcome**

Welcome to Sauncey Wood Primary School. We are delighted that you have chosen to volunteer with us. Without your support we could not possibly provide the range of services we do or make such a positive difference to so many children's lives.

This is your guide to volunteering at with us. It includes important and useful information to help make your volunteering a safe and rewarding experience.

We see volunteering as a two way process and would like to make sure that you are getting something from your time with us. Please do talk to me if there is a particular area of school life you would like to gain further experience in or you feel you could help with.

We look forward to your time volunteering with us and hope it will be an enjoyable experience for you. On behalf of the children and the staff, thank you for your valuable time.

**Steve Lloyd**  
**Headteacher**

With care, support and friendship the Sauncey Wood family welcomes, educates and enriches every child. We strive to provide a personalised and outstanding education where children are actively encouraged to challenge themselves and others to achieve their full potential.

## **Our commitment to you**

We are grateful for the time, enthusiasm, skills, knowledge and diversity you bring as a volunteer. In return we will:

- 1 Give you a warm welcome and provide you with relevant information for your role
- 2 Provide support and supervision as necessary
- 3 Work with you to make your volunteering experience rewarding and enjoyable

## **Your commitment to Sauncey Wood Primary School**

Your volunteering can make a real difference to children's lives and learning at school. These guidelines and boundaries are designed to help you enjoy your volunteering and do it safely, for yourself and the children.

### **Parent volunteers are expected to:**

#### **Be an outstanding role model, always acting in a kind and friendly way.**

Please respect others and their views, whatever their background or beliefs. We promote inclusivity and are committed to working equally with people whatever their sex, marital status, race, colour, nationality, ethnic or national origin, religion, disability, age or sexual orientation.

#### **Work under the professional direction of staff, following school policies.**

The teacher or activity leader you are working with is responsible for briefing you on your role. Please ask questions if you are unsure of anything, being mindful not to disrupt the lesson / activity. If you have any concerns, including discipline issues, you should report them to the teacher immediately rather than intervene yourself.

#### **Be reliable**

Please contact the class teacher or activity leader if you are unable to attend, as soon as possible.

#### **Maintain confidentiality both within and outside the school.**

Please feel free to tell people that you are a volunteer. However, do remember that when volunteering you are in a position of trust. You may learn personal information about the pupils and also information concerning the school, staff and/or other volunteers. This information **is confidential** and should not be shared with others, including family, friends, staff, other volunteers, outside agencies or the press, now or at any time in the future.

## **Safeguarding and Child Protection**

If you think a child or member of staff is at risk, or about to harm someone else, then please talk to the class teacher or head immediately.

Children may occasionally tell you something which may cause you to suspect abuse. If this happens, you must immediately report it to the headteacher (or deputy in their absence). Remember:

**DO** reassure the child

**DO NOT** question, just listen

**DO** accept information freely

**DO NOT** look shocked

**DO** try to remember the words that the child used

**DO NOT** use your own words to describe the events

**DO** give the child space and time

**DO NOT** make judgements

**DO** act quickly in reporting it

**DO NOT** discuss with anyone other than the headteacher, either now or in the future

The safety of the child is paramount - if in doubt please report it anyway.

If the concern involves the headteacher then you should speak directly to the Chair of Governors.

## **Keep yourself and others safe**

We work towards a healthy and safe environment for all our staff, volunteers and people who use our services. We do ask you to take care at all times and if you see anything that could be dangerous, or a potential risk, such as a wet floor, trailing wires etc. please notify a member of staff so that this can be addressed.

Should you find yourself in a violent, or potentially violent, situation, please walk away and immediately tell a member of staff. Your personal safety is our priority. You can get a full copy of our Health and Safety Policy from the office.

## **Follow our routines**

You will need to sign in and out of the school on each visit and wear a visitor badge (or other relevant Sauncey Wood badge) at all times whilst volunteering.

For your own welfare, you should avoid being alone with a child/children. Please make sure you are always visible to a member of staff or stay in a public area of the school when working with the children.

You should keep your personal belongings with you at all times, bearing in mind that mobile phones must be switched off while in school – that means no calls, no social media and no photos. All volunteers are covered by our Public and Personal Liability Insurance if they are engaged in agreed volunteer activity. Your personal property is not insured within this arrangement.

You can use the toilets that the staff use. Please do not use the children's toilets.

You will usually be placed in a different class or group from your child when volunteering

With care, support and friendship the Sauncey Wood family welcomes, educates and enriches every child. We strive to provide a personalised and outstanding education where children are actively encouraged to challenge themselves and others to achieve their full potential.

## Problems?

If you find yourself facing difficulties or experiencing problems you should initially talk to the teacher or activity leader who will record this and work with you to solve the problem. Where this does not resolve the issue, please do speak to the headteacher or follow the school Complaints policy.

## Keep to our volunteer agreement

Our volunteer agreement sets out that you will work within Sauncey Wood Primary School's policies and procedures. This means that you will:

- \* abide by the expectations set out above
- \* always check with the teacher before giving personal advice to children
- \* ensure your phone is turned off on school premises
- \* respect the school code of dress
- \* make sure that all electronic communications with pupils and staff are compatible with your volunteer role
- \* support the school approach to online safety and not deliberately upload or add any images, video, sounds or text that could upset any member of the school community
- \* respect copyright and intellectual property rights
- \* ensure that your online activity, both in school and outside school, will not bring the school, your volunteer role or that of others into disrepute
- \* support and promote the school's e-Safety and Data Security policies and help pupils to be safe and responsible in their use of ICT and related technologies

Additionally, you will not:

- \* lend, borrow, accept or give money or gifts
- \* give out your own personal details, such as mobile phone number, personal e-mail address, Twitter account, or any other social media link, to pupils
- \* take, store or use images of pupils and/ or staff without specific written consent of the parent, carer or staff member
- \* share images without the permission of the parent/ carer, member of staff or headteacher

## Policies which you should be aware of can be found on our website. These include:

Behaviour	First aid
Anti-bullying	Health and safety
Attendance	ICT including e-safety
Children Looked After	Recruitment and selection
Child Protection	Safeguarding statement (school prospectus)
Complaints	Physical Intervention
Drugs and substance misuse	Whistleblowing
Equality and diversity	
Extended schools	

## Useful Contacts:

### School Contact Details:

Sauncey Wood Primary School  
Pickford Hill  
Harpenden, Hertfordshire  
AL5 5HL  
01582 621514

### School Office:

[admin@saunceywood.herts.sch.uk](mailto:admin@saunceywood.herts.sch.uk)

### Headteacher:

[head@saunceywood.herts.sch.uk](mailto:head@saunceywood.herts.sch.uk)

### Chair of Governors:

[governors@saunceywood.herts.sch.uk](mailto:governors@saunceywood.herts.sch.uk)

With care, support and friendship the Sauncey Wood family welcomes, educates and enriches every child.

We strive to provide a personalised and outstanding education where children are actively encouraged to challenge themselves and others to achieve their full potential.

# Volunteer Agreement

## Please sign and return to the School Secretary

By signing the Volunteer Agreement you are agreeing to work within Sauncey Wood Primary School's policies and procedures.

- \* You will abide by the expectations set out in the Volunteer's Handbook.
- \* You will not lend, borrow, accept or give money or gifts.
- \* You will always check with the teacher before giving personal advice to children.
- \* You will ensure your phone is turned off on school premises.
- \* You will respect the school code of dress.
- \* You will make sure that all electronic communications with pupils and staff are compatible with your volunteer role
- \* You will not give out your own personal details, such as mobile phone number, personal e-mail address, personal Twitter account, or any other social media link, to pupils
- \* You will not take, store or use images of pupils and/ or staff without specific written consent of the parent, carer or staff member
- \* You will not share images without the permission of the parent/ carer, member of staff or headteacher
- \* You will support the school approach to online safety and not deliberately upload or add any images, video, sounds or text that could upset any member of the school community
- \* You will respect copyright and intellectual property rights
- \* You will ensure that your online activity, both in school and outside school, will not bring the school, your volunteer role or that of others into disrepute
- \* You will support and promote the school's e-Safety and Data Security policies and help pupils to be safe and responsible in their use of ICT and related technologies

## I am aware of the following policies which can be found on our website:

Behaviour	First aid
Anti-bullying	Health and safety
Attendance	ICT including e-safety
Children Looked After	Recruitment and selection
Child Protection	Safeguarding statement in school prospectus
Complaints	Physical Intervention
Drugs and substance misuse	Whistleblowing
Equality and diversity	
Extended schools	

I have read, understood and agree to follow the Volunteers Handbook and Agreement.

Signed .....

Date .....

Print name .....

With care, support and friendship the Sauncey Wood family welcomes, educates and enriches every child.  
We strive to provide a personalised and outstanding education where children are actively encouraged to challenge themselves and others to achieve their full potential.