

Lainesmead Primary School and Nursery

Volunteer Handbook



Strive, Achieve, Excel:

Believe in a limitless future

**Working together to keep children safe and
help them thrive**

Resilience
Responsibility

Cooperation
Respect

Compassion
Curiosity

1. Welcome

Thank you for volunteering at Lainesmead Primary School and Nursery.

We greatly value the time, skills and commitment that volunteers bring to our school community. Whether you are supporting reading, helping in classrooms, accompanying educational visits, or assisting at events, your contribution makes a real difference to children's experiences and opportunities.

At Lainesmead, we are proud to be a warm, inclusive and ambitious school. We believe that strong partnerships between school and community help children to thrive both academically and emotionally.

This handbook outlines the expectations, responsibilities and safeguarding requirements for all volunteers. It is essential that you read this document carefully before beginning your role.

If anything is unclear, please speak to a member of staff. We are always happy to help.

2. Scope of This Handbook

This handbook applies to **all volunteers**, including:

- Classroom helpers
- Reading volunteers
- Event volunteers
- Educational visit helpers
- Governors volunteering within school
- Community volunteers

It sets out the professional and safeguarding expectations that apply to anyone supporting pupils at Lainesmead.

3. Our Vision, Values and Behaviour Culture

At Lainesmead, we strive to create a safe, respectful and ambitious learning environment.

Our vision:

Strive, Achieve, Excel – Believe in a limitless future.

Our school rules:

- Be Ready
- Be Respectful
- Be Safe

Our values:

Resilience | Cooperation | Compassion | Responsibility | Respect | Curiosity

We are a trauma-informed school. We understand that behaviour is a form of communication. Adults model calm, respectful and consistent behaviour at all times.

As a volunteer, you are a role model. Children observe how adults behave. Your conduct should reflect our values at all times.

Behaviour Policy – Volunteer Summary

Our behaviour culture

Lainesmead promotes a calm, safe and respectful environment where learning comes first. Behaviour is understood as communication, and children are supported through clear routines, high expectations and a trauma-informed approach

School rules

Children are expected to:

- **Be ready**
- **Be respectful**
- **Be safe**

These rules apply in classrooms, corridors, playgrounds and on visits.

Your role as a volunteer

You must:

- Model calm, respectful behaviour at all times
- Follow staff instructions and school routines
- Never shout, threaten or humiliate a child
- Refer behaviour concerns to a member of staff — **do not manage sanctions yourself**
- Understand that some behaviour may indicate unmet needs or safeguarding concerns

Serious behaviour concerns

Incidents involving:

- Aggression or violence
- Bullying or discriminatory behaviour
- Sexualised behaviour
- Repeated disruption

must be passed immediately to a member of staff or SLT and may be recorded as safeguarding concerns

4. Safeguarding and Child Protection

Keeping children safe is everyone's responsibility.

If you are worried about a child, you must act.

Please read the full safeguarding summary carefully

After reading, you must understand:

- You must report concerns immediately to a DSL.
- You must not investigate concerns yourself.
- You must not promise confidentiality to a child.
- Concerns about adults must be reported to the Headteacher.
- Concerns about the Headteacher must be reported to the Chair of Governors.

All concerns must be reported the same day.



Worried about a child?

Safeguarding and child protection at Lainesmead Primary School and Nursery.

This information is for staff, parents, volunteers and visitors.

If you have concerns about the safety or well-being of a child, please speak to a member of our safeguarding team or email:

safeguarding@lainesmeadprimary.co.uk



Mrs Mepstead
Designated Safeguarding Lead
(DSL)



Mrs Jarrett
Operational Safeguarding Lead
(DDSL)



Mrs Crouch
DDSL



Mrs Deacon-Willis
DDSL



Miss Bees
DDSL



Chair of Governors
Mr Alan Mulrooney
(For concerns about HT)

All visitors and volunteers must report any safeguarding concerns immediately to a Designated Safeguarding Lead.



WORRIED ABOUT THE ACTIONS OF AN ADULT AT SCHOOL?

If your concern is about a member of staff, volunteer, or visitor, please report this to the Headteacher before leaving the site. If your concern is about the Headteacher, please contact the Chair of Governors.

Headteacher: 01793 529106

Chair of Governors: chairofgovs@lainesmeadprimary.co.uk

LADO: 01793 463854

1. Safeguarding & Child Protection – Volunteer Summary

Keeping children safe is everyone's responsibility. If you are worried about a child, you must act.

Our commitment

Lainesmead Primary School and Nursery is committed to protecting children from harm and promoting their welfare. All adults in school must remain professionally curious and act on concerns — *it could happen here*

Your responsibility as a volunteer

You must:

- Be alert to signs of abuse, neglect or changes in behaviour
- Take all concerns seriously
- Report concerns **immediately** to the safeguarding team
- Record concerns accurately if asked to do so
- Maintain confidentiality — never promise to keep a secret

If a child talks to you (a disclosure)

- Listen calmly and take them seriously
- Reassure them they have done the right thing
- Do **not** ask leading questions
- Do **not** promise confidentiality
- Tell a DSL **as soon as possible the same day**

What to do if you are worried about a child

1. **Report immediately** to the Designated Safeguarding Lead (DSL) or a Deputy DSL
2. If a child is in immediate danger, speak to the DSL **straight away**
3. Never investigate concerns yourself

Safeguarding leads at Lainesmead

- **DSL:** Alyssia Mepstead (Headteacher)
- **Deputy DSLs:** Sophie Jarrett, Nicole Deacon-Willis, Kate Bees, Danielle Crouch
(All available via the school office)

Concerns about an adult (including volunteers)

If you are worried about the behaviour or actions of an adult working with children:

- Report immediately to the **Headteacher**
- If the concern is about the Headteacher, report to the **Chair of Governors**
- Do not discuss concerns with others or record them on pupil systems

5. Safer Recruitment and Supervision

Depending on your role, you may be required to have a DBS check.

Key principles:

- Volunteers without enhanced DBS and barred list checks must always remain supervised by a member of staff.
- Volunteers must never work unsupervised with pupils unless formally authorised.
- You must never take a child to a separate or isolated area alone.
- You must never transport a pupil in your own vehicle.

If you are unsure about supervision arrangements, speak to the class teacher or trip leader immediately.

6. Professional Conduct

All volunteers are expected to behave professionally and respectfully at all times.

Please read: **Acceptable Behaviour in the Workplace – Volunteer**

In addition:

You must:

- Model calm and respectful behaviour.
- Follow staff instructions.
- Never shout, threaten or humiliate a child.
- Never issue sanctions or discipline children.
- Refer behavioural concerns to staff immediately.
- Assume positive intent and act cooperatively.

Serious concerns (including aggression, bullying or sexualised behaviour) must be passed immediately to a member of staff or SLT.

Acceptable Behaviour in the Workplace – Volunteer Summary

Professional conduct

All adults in school — including volunteers — are expected to behave professionally and respectfully at all times. How adults treat one another sets the tone for the whole school

Expectations

You are expected to:

- Treat staff, pupils and other volunteers with respect
- Communicate calmly and professionally
- Assume positive intent
- Work cooperatively with staff
- Raise concerns appropriately

Unacceptable behaviour includes:

- Shouting, sarcasm or belittling others
- Gossip or negative talk about staff, pupils or families
- Exclusion, undermining or passive aggression
- Discriminatory language or behaviour

Intent does not outweigh impact — behaviour that makes others feel unsafe or disrespected is not acceptable

Raising concerns

If you are concerned about conduct at work:

- Speak to a member of staff or SLT
- You will be listened to and supported
- Retaliation for raising concerns is not tolerated

7. Confidentiality and Data Protection

Volunteers may see or hear sensitive information.

You must:

- Treat all information as confidential.
- Never discuss pupils, staff or families outside of school.
- Never discuss school matters on social media.
- Never retain pupil information, group lists or records.
- Return all paperwork to staff at the end of sessions or visits.

Confidentiality does not prevent you from reporting safeguarding concerns.

If in doubt — speak to a member of staff.

8. Online Safety and Mobile Phones

To protect pupils and yourself:

- Personal mobile phones must not be used when supervising children.
- Phones should be switched off or on silent.
- You must not take photographs of pupils on personal devices.
- You must not share school-related content online.
- You must not connect with pupils on social media.
- You must not give personal contact details to pupils.

9. Health and Safety

All volunteers must:

- Report to Reception and sign in/out.
- Wear a visitor badge at all times.
- Follow fire evacuation procedures.
- Remain with your allocated group.
- Report accidents or concerns immediately.
- Follow instructions from staff during emergencies.

Failure to follow health and safety procedures may result in being asked to leave the site.

For site conduct expectations:



Visitor behaviour Code of Conduct

Resilience | Cooperation | Compassion | Responsibility | Respect | Curiosity

At Lainesmead Primary School and Nursery, we welcome visitors and ask everyone to help us maintain a respectful, safe, and inclusive school environment.

✗ We Will Not Tolerate:



Aggressive behaviour, raised voices, or disrespect towards staff or pupils



Entering the site without signing in or wearing a visitor badge



Using mobile phones, recording devices, or cameras on-site



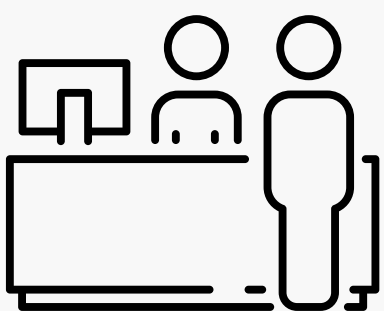
Unsupervised access to children (unless DBS-cleared and authorised)



Discussing or sharing school-related matters externally or on social media



✓ We Expect Visitors to



Report to reception and follow all instructions from staff



Use only designated areas and stay accompanied if required



Respect confidentiality



Follow fire exit signs and go to an assembly point (playgrounds).

Failure to follow this Code of Conduct may result in being asked to leave the premises or being barred from future visits.
Thank you for supporting a safe school.

10. Supporting Vulnerable Pupils

Some pupils may have additional needs including:

- SEND
- Safeguarding vulnerabilities
- Emotional or mental health needs
- Young carer responsibilities

You must:

- Show patience and understanding.
- Follow staff guidance at all times.
- Avoid making assumptions about behaviour.
- Seek clarification from staff if unsure.

We are committed to dignity, equality and inclusion. Discriminatory language or behaviour will not be tolerated.

11. Educational Visits (If Applicable)

If you are supporting a school trip, you must:

- Read the Educational Visits – Volunteer Guidance section.
- Sign and return the Educational Visit Volunteer Declaration Form prior to the visit.

Volunteers who have not returned a signed Educational Visit Declaration Form will not be permitted to attend the trip.

Trip guidance must be followed without exception.

Educational Visits – Volunteer Guidance

Thank you

Thank you for volunteering to support Lainesmead Primary School & Nursery on this educational visit.

Educational visits are an important part of our curriculum. They provide children with opportunities to develop confidence, independence and memorable learning experiences beyond the classroom. Your support plays a valuable role in ensuring that these visits are safe, positive and successful.

This guidance should be read alongside the full Volunteer Handbook. It outlines the additional expectations specific to educational visits.

Before the visit

- Ensure you have read the full Volunteer Handbook.
- Sign and return the official Volunteer Declaration Form to the school office.
- Attend any pre-visit briefing if required.
- Inform staff of any medical conditions or circumstances that may affect your ability to supervise pupils.

Volunteers who have not completed the required documentation will not be permitted to attend.

On arrival

- Report to Reception and sign in.
- Wear your visitor badge at all times.
- Attend the trip briefing and listen carefully to instructions.
- Familiarise yourself with your allocated group and supervising staff member.

Your role on the trip

You will be allocated a specific group of pupils and a supervising member of staff.

You must:

- Stay with your allocated group at all times.
- Follow the Trip Leader's instructions immediately.
- Support children in following the school rules:

Be Ready. Be Respectful. Be Safe.

- Alert staff immediately to any concerns regarding behaviour, safety or wellbeing.
- Refer all behaviour management to staff — volunteers must not issue sanctions.

You are an additional adult to support supervision — responsibility remains with school staff.

Safeguarding on visits

All safeguarding procedures outlined in the main Volunteer Handbook continue to apply.

In addition:

- Volunteers must always remain supervised by a member of staff.
- You must not take a child to the toilet or to a separate area alone.
- You must not transport pupils in your own vehicle.
- If a child makes a disclosure, inform the Trip Leader immediately.
- Any concern about a child's safety must be reported to the Trip Leader without delay.

Do not investigate concerns yourself.

Supporting vulnerable pupils

Some pupils may require additional support during visits.

You may be asked to:

- Provide reassurance.
- Offer reminders about routines.
- Support transitions or unfamiliar environments.

Follow staff guidance at all times and raise any concerns promptly.

Health & Safety

- Remain vigilant at all times.
- Carry out headcounts when instructed.
- Inform staff immediately if a pupil is missing from your group.
- Report accidents, illness or concerns straight away.
- Follow emergency procedures as directed by the Trip Leader.

In an emergency, always follow staff instructions.

Mobile phones & photography

- Personal mobile phones must not be used while supervising pupils.
- Do not take photographs of pupils.
- If you must take an urgent call, inform the Trip Leader first.

School staff will manage all official photography.

Data Protection

- Do not retain group lists or pupil information after the visit.
- Return all documentation to the Trip Leader at the end of the trip.
- Do not discuss the visit or pupils on social media.

Equality and Inclusion

All pupils must be treated with dignity and respect.

Discriminatory language or behaviour is not tolerated. If you witness inappropriate behaviour, report it to a member of staff immediately.

Thank You

Thank you for taking the time to support this visit. Your cooperation helps ensure that every child remains safe, supported and able to enjoy their learning experience.

If you have any questions during the visit, speak directly to the Trip Leader.

Lainesmead Primary School and Nursery
Code of Conduct for Volunteer Helpers accompanying School Trip



Date of trip: _____ Venue: _____ Year Group _____

Thank you for volunteering to support this educational visit.

This declaration confirms that you have read the Volunteer Handbook and understand the additional expectations that apply during school trips. All guidance must be followed without exception.

Volunteers who do not return this signed form prior to the visit will not be permitted to attend.

On Arrival at school

- Report to Reception and sign in.
- Wear your visitor badge at all times.
- Attend the trip briefing and follow all instructions from the Trip Leader.

Supervision and Safeguarding

- Volunteers must remain supervised by a member of school staff at all times.
- Volunteers must not work unsupervised with pupils.
- Volunteers must not take a child to a separate or isolated area alone.
- Volunteers must not transport pupils in their own vehicle.
- Any safeguarding concern must be reported immediately to the Trip Leader.

If you are concerned about the behaviour or actions of an adult during the visit, you must report this to the Headteacher before leaving the site.

Supporting Pupils

Some pupils may require additional support due to SEND, safeguarding vulnerabilities or emotional needs.

Volunteers must:

- Show patience and understanding.
- Follow staff guidance at all times.
- Avoid making assumptions about behaviour.
- Raise any concerns promptly with staff.

Confidentiality and Professional Boundaries

Volunteers must:

- Maintain confidentiality at all times.
- Never share personal contact details with pupils.
- Never connect with pupils on social media.
- Never discuss pupils, staff or school matters outside of school (including online).

Mobile Phones and Photography

- Personal mobile phones must not be used while supervising pupils.
- Phones should be switched off or on silent.
- Volunteers must not take photographs of pupils on personal devices.
- If an urgent call is required, inform the Trip Leader and move away from pupils.

All official photography will be managed by school staff.

Declaration

I confirm that:

- I have read and understood the Lainesmead Volunteer Handbook.
- I understand the expectations for supporting an educational visit.
- I agree to follow all safeguarding, supervision and conduct requirements.
- I understand that failure to follow this guidance may result in my volunteering support being withdrawn.

Print Name:

Signed: Date.....

Once signed please return to the school office or email the form to:

Admin@lainesmeadprimary.co.uk

Thank you for your support in keeping our pupils safe

12. Raising Concerns (Whistleblowing)

If you are concerned about:

- The behaviour of an adult
- Safeguarding practice
- Professional conduct

You must report this to:

- The Headteacher
- Or the Chair of Governors (if concern relates to the Headteacher)

Concerns will be taken seriously and handled appropriately.

Retaliation against anyone raising concerns is not tolerated.

13. Declaration

All volunteers are required to formally confirm that they have read and understood this handbook before beginning their role.

A separate Declaration Form must be signed and returned to the school office.

Please do not remove or complete this page in the handbook. The official Declaration Form will be provided by the school.

I confirm that:

- I have read and understood the Lainesmead Volunteer Handbook.
- I understand my safeguarding responsibilities.
- I agree to follow the school's policies and expectations.
- I will act professionally and in the best interests of pupils at all times.

Print Name: _____

Signature: _____

Date: _____