



Volunteer Policy

September 2025

Review – September 2027

The governing board of Silverhill Primary School adopted this policy on:

At Silverhill, we want everyone to reach their full potential and to ensure that all members of our community are treated fairly in all situations. The Equality Act provides us with a framework to support our commitment to valuing diversity, tackling discrimination, promoting equality and fostering good relationships between people.

This policy forms part of the safeguarding systems to ensure a vigilant culture in our school.

Introduction

Volunteers at our school bring with them a range of skills and experience that can enhance the learning opportunities of pupils. The Board of Governors therefore, welcomes and encourages volunteers from the local community.

Our volunteers include:

- Members of the Governing Body
- Parents of pupils
- Ex-pupils
- Students on work experience
- University students referred to us by Student Volunteer Services
- Ex-members of staff
- Local residents
- Friends of the school

The types of activities that volunteers engage in, on behalf of the school, include:

- Hearing pupils read
- Working with small groups of pupils to assist them in their learning
- Working alongside individual pupils, as an additional tutor
- Accompanying school visits

Safeguarding – A Vigilant Culture

Silverhill Primary School and this school are committed to safeguarding pupils, young people and vulnerable adults and expects its volunteers to share that commitment towards ensuring a vigilant culture.

Becoming a Volunteer

Anyone wishing to become a volunteer, either for a one off event such as a school visit or on a more regular basis, e.g. hearing pupils read, helping with the school grounds, helping with swimming or with enrichment activities usually contacts the class teacher, or a member of the leadership of administration team.

Volunteers should complete the *Volunteer Application Form* (Appendix 1) with their contact details, types of activities they would like to help with, and the times they are available to help.

Definition

Activity which is described as 'frequent' or 'intensive' covers the meaning given in the Safeguarding Vulnerable Groups Act 2006.

'frequent' – once a week or more often on an ongoing basis; and

‘intensive’ – three or more occasions in a 30 day period

Process for recruiting Volunteer who will be working frequently or intensively

Identify the need and role;

- Attract volunteers through the school communications system
- The volunteers attend the school for an informal discussion to ensure the applicant is suitable for the role
- Enhanced DBS check undertaken
- The volunteer will be made aware of the role and responsibilities they will be undertaking
- If appropriate 2 References should be sought where the volunteer arrangement will continue on a regular basis.
- Induction- school and corporate policies and documentation explained and issued. These to include Health and Safety, Behaviour Management, Safeguarding, Child Protection Policies, Code of Conduct (guidance), Keeping Children Safe in Education part A and Whistleblowing Policy
- Volunteer records to be kept in a central place within the school

Before starting to help in a school, a volunteer should complete the *Volunteer Agreement* (Appendix 2), which sets out the school’s expectations of its volunteer and to confirm they have received a copy of this Agreement. The school will do a DBS clearance for a volunteer **before** they come into school, to make an informed decision when accepting volunteers to work with children.

Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns that volunteers have about the pupils they work with/come into contact with should be voiced with the class teacher 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 Headteacher or appropriate senior member of staff. Any information gained at the school about a child or adult should remain confidential.

Supervision

All volunteers work under the supervision of a teacher or full time member of staff. Teachers retain ultimate responsibility for pupils at all times, including the pupils’ behaviour and the activity they are undertaking. Volunteers should have clear guidance from the CLT as to how an activity is carried out/what the expected outcome of an activity is. In the event of any query/problem regarding the pupil’s understanding of a task, behaviour or their welfare, volunteers must seek further advice/guidance from their Class Teacher.

Health & Safety

The school has a Health & Safety Policy and this is made available to volunteers working in the school. An appropriate member of staff will ensure that volunteers are clear about emergency procedures (e.g. Fire Alarm Evacuation) and about any safety aspects associated with particular tasks (e.g. using D T equipment/accompanying pupils on visits). Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the designated Supervisor/Headteacher. Volunteers are covered by Silverhill’s Health & Safety Statement and indemnity and Public Liability Insurance.

Child Protection

The welfare of our pupils is paramount. To ensure the safety of our pupils, we adopt the following procedures:

- All volunteers are given a copy of the Volunteer Policy and asked to sign a *Volunteer Agreement* (Appendix 2)
- All of our volunteers must have been cleared by the Disclosure and Barring Service (DBS). A DBS Disclosure will be issued to the individual to present to the designated member of staff in school.
- Where a volunteer is engaged in a ‘one-off’ activity e.g. helping supervise a group of pupils as part of a class visit, no formal checks are required. However, such volunteers, who will be under the constant supervision of school staff, must read and sign our *Off-Site Visit Agreement* (Appendix 3).
- Any concerns a volunteer has, about child protection issues, should be referred to the designated supervisor or Head Teacher.

Complaints Procedure

Any complaints made about a volunteer will be referred to the Headteacher or appropriate senior member of staff, for investigation. Any complaints made by a volunteer will be dealt with in the same way.

The Headteacher 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

Monitoring and Review

This policy has been approved by the Governing Body and will be regularly reviewed and updated.

Privacy Notice

See attachment



SILVERHILL PRIMARY SCHOOL

Headteacher Mr Kiran Savage
Draycott Drive, Mickleover, Derby, DE3 0QE
Tel 01332 511138

admin@silverhill.derby.sch.uk

Who we are?

Silverhill Primary School is a school within Derby City area. This document is for volunteers of the school and outlines the data that we hold and process about our workforce. Our address is Draycott Drive, Mickleover, Derby DE3 0QE.

How do we collect information about you?

We collect information from you when you visit our website; also when you contact us in writing, speak to us on the phone, by e:mail or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, this includes personal information (for example your name and address), and other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties

We will obtain details about you from previous employers or other referees as part of the reference process.

How is your information used?

We may use your information to:

- to support the administration of our processes in relation to mail merges, printing and mailing services;
- to determine your suitability for volunteering.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed:

- External DBS validation and certification provider in order to receive a DBS clearance.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation to the personal data we process?

Access - you can request copies of any of your personal information that is held by the school;

Rectification - you can ask us to correct any personal information;

Deletion - you can ask us to delete your personal information. The school can refuse to delete information if we have a lawful reason to keep this.

Portability - you can ask us to transfer your personal data to different services or to you;

Right to object or restrict processing - you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions - you have the right to challenge a decision that affects you has been automatically made.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. We will comply with data protection legislation.

What security precautions are in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorized access, loss, misuse, alteration or corruption. We have put in place physical, electronic and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Complaints

If you would like to make a complaint regarding the use of your personal data, you can contact our Data Protection Officer:

By Post: Information Governance
The Council House
Corporation Street
Derby
DE1 2FS

By phone: 01332 640763

By e:mail: Data.protection@derby.gcsx.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF,
Telephone: 0303 123 1113 (local rate) or 01625 545745 if you prefer to use a national rate number.
Alternatively, visit ico.org.uk or e:mail casework@ico.org.uk

Appendix 1

VOLUNTEER APPLICATION FORM – FOR NEW VOLUNTEER

First Name.....

Surname.....

Date of Birth:

Address:

..... Post Code:

Phone: Home..... Mobile

Email Address.....

Emergency contact details

Name:

Phone number:

Times / Days you are able to volunteer:

.....

.....

What activities/ areas of the school's work would you like to help with?

Are there any particular age groups / classes you would like to work with?

Do you have any disabilities / other needs we need to take into account or adjustments we need to make to allow you to work as a Volunteer in School (please give details)?

References

Where volunteers will be visiting the school on a regular basis could you please provide the details of two people who would be willing to provide a reference for you, this can include a member of staff at the school.

Volunteer name:

Referee (1)

First Name.....

Surname.....

Relationship to you

Address:

..... Post Code:

Phone: Email

Referee (2)

First Name.....

Surname.....

Relationship to you

Address:

..... Post Code:

Phone: Email.....

Thank you for taking time to complete this Volunteer Application Form and the references page if applicable.

Please hand / email them (admin@silverhill.derby.sch.uk) to the School Office, marked **Volunteer Application**.

Your offer of help is greatly appreciated and we will be in touch as soon as possible.

Many thanks,

Appendix 2

VOLUNTEER AGREEMENT

On behalf of the school I would like to thank you for offering your services as a volunteer at school. Your help is greatly appreciated and we hope that you will gain much from your experience.

In order to ensure we maintain a vigilant culture of Safeguarding at Silverhill, please read and sign this Volunteer Agreement Sheet and hand it in at school. You will receive a copy of it for your own records.

- I have received a copy of the School's Volunteer Policy
- I agree to attend induction training with a member of the safeguarding team where policies and procedures will be explained
- I agree to follow the procedures in the Safeguarding and Child Protection Policies
- I agree to follow the guidelines in Keeping Children Safe in Education
- I agree to support the School's Aims
- I agree to treat information obtained from being a Volunteer in School as **Strictly Confidential**
- I understand that an enhanced Criminal Record Bureau (CRB) check will be undertaken
- If you already have a CRB Certificate, please hand it to the school, the number will be recorded and checks made with the issuing body. A new enhanced CRB check must be undertaken.
- I have been made aware that my designated supervisor is the class teacher

Signed: _____ Name: _____

Date: _____

Appendix 3

Off-Site Visits Volunteer Agreement

School trips are an integral part of learning at our school and afford many pupils opportunities which are outside their usual experiences. We are pleased that you have come forward as a volunteer helper; you will have an important role to play in the success and safety of this school trip.

Please read and return this appendix, and sign and return the helper's slip.

This is part of our school's risk assessment planning and safeguarding arrangements.

Role of the Volunteer Helper

- To be responsible and look after, in equal measure, all of the pupils in your group under the instruction of the Leader of the school trip
- To stay with your allocated group of pupils, ensuring that their wellbeing and safety is maintained for the total duration of the school trip
- To promote polite, respectful and courteous behaviour towards each other and members of the general public. We all go as ambassadors of our school!
- To ensure that your group keep up with the body of the school visit party, be it walking, entering or exiting from transportation or following speakers for the trip
- To contact your child's class teacher/member of staff if there are issues with first aid, safety and/or behaviour

Working alongside school staff

School staff expect volunteer helpers to:

- Comply with all of the above whilst being under the direct supervision of school staff
- Show a commitment to their group, an interest in the focus of the visit and assist pupils in their learning by helping them to read signs/labels/information, asking questions that encourage pupils to think about the task and help to explain the areas of interest
- Follow guidance from the school staff

What is not permitted

- Volunteer helpers are not allowed to bring additional children e.g. siblings or children in the care of the volunteer on the school trip
- Volunteer helpers are not allowed to smoke, drink alcohol or engage in any illegal practices whilst undertaking their volunteer duties
- Volunteer helpers are not permitted to take photographs of pupils
- Volunteer helpers are not allowed to give/buy their group treats e.g. ice creams, biscuits, sweets – before, during or after the school trip

First Aid

You will be informed if any child in your group has medication/needs. If medicine needs to be administered, this will be done by a member of staff unless you are the Parent/ Carer of the child who requires medicine, in which case you will be asked to administer this and be responsible for carrying the medicine.

All other medicines and first aid supplies will be carried by staff.

Emergencies

You are expected to inform a member of staff as soon as possible.

If you have become separated from the rest of the school party, please telephone one of the members of staff on your contact list or telephone the school.

I have read the Volunteer Policy

I agree to the terms and conditions as stated in the policy

I will support the young people in enjoying the trip and actively contribute to the smooth running of the event.

I will treat any information I may hear about pupils as confidential and will not discuss or disclose it out of school.

Signed: _____ Date: _____

Name: