



# **Volunteer and Contractors Safeguarding Handbook and Code of Conduct**

Date reviewed: 26th March 2024

Review Date: March 2027 (or sooner if needs arise)

Reviewers: Katie Evans (DSL) and Anna Summerfield (Director of HR)

Welcome to Beechview Academy. We value the contribution you can make to our pupils' learning or their environment.

This Code of Conduct sets out the guidelines that we expect all our volunteers and contractors to follow. Please read through them carefully before signing at the end to say you understand and agree to abide by the Code, then return the signed copy to the school office for our records. We will take a photocopy to give back to you. Volunteers or contractors who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

## Safeguarding

All Children have the right to be safe. Every member of the school community is responsible for contributing to a positive culture of safeguarding and keeping it at the heart of everything we do; it is the golden thread running through our school priorities.

Beechview Academy is committed to ensuring the safety of its whole school community. Staff, Students, Parents, Governors volunteers and visitors must all share this commitment and play their own part in it. Our Safeguarding team is;



**Adults that keep us safe in school are:**



**Miss Evans**  
Deputy Head



**Mrs Smith**  
Office Manager



**Mrs Parry-Woolner**  
Head Teacher



**Miss Rego**  
Assistant Head



**Mrs Kalsi**  
SENDCo



**Bridget Day**  
Safeguarding Governor

*We are your Safeguarding Team!*

**Katie Evans - Designated Safeguarding Lead (DSL)** Our deputy DSL's are: Laura Parry-Woolner (Head Teacher), Amrita Kalsi (SENDCo) Tegan Rego (Assistant Head), Amanda Smith (Office Manager) and Bridget Day (Safeguarding Governor).

In the event that a child makes a disclosure to you, or brings a concern about another young person, these are the key points that you must always bear in mind:

## Receive the information

Listen to what is being said without displaying shock or disbelief. A common reaction to news as unpleasant and shocking as child abuse is denial. However, if you display denial to a child, or show shock or disgust at what they are saying, the child may be afraid to continue and will shut down.

Accept what is being said without judgement. Take it seriously. Not ask leading questions. Staff are reminded to ask questions only when seeking clarification about something the child may have said or to gain sufficient information to know that this is a safeguarding concern. Use TED; Tell, Explain, Describe.

## Reassure the child

Reassure the child, but only so far as is honest and reliable. Don't make promises that you can't be sure to keep, e.g. "everything will be all right now". Reassure the child that they did nothing wrong and that you take what is said seriously.

**Don't promise confidentiality – never agree to keep secrets.** You have a duty to report your concerns. Tell the child that you will need to tell some people, but only those whose job it is to protect children. Acknowledge how difficult it must have been to talk. It takes a lot for a child to come forward about abuse.

## React

Listen quietly, carefully and patiently. Do not assume anything – don't speculate or jump to conclusions. Do not investigate, interrogate or decide if the child is telling the truth. Remember that an allegation of child abuse may lead to a criminal investigation, so don't do anything that may jeopardise a police investigation. Let the child explain to you in their own words what happened, but don't ask leading questions. Instead, ask open questions like "Is there anything else that you want to tell me?"

Communicate with the child in a way that is appropriate to their age, understanding and preference. This is especially important for children with disabilities and for children whose preferred language is not English.

Do not ask the child to repeat what they have told you to another member of staff. Explain what you have to do next and whom you have to talk to. Refer directly to the school's DSL. Do not discuss the case with anyone outside the child protection team.

## Record

Speak to one of our safeguarding team as soon as possible. You will then be asked to make a written record of the incident. The safeguarding member of staff will write the account on our system using your words. This is important as you may need to go over this account at a later date.

If you are concerned about the safety or well being of a colleague, please speak to a member of SLT.

If you have concerns about the behaviour of a member of staff you must report this to the DSL, Head Teacher or Deputy Head Teacher.

If your concern is about one of the members of staff listed above, you must report this to the Chair of Governors. Their contact details are available in the corridor to the staff room and on the display board in the staff room.

## 1. Supervision

1.1 You should be supervised by a member of staff and wear your red lanyard at all times when working with pupils unless you have obtained a valid enhanced DBS (Disclosure and Barring Service) check. Never work alone in a room with one pupil.

1.2 You should follow the guidance and instructions given by members of staff about your role in the activity that you are helping with.

1.3 Parents of pupils will normally be asked to volunteer in a class other than that attended by their child. If, however, a parent assists in their child's class and a conflict of interest arises, e.g. giving undue attention and support to your own child, or using the time to discuss your child's progress with the class teacher, then the class teacher and/or the headteacher may ask the parent to reconsider their offer of help.

## **2. Professional Relationships**

2.1 At all times you should maintain a 'professional' relationship with all pupils and staff. This will minimise the risk of any allegations of inappropriate behaviour.

2.2 Permission should be sought from a pupil before physical contact is made. Even if you know some of the pupils very well you should limit physical contact with pupils, ensuring physical contact is only ever in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender and ethnicity.

2.3 Do not share inappropriate personal information about your views, beliefs, sexual relationships or lifestyle.

2.4 Never give or exchange contact details with pupils, including email or home addresses, phone numbers or social networking identities. Avoid any communication with a child or young person that could be interpreted as sexually suggestive or provocative. Volunteers are in a position of trust with children and young people under 18 at the school and are reminded that it is an offence to engage in sexual activity with or in the presence of a child or young person.

2.5 Occasionally, a child or young person may develop an infatuation with an adult who works with them. An adult who becomes aware that a pupil is developing an infatuation should discuss this at the earliest opportunity with the Headteacher so appropriate action can be taken to deal with the situation sensitively and appropriately to maintain the dignity and safety of all concerned.

2.6 Volunteers should use the staff toilet, never the pupils' toilets. On educational visits and outings when public toilets or changing areas may need to be used, you should exercise caution and avoid placing yourself in a position where your actions might be open to criticism or misinterpretation. Male volunteers should use a cubicle in public toilets.

## **3. Safeguarding and concerns about staff**

All Children have the right to be safe. Every member of the school community is responsible for contributing to a positive culture of safeguarding and keeping it at the heart of everything we do; it is the golden thread running through our school priorities.

Beechview Academy is committed to ensuring the safety of its whole school community. Staff, Students, Parents, Governors and visitors must all share this commitment and play their own part in it.

**If you have a concern about a member of staff you must report this to the DSL (Katie Evans) or the Headteacher (Laura Parry-Woolner).**

## **4 Behaviour**

4.1 Behaviour management of the children is the responsibility of members of school staff) and should not involve volunteer helpers or contractors. If you are working with pupils who

are misbehaving, please refer this to the class teacher or staff member in charge as soon as possible. Never try to reprimand or allocate punishments yourself.

4.2 You should act appropriately towards all pupils, parents, carers, staff and other volunteers/contractors, whatever their socio-economic background, age, gender, sexual orientation, disability, race, religion or belief. If you witness or experience bullying, harassment or discrimination, no matter who is the victim or perpetrator, you should raise this with the Headteacher.

## **5 Setting an example**

All volunteer helpers and contractors at our school should be positive role models to the children, so we expect you to:

5.1 Dress appropriately for the school setting and the tasks and role you will undertake.

5.2 Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.

5.3 Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.

5.4 Never smoke in the school building or grounds as it is strictly prohibited to do so.

5.5 Offer encouragement and praise to the children, both verbally and in written comments, e.g. a comment in their reading record. Never show favouritism to a particular child or group of children nor give rewards which are outside of the school's agreed policy.

5.6 Promote and follow the classroom rules and the Beechview values.

5.7 Never discuss subjects that are inappropriate for the age of the pupils to participate in, or listen to, including references of a sexual nature or 'gossip'/ sharing of information about staff, parents or pupils.

5.8 Never be under the influence of drugs or alcohol when assisting as a volunteer or contractor.

## **6 Use of mobile phones, cameras and computers**

6.1. If you need to use your mobile phone in an emergency whilst on the school premises, do so when there are no students around (your works space, or the staff room). You are not to take photos or videos of any students whilst on site.

6.2 The school's ICT equipment and mobile phones may only be used in accordance with the school's Acceptable Use of ICT and Mobile Phones Policy and should normally be used for school purposes only.

6.3 If you are given a school email address to support your work in school it is only to be used for the role laid out by your designated member of staff.

6.4 All information shared with you about children's personal circumstances and their data must be kept confidential and not shared.

## **7 Gifts and rewards**

7.1 Personal gifts must not be given to pupils. Neither should you give pupils any rewards not covered by school policy. Nor should you accept gifts from pupils (other than small tokens at Christmas or as a 'thank you') without first seeking permission in writing from the Headteacher.

## **8. Transporting pupils**

8.1 If you are asked and agree to transport children to an event or other location in your own vehicle you should ensure that the vehicle is roadworthy, appropriately insured and that the maximum capacity is not exceeded. All passengers must wear seat belts and car seats must be used for children in accordance with current legislation (including the requirement that children must normally use a child car seat until they're 12 years old or 135cm tall, whichever comes first).

8.2 It is inappropriate for adults to offer lifts to a child or young person outside their normal duties, unless this has been brought to the attention of the Headteacher and has been agreed with the parents/carers.

## **9 Safety procedures**

7.1 Volunteers/contractors should familiarise themselves with the fire safety procedures and evacuation routes that are clearly displayed in each classroom. In the event of the alarm sounding, all volunteers/contractors should leave via the nearest available fire exit and should not try to recover personal belongings or search for pupils. Our main fire assembly point is on the top playground near the staff car park. If you have any questions about the fire safety arrangements, then please speak to the Deputy Headteacher.

9.2 Please sign in on your arrival and sign out when you leave. This helps us maintain an accurate list of the people on the school premises in the event of a fire.

9.3 Please obtain a visitor's badge from the school office upon your arrival, regardless of how well known you are to the pupils. Please remember to return the visitor's badge before you leave.

9.4 Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times.

## **10 Educational Trips and outings**

10.1 Volunteers/contractors who are accompanying pupils on educational trips or outings must be approved by the school and be subject to the normal checks and arrangements as outlined in the school's Educational Visits policy. Volunteers/contractors who are working with children on a school trip overnight between the hours of 2am and 6am, who may have face-to-face contact with a child, must have a valid DBS check.

10.2 Volunteers/contractors should take particular care when supervising children and young people on trips and outings, where the setting may be less formal than the school environment. Adults remain in a position of trust and need to ensure that their behaviour remains professional at all times and stays within clearly defined professional boundaries.

## **11 Medical issues**

11.1 The class teacher you are supporting should inform you of any pupils who have severe medical needs, so that you are aware of any symptoms to look out for. All medical information about pupils is strictly confidential and therefore only very limited information will be provided.

11.2 If a pupil requires medical attention, inform a member of staff immediately. They will get a qualified first aider to attend to the pupil. Volunteers/contractors should not administer first aid except in an emergency.

## **12 If you are unable to attend**

12.1 If you are due to help in the school, but are unable to do so because of illness or personal circumstances, please inform the school by ringing 01494 527113 as soon as possible. Please use the answer phone messaging system if no one is available to take your call. This will help our teachers adjust their lesson plans if they know your support is unavailable.

## **13 Confidentiality**

13.1 All information you may hear or see about a pupil is of a confidential nature. You should not discuss any pupil outside of school that you have been working with directly or indirectly. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences in our school, e.g. on Facebook or via email. If other parents approach you for information, always explain that you are not allowed to discuss school matters with them and ask them to speak with the class teacher or Headteacher if they require further information.

## **14 Breaches to this Code**

If the Headteacher [or other designated person] believes that any of the above guidance and expectations has been breached, then it is at their discretion to instruct the individual to cease attending the school as a volunteer/contractor. We want all the people who work within our school to maintain the high standards of personal conduct outlined in these guidelines whilst they are on our school site. If the head teacher is concerned that events in your private life may affect the reputation of the school and/or impact on the effectiveness and safety of those who work and attend our school, they will instruct you to cease your support as a volunteer/contractor.

## **15 Policies**

Upon agreeing and signing this 'Code of Conduct', you will receive the Health & Safety policy, Safeguarding policy and any other relevant policies as determined by the school. If you do not receive these policies, please contact the school office.

## **16 Safeguarding training**

Volunteer/contractor helpers will be required to receive a Safeguarding Induction session from the Designated Safeguarding Lead within the first week of starting

Those volunteers/contractors that require a DBS check and meet the 'frequency and intensity' test will also need to attend the Introduction to Safeguarding training as a statutory requirement every three years.

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Name: \_\_\_\_\_

Role: Volunteer / Contractor (Please circle)

I have read and understood the contents of the 'Volunteers/contractor Code of Conduct'. I agree to abide by the procedures and expectations for volunteers/contractors that are set out in this code.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_