



Newlands CofE School Federation



Roots to grow... wings to fly

Visitor and Volunteer Policy 2021

Date adopted by governors: Spring 2021

Date for review: Spring 2023

STATUS: NON-STATUTORY

REVIEW: BIANNUALLY

COMMITTEE: SAFEGUARDING

VISITOR AND VOLUNTEER POLICY

Reviewed: Summer 2021	Next Review: Summer 2023	Committee: Safeguarding	Status: Non-Statutory
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Introduction

Newlands CofE School Federation comprises Shere CofE Infant School and Nursery and Clandon CofE Primary School. Visitors and volunteers at our schools bring with them a range of skills and experience that can enhance the learning opportunities of pupils. Both schools welcome and encourage volunteers from our local communities. Volunteers may include:

- Members of the Governing Body
- Parents of pupils
- Ex-pupils
- Students on work experience
- Ex-members of staff
- Local residents
- Friends of either school

The recruitment of new volunteers may take up to half a term and the intake of new volunteers will be dependent on the candidate and available volunteer spaces in the relevant school. The smooth running of each school for its pupils will always be a priority. The schools' senior leaders maintain the right to refuse volunteers and also terminate placements. The type of activities volunteers might engage in on behalf of either 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 educational visits

To ensure clarity in this policy:

- Visitors are described as those who visit either school rarely, e.g. for a meeting or to provide a one-off assembly.
- Volunteers are those who take part in regulated activities e.g. to hear reading or who support in class/school on a weekly, or otherwise regular, basis.

Becoming a Volunteer

It is important that we keep track of who is working in our schools, where they are placed and for how long they will be with us. For this reason all requests from visitors and volunteers should be directed to the Headteacher who has responsibility for the organisation and/or placement of such individuals. The decision to take on volunteers rests with each school and will depend on the time of year, the number of volunteers already helping in the relevant school and potential impact on children.

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

Process for recruiting a volunteer who will be working frequently or intensively with pupils

1. The volunteer is given a copy of the Visitor and Volunteer Policy and asked to complete and return the application form (Appendix 1).
2. The Headteacher will identify a role for the volunteer.
3. An enhanced DBS check will be undertaken (and the volunteer asked to register with the DBS Update service).
4. The volunteer will be made aware of the role and responsibilities they will be undertaking
5. The volunteer reads and signs the Volunteer Agreement (Appendix 2)
6. Volunteer records will be held in a central place with the relevant school and added to the Single Central Register.
7. Volunteer begins role.

Work Experience/Placement Students

The schools have longstanding relationships with various local secondary schools, colleges and universities. Both schools are happy to take students on placement if there are suitable experiences available, based on the smooth running of the relevant school. Secondary schools, colleges and universities wanting to place students in either school should formally contact the Headteacher outlining the aims of the placement and its duration. The Federation retains authority to refuse or terminate a placement which conflicts with its smooth running.

Ethos and Aims

All adults who work in our schools, whether a paid member of staff, volunteer or visitor, are expected to work and behave in such a way as to actively support the Federation's ethos and aims as listed below.

We believe that children learn best in a caring community, where they feel secure and accepted. Our small, supportive school enables each child to flourish in a Christian environment where they are all valued and respected.

We achieve this (by providing)

- A high standard of education
- A wealth of enriching experiences and challenges
- A happy, secure learning environment
- Opportunities for each child to develop a love of life and an enthusiasm for learning
- An open-door relationship between families and school
- Strong links with the local church and community
- For each child's social, spiritual, emotional and moral needs
- Opportunities for each child to form firm friendships

Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns a volunteer has about pupils they work with or come into contact with should be raised with their designated supervisor and NOT with the parents of the child(ren)/person(s). Volunteers who are concerned about anything in the relevant school, which may affect their work should raise the matter with the Headteacher. Any information gained at either school about a child or adult must remain confidential.

Safeguarding and Child Protection

The welfare of children in school is paramount. As a Federation we are committed to safeguarding pupils and we expect volunteers to share this commitment. A list of volunteers is held in the school offices.

To ensure the safety of pupils, the Federation adopts the following procedures:

- All volunteers are given a copy of this Visitors' and Volunteers' Policy and asked to sign a Volunteer Agreement (Appendix 2).
- Anyone visiting or volunteering on a regular basis and who has supervised or unsupervised access to children *must* have an enhanced, up to date Disclosure and Barring Service (DBS) check. If the access is unsupervised, a Children's Barred List check is also required. Visitors and volunteers without DBS clearance must not, under any circumstances, be left alone unsupervised with a child or children.
- Volunteers have a clear job description (Appendix 1) and their supervisors will address any concerns regarding their work
- Volunteers agree to the Volunteers' Code of Conduct (Appendix 4) each time they sign the visitors' book in either school office.
- Occasional visitors agree to and sign the Visitors' Code of Conduct (Appendix 5).

Supervision

All visitors and volunteers work under the direction of a class teacher or other specific member of staff. Members of staff have responsibility for pupils at all times. Visitors and volunteers should

have clear guidance from their designated supervisor as to how an activity involving pupils will be carried out and the expected outcome of any activity. In the event of any query or problem regarding a pupil's understanding of a task, behaviour or welfare, volunteers must seek advice or guidance from their designated supervisor.

There may be occasions where a volunteer is responsible for instruction or supervising children. This is the case for volunteer readers who will often sit with a child in a separate room or area. For this purpose, as described in the school's DBS Policy, a volunteer is considered to be undertaking a regulated activity with the child and is required to have an enhanced DBS check (with a Children's Barred List check).

Any volunteer who does not hold a DBS check must not be left alone with children and must not assist with toileting children or changing for PE or swimming etc.

All visitors should not be left alone with pupils and remain under the responsibility of a specific member staff.

When considering the need for a DBS check to be completed, the Federation will take account of a volunteer's role and level of supervision. A risk assessment should be completed for all volunteers to determine whether a DBS check is required (Appendix 3).

Online Safety

Personal devices including mobile phones and wristwatch phones that connect to the internet must be switched to silent or off during class time and must not be used in either school or during school visits. If it is necessary to take a phone call (e.g. in an emergency), the volunteer should go to the relevant school office or, if on a visit, move away from the group (having ensured that another adult is watching their group of children).

School Visits

Where a volunteer helps with a one-off activity such as helping supervise a group of pupils as part of a class visit, no formal checks are required as the volunteer will not be alone with children. Such volunteers will be under the constant supervision of the relevant school staff and must read and sign the Federation's **Offsite Visit Agreement (Appendix 6)**. Prior to the visit school staff will be made aware by their school office which volunteers have or have not had DBS clearance. Pupils should never be left alone with a volunteer who does not have DBS clearance.

School visits are an integral part of learning and afford many pupils opportunities which are outside their usual experiences. The class teacher or staff member leading a visit will brief volunteers regarding the risk assessment, daily schedule and any other important information. The visit lead, who will be a staff member, has ultimate responsibility for pupils.

Signing in

All visitors and volunteers must go to the relevant school office to sign in and agree to the visitor agreement. The visitor agreement includes the following:

Visitor Lanyard - Please remember to wear your visitor lanyard all times.

Working 1:1 - If working 1:1 with a child please ensure you do so in an open space, or remember to leave doors open.

Pupil Welfare - If a child displays behaviour or tells you something, however small, that makes you concerned for their welfare, please report it to the Designated Safeguarding Leads. If the school's DSLs are unavailable, please speak to the school office who will be able to advise you.

First Aid - If first aid attention is needed for yourself or a child please go directly to the school office.

Fire Safety - In the event of a fire please go out through the nearest exit and meet in the school playground

All volunteers must also sign a Volunteer Agreement during their first visit (Appendix 2)

The agreement covers areas such as confidentiality. Any concerns that volunteers may have about the children they come into contact with should only be discussed with the class teacher. Volunteers concerned about what another adult in the school says or does, should raise the matter directly with the Headteacher.

Health and Safety

The Federation's Health and Safety Policy is available, on request, from the school offices. An appropriate member of staff will ensure that visitors and volunteers are made aware of emergency procedures (e.g. fire alarm evacuation) and about any safety issues associated with a particular task (e.g. using DT equipment/accompanying pupils on visits). Visitors and volunteers are asked to exercise due care and attention and report any obvious hazards or concerns to the class teacher.

Complaints Procedure

Any complaints about a visitor or volunteer will be referred to the Headteacher or another senior leader.

Any complaints made by a visitor or volunteer will also be referred to the Headteacher or senior leader

The Headteacher reserves the right to take the following actions:

- To speak with the individual about a breach of our agreement and seek reassurance this will not happen again
- Offer an alternative placement in another class
- Inform the visitor or volunteer that the relevant school no longer supports their attendance at school.



Newlands CofE School Federation



VOLUNTEER JOB DESCRIPTION AND APPLICATION FORM

TITLE OF JOB: School Volunteer

REPORTS TO: Class Teacher

PURPOSE OF JOB: To support the education and welfare of pupils as directed by class teachers, having due regard to the school's aims, objectives, schemes of work and policies, and relevant national requirements.

DUTIES AND RESPONSIBILITIES

1. To take every opportunity to develop pupils' language, reading, numeracy and related skills as directed by class teachers.
2. To assist in monitoring and recording the progress of individual pupils in accordance with school procedures and reporting to class teachers.
3. To give oral and written feedback to pupils on their attainment in order to promote further progress.
4. To work with teachers to identify and respond appropriately to pupils' individual needs, assisting pupils in areas of specific difficulty.
5. To assist the teacher in setting appropriate learning and behaviour expectations of pupils and supporting pupils appropriately to achieve these.
6. To help promote and reinforce pupils' self-esteem, encouraging inclusion of pupils with special educational needs.
7. To help create and maintain a purposeful, orderly and supportive environment for pupils' learning, ensuring that pupils are able to use equipment and materials provided.
8. In the presence of the teacher, present agreed learning tasks in a clear and stimulating manner to help maintain pupils' interest and motivation; to work with pupils individually and collectively by contributing to decisions about the most appropriate learning goals and strategies.
9. Outside the classroom, to work with groups of pupils. The number of pupils included will reflect the nature of the task, the pupils concerned, the location involved and the length of time to be supervised. At all times a named teacher will have ultimate responsibility and be available to be called to give support and take appropriate decisions.
11. To use a range of supporting techniques, including computers and other resources, and consider, in consultation with the teacher, when and how to deploy them.
12. To produce and maintain classroom resources, displays and classroom layout in consultation with the teacher.
13. To help train pupils in the individual and collaborative study skills necessary for learning.
14. To work alongside other adults, including teachers, trainee teachers, and other support staff.

15. To supervise pupils during breaks and/or lunchtimes if required.

16. To maintain confidentiality at all times with regard to both supported pupils and the wider school.

Application Form

Please complete and return to the school office

Volunteer at Shere*		Volunteer at Clandon*	
<i>*Please tick the school at which you'd like to volunteer.</i>			
Name of Volunteer:			
Date of Birth:			
Address:			
Home phone:			
Mobile:			
Emergency contact:			
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)			
Days of week/times you would usually be available to volunteer			



Newlands CofE School Federation



VOLUNTEER AGREEMENT

Thank you for visiting or offering your services as a volunteer at Shere CofE Infant School and Nursery / Clandon CofE Primary School (*Please delete whichever is not applicable*). Your help is greatly appreciated and we hope that you will gain much from your experience in school. The class teacher has overall responsibility for the children at all times but designates responsibility to voluntary helpers who may have charge of a small group.

Any volunteer who does not hold a DBS check must not be left alone with children and must not assist with toileting children or changing for swimming etc.

The Role of a Volunteer Helper

- To be responsible for and look after, in equal measure, all of the children that you are working with.
- To stay with your allocated child/group and ensure their well-being and safety.
- To promote polite, respectful and courteous behaviour at all times.
- To contact your class teacher or the school office if there are issues with first aid, safety or behaviour.
- To encourage children to think about the task and by helping to explain areas of interest.
- To follow guidance from school staff.

Not permitted

- Please do not bring additional siblings.
- Please do not use your mobile phone. If a call or text is urgent, please move to the office.
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices.
- Volunteers are not allowed to take photographs of the children unless requested to do so by the teacher in charge.
- Volunteers are not allowed to bring treats for the child/group they are working with. Any treats must be for the whole class and only given in an agreement with the class teacher.

Emergencies

Please inform a member of school staff as soon as possible eg if, while you are on a school trip, you are separated from the rest of the school party.

Please read and sign this Agreement and hand it in to the school office. You will receive a copy of it for your records.

- I have received and read the Visitor and Volunteer Policy.
- I agree to support the Federation's Ethos and Aims.
- I agree to treat information I learn from being in the school as confidential.
- I agree to the Federation's Safeguarding Policy. **If a child displays behaviour or tells you something, however small, that makes you concerned for their welfare please report it to the Designated Safeguarding Leads. If the Designated Safeguarding Leads are unavailable please speak to the school office who will be able to advise you.**

DBS Check – Circle as appropriate	Yes	No	Applied
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Name.....

Signed..... Date.....

Appendix 3

RISK ASSESSMENT FOR VOLUNTEERS

Use this template to determine whether a volunteer who is not in 'regulated activity' should have an enhanced DBS without barred list check.

The orange text provides guidance to help you to complete the risk assessment.

This risk assessment is based on [paragraph 164 of Keeping Children Safe in Education](#).

Name of volunteer: _____

Is the volunteer in 'Regulated' Activity? Yes No

If YES, an enhanced DBS **with** barred list check is required.

If NO, an enhanced DBS **with** barred list check is not required, however you may obtain an enhanced DBS **without** barred list. See below table to assess risk level.

Area to consider	Notes	Level of risk
How will the volunteer be working with children?	<p>Consider:</p> <ul style="list-style-type: none"> The ages of the children The number of children the individual is working with How vulnerable the children are The nature of the work How they will be supervised? 	e.g. high level of risk may occur if little is known about the volunteer, no references can be provided and the individual will be working with vulnerable children
What is known about the volunteer?	What formal or informal information do you have about the volunteer? e.g. information from staff, parents and other volunteers.	
Are there any referees that can advise on suitability if the volunteer has other employment or voluntary work?	<p>It is good practice to seek references for volunteers. If the volunteer is unable to provide employer references, ask for a character reference from a person of standing in the community such as a doctor or priest.</p> <p>If a prospective volunteer is very reluctant to provide references, this may raise questions about their suitability.</p>	
Is the role eligible for an enhanced DBS?	There are certain circumstances where you may need to obtain an enhanced DBS without barred list check for volunteers who are not in 'regulated activity'. This is set out in DBS workforce guidance .	

LEVEL OF RISK:

High Risk – the person has no previous connection with the school AND cannot provide references from elsewhere.

There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, the school should consider whether the person's uncorroborated background would raise an unacceptable risk.

☐ **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.

There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, the school may wish to do so, as no enhanced DBS has been seen.

☐ **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 OR the school knows the person well (e.g. may be a former employee)

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.

Outcome

Summarise the outcome of the risk assessment, explaining whether an enhanced DBS is needed and the reasons for your decision.

Headteacher (Print name)

Headteacher (Signature) Date

Chair of Governors (Print name)

Chair of Governors (Signature) Date



Newlands CofE School Federation



Volunteers' Code of Conduct

Newlands CofE School Federation highly values parents and others who volunteer to help with school activities at Shere CofE Infant School and Nursery and/or Clandon CofE Primary School. We encourage your support, contributions and assistance. Many school activities would be at risk if it wasn't for your help and many of our children benefit greatly from it. Whilst you are engaged in voluntary activities for the Federation, we have a duty of care to ensure your safety and well-being and that of our children. This means ensuring that their welfare is promoted, they are cared for appropriately and they are safeguarded from harm.

We have a responsibility to ensure that all adults working for the Federation are suitable people to work with children. Adults working with children **MUST** be subject to the Federation's risk management process to determine if they are required to undertake a 'DBS' check. (Disclosure Barring Service check). Please be assured that any DBS checks are confidential and are undertaken to ensure the safety of our pupils. DBS is required if you are to have regular contact with school children. When in school volunteering or on an off-site visit, you will be provided with the necessary information to help you support each planned event or activity. This information may, at times, be of a confidential nature such as a risk assessment, and you must ensure you treat this information confidentially.

It is essential the Federation ensures that volunteers behave appropriately whilst working with our children. Below is a list of guidance to ensure volunteers are aware of the acceptable code of conduct.

- Always follow the directions and instructions of the event organiser/lead teacher
- Sign in and out of the premises and wear a visitor badge at all times
- Seek permission from the school office to use the school car park
- Professionals visiting the school must bring photographic ID and proof of their DBS
- Visitors should book appointments ensuring their visit is purposeful and well-organised and does not interfere with classroom learning.
- Report breakages or accidents to the school office
- Adhere to the Federation's Child Protection Policy, Behaviour Policy, Photographic Consent Policy, Confidentiality Policy, Social Media Policy and Health and Safety policy
- Dress in a manner that is respectful of pupils and school staff and also the working environment and community.
- Behave in a mature, safe, respectful, fair and considerate manner to all children, including your own. Use appropriate language and behave in such a way that no reasonable observer should need to question your conduct
- Provide a good example and a positive role model to children
- If you have any safeguarding or child protection concerns or disclosures these must be reported immediately to the Headteacher or another member of the teaching staff.
- If you hear the fire alarm sound, report to the fire assembly point closest to where you are in the building so that you can be accounted for. If you are working with children/pupils lead them to safety and inform a member of school staff so that registers can be taken.
- Treat all children equally
- Treat members of staff considerately and politely, respecting the decisions they make, even if you do not agree with them

- Treat the children kindly, avoiding shouting, embarrassing or humiliating them. Please avoid sarcasm or making jokes of a personal nature
- Do not hit, push or restrain a child or behave in an intimidating manner
- To safeguard yourself, do not take children to the toilets, unless a member of school staff is present
- Do not leave a dependent child in a position to compromise their safety (e.g. if a parent has not collected them).
- Do not volunteer to help if under the influence of alcohol, drugs or medication which may cause drowsiness
- Please alert the school office to any medical issues which could affect how you volunteer in school (this will always be treated in the utmost confidence)
- Please respect the school, staff and pupils' confidentiality and avoid discussing school activities you have volunteered in by talking to anyone (including using social media). Any comments made may be misrepresented and lead to misunderstandings
- Do not use a mobile phone on school premises or during off-site trips and visits, when children are present. In an emergency, please use the phone in the school office
- Do not give your personal contact details to any pupil
- If a child attempts to make contact with you through a social networking site, screen print the page, inform the school immediately and do not respond.
- Do not take/use images of pupils/students unless permitted to by the Headteacher
- Never give a pupil a lift in your vehicle, unless you have appropriate insurance, consent from the child's parent and a member of staff is present.

Report to the Headteacher

- Any accidents
- Any issues/concerns with a child's behaviour
- Any difficulties you experience
- Unacceptable behaviour of another adult

In signing the visitor's book, you are agreeing to the above Code of Conduct.

I,, have read the Federation's guidance on Information for Volunteers and will abide by this Code of Conduct. I understand that, if I behave in an unacceptable or unsafe way, I may be unable to continue as a volunteer at Shere CofE Infant School and Nursery and/or Clandon CofE Primary School.

Signed..... Date:

Thank you for your support with our arrangements for the safety and care of our children.

Appendix 5

VISITORS' CODE OF CONDUCT

All visitors to school must:

- Make appointments and ensure your visit is organised and purposeful and does not interfere with classroom learning.
- Provide photographic ID and proof of DBS.
- Obtain permission from the school office to use the school car park.
- Sign in and out of the premises and wear a visitor badge at all times.
- Switch off mobile phones when in school. In an emergency please use the phone in the school office.
- Ensure clothing is respectful of pupils, staff and the working environment and community.
- Use appropriate language and behaviour with children.
- Not take any photographs or films within school, unless permission has first been granted by the Headteacher.
- Report to school staff if any aspect of a child's behaviour makes you feel uncomfortable.
- Report any breakages or accidents to the school office.
- Not respond if a child attempts to make contact with you through a social networking site: screen print the page and inform the school immediately.
- Never give a pupil a lift in their vehicle unless you have appropriate insurance, consent from the child(ren)'s parent and a member of school staff is present.

In signing the visitors' book you are agreeing to the above code of conduct.

Appendix 6

Offsite Visits Volunteer Agreement

School visits are an integral part of learning at our school and afford many pupils opportunities which are outside their usual experiences. We are very grateful to parents/carers who support our school helping with trips and events outside school. Your role as a volunteer is important in the success and safety of school visits.

Please read this guidance note and sign and return the school visit volunteer slip. This is part of our school's visit risk assessment, planning and safeguarding.

Certain procedures must be followed for the safety and protection of all children, parents and staff involved with the visit.

Role of the Volunteer Helper

- To be responsible for and look after, in equal measure, all the pupils in your group under the instruction of the school trip lead teacher.
- Parents should behave consistently towards all children in their group, particularly if this group includes their own child.
- To remain with your allocated group of pupils, ensuring the children's well-being and safety is maintained throughout the school trip.
- To ensure your group keeps up with the rest of the school trip when walking around, when entering or exiting transport or following workshops or talks during the visit.
- To promote polite, respectful and courteous behaviour towards each other and members of the general public. We all go as ambassadors of our school.
- Parent volunteers are asked to maintain the same degree of confidentiality as if helping in school. Any queries or problems concerning the trip should be directed to the school trip lead teacher in the first instance or, if preferred, to the headteacher on return from the trip.

Working alongside School Staff

- The school trip lead teacher sets the rules, routines and expectations for the visit. Volunteers should follow guidance from school staff and help by ensuring their group follows all instructions e.g. when to eat and drink.
- You should assist pupils in their learning by helping them read signs, labels and information, asking questions to encourage pupils to think about the task and help explain areas of interest.
- If you need to leave your group for any reason, the lead teacher must be informed.
- If there is a medical, first aid, safety and/or behaviour event or emergency, the school trip lead teacher must be notified immediately. The lead teacher is responsible for contacting the school in emergency situations.

What is not Permitted

- Volunteers may not bring additional children, e.g. siblings or children in your care, on the school trip.
- Volunteers may not smoke, drink alcohol or engage in any illegal practices whilst undertaking volunteer duties.
- Mobile phones must not be used in the presence of children at any time for the duration of the visit (including travel time). If you need to take a call, please inform the lead teacher and move away from the group.
- Individual parents or other helpers will not escort any child or children to the toilet.
- No photographs of children will be taken unless asked specifically by a member of school staff. These will be taken using a school camera only. All photographs will be checked by the headteacher before being published on the website or sent home if this is required.
- Volunteers may not buy gifts for their group or for individual children, e.g. ice creams, biscuits or sweets, before, during or after the visit.

First Aid

- Volunteers will be informed if any child in their group has medication or other needs. If medicine needs to be administered this will be done by a member of school staff (unless the volunteer is the parent/carer of the child requiring medicine, in which case you will be asked to carry and administer medication). All other medicines and first aid boxes will be carried by school staff.
- Volunteers will not be expected to administer first aid. This will be the responsibility of school staff. A visit information sheet will be circulated to all volunteers prior to a visit which will identify first aiders in the event of an accident.

In the event of an emergency: you must inform the school trip lead teacher as soon as possible. If your group has become separated from the rest of the school party you should phone one of the school staff members named on the visit information sheet, or phone the school. The trip leader has sole responsibility for contacting appropriate emergency services, the school and/or parents.

In the event of a serious accident, there is an expectation that any volunteer will not speak to the press or any other person. The school will seek advice from Surrey County Council as appropriate. This is to safeguard and protect all those involved.

As an adult helping in this school you have a duty of care towards all pupils. This means you should act at all times in a way that is consistent with children's safety and welfare.

Safeguarding

If you have a concern about a child, particularly if you think s/he may be suffering or at risk of suffering harm, it is your responsibility to share the information promptly with the Designated Safeguarding Lead (DSL), **Mrs Vicky Voller** or the deputy DSL, **Mrs Yvette Webb**.

The following is not an exhaustive list but you might become concerned as a result of:

- seeing a physical injury which you believe to be non-accidental
- observing something in the appearance of a pupil which leads you to think his/her needs are being neglected
- witnessing behaviour which gives rise to concern
- a pupil telling you that s/he has been subjected to some form of abuse

In any of the above circumstances you should write down what you observed or heard, date and sign the account and give it to the DSL or deputy.

If a pupil talks to you about (discloses) abuse you should:

- listen carefully without interruption, particularly if s/he is freely recalling significant events
- only ask sufficient questions to clarify what you have heard. You might not need to ask anything but, if you do, you must not 'lead' the pupil in any way so should only ask 'open' questions
- make it clear you are obliged to pass the information on, but only to those who need to know
- tell the DSL or deputy DSL without delay
- write an account of the conversation as soon as you are able (definitely the same day), date and sign it and give it to the DSL.

Before the visit

A short meeting will be held to explain to all helpers the following:

- Purpose of the visit including proposed learning outcomes
- Role and responsibility of supporting adults
- Any particular needs of individual children or group of children
- Difficulties or possible problems that may arise as highlighted from the risk assessment
- Identity of school trip lead teacher, first aiders and road crossers
- Advice about appropriate clothing to be worn (as appropriate)

- Advice on what to bring (e.g. packed lunch)
- Expectations with regard to confidentiality
- Access to information related to specific needs of individual children and/or staff
- Expected level of behaviour and an awareness of appropriate codes of conduct

Please complete the form below and return it to the school trip lead teacher before the trip.

Offsite Visits Volunteer Agreement

Name of volunteer	
Trip being supported	
Trip date	
I have received information regarding my role and responsibility and understand the procedures I need to take if there is an accident or safeguarding incident.	
Signed	