



St Edmundsbury and Ipswich
Diocesan Multi Academy Trust

Volunteers Policy

Signature of Headteacher	E Burgess
Approved by The Local Governing Body	Hintlesham and Chattisham CE Primary
Date approved	Sept 2025
Review date	Sept 2028

Vision

“Together we are a PRECIOUS team; we work hard to shine and gleam.”

The Christian Bible talks of God seeing Humans as his jewels in the making (Malachi 3:16-17)

Welcome and Thank you

I would like to warmly welcome you to Hintlesham & Chattisham C of E Primary School and thank you for coming to our school to volunteer in the classrooms. As a school we are always happy to have helpers work with our children and teachers to support them in a variety of ways.

This policy booklet is given to you as a reference to some of the procedures that we have at school to help guide you around the working environment.

If you have any questions then please do not hesitate to ask the class teacher, teaching assistant or one of the office staff.

We welcome any feedback that you may have about the school and the experience that you have had as a volunteer and I would ask that this too is given to the office staff.

I would again like to thank you for your continued support of the school and very much hope you enjoy your time volunteering with us.

Emma Burgess

Headteacher

Vision Statement

"Together we are a **PRECIOUS** team; we work hard to shine and gleam" - The Christian Bible talks of God seeing humans as his jewels in the making (Malachi 3:16-17).

Our classes represent precious jewels, every individual sparkling gem, child and adult, has amazing potential. All are valued, as God's children: his special treasure. Our Christian PRECIOUS values are embedded in the smoothing and polishing process, as we learn together to become the best we can be.

Our PRECIOUS Values



P is for Perseverance.

- ★ We keep going, even when things are tricky.
- ★ We celebrate effort as well as achievement.
- ★ We encourage each other to keep trying.

R is for Responsibility and Respect.

- ★ We are polite and friendly, and well-mannered.
- ★ We treat everyone with kindness and fairness.
- ★ We are safe and sensible in the way we move around the school.
- ★ We take responsibility for our learning, choice and actions.

E is for Empathy.

- ★ We are kind, thoughtful and supportive.
- ★ We listen carefully to others.
- ★ We think about how our actions affect others.

C is for Creativity.

- ★ We use our imaginations to solve problems.
- ★ We find new and positive ways to express ourselves.
- ★ We make learning and play exciting.

I is for Independent Learner.

- ★ We are honest and try to think for ourselves.
- ★ We are brave enough to try things on our own.
- ★ We make sensible choices without always needing reminders.

O is for Opportunity.

- ★ We try new things with a positive attitude.
- ★ We make the most of the chances given to us.
- ★ We are open to learning from mistakes.

U is for Unity.

- ★ We work together as a team.
- ★ We include everybody.
- ★ We look after our school and local community.

S is for Success!

- ★ We achieve our best when we live our PRECIOUS values.
- ★ We celebrate our own successes and those of others.
- ★ We understand that success looks different for everyone.



Behaviour Code

Our Behaviour Code clearly outlines our high expectations of behaviour within our school community. The code is displayed in classrooms and around the school and is shared with parents within newsletters etc.

School Details

The full school address is:

Hintlesham & Chattisham C of E Primary School
George Street
Hintlesham
Ipswich
Suffolk
IP8 3 NH
Tel: (01473) 652344
Fax: (01473) 652344
email: admin@hintleshamchattisham.suffolk.sch.uk

Session Times

8.50am – 3.20pm

Morning session:	8.50am – 10.40am
Mid-morning break:	10.40am – 10.55am
Morning session	10.55am – 12.00pm
Lunch:	12:00pm -1.00pm, 11.55am – 1.00pm (EYFS)
Afternoon session:	1.00pm – 3.20pm
Afternoon break:	Flexible 10mins for KS1 & EYFS, Active break for KS2 if required.

Staff Lists and Areas of Responsibility

The school is organised into 2 units to help with planning, teaching and management.

Foundation & Key Stage 1– Leader: Mrs Death, Senior Teacher

Key Stage 2 – Leader: Miss Self, Senior Teacher

Senior Leadership Team

Mrs Emma Burgess	Headteacher
Designated Safeguarding Lead: Mrs Emma Burgess or, in her absence, Mrs Lisa Death or Miss Jo Self. Governor with responsibility for safeguarding – Mrs Angela Evans.	

Foundation Stage Staff

Mrs Lisa Death/Mrs Vicki Greenwood	Foundation Stage Teacher
Mrs Sarah Knuckey	Class 1 & 2 Teaching Assistant

Key Stage 1 Staff

Ms Hayley Fisk	Year 1/2 Teacher
Mrs Ruth Hambling	Class 1 & 2 Teaching Assistant and KS1 HLTA

Key stage 2 Staff

Miss Jo Self	Year 5/6 Teacher
Mr Nick Kricka	Year 3/4 Teacher
Mrs Lauren Beckett De Banks	KS2 HLTA, Unqualified teacher
Mrs Cecelia Polley	Teaching Assistant and ELSA
Mrs Sandra De Banks	Teaching Assistant
Mrs Abby Davies	KS2 Teaching assistant
Dr Christiana Velloso Langton	KS2 Teaching assistant

Midday Assistants

Mrs Abby Davies Mrs Sandra De Banks Mrs Cecilia Polley Dr Christiana Velloso Langton Mrs Debbie Brugnoli
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Office Staff

Mrs Sally Gooderham	Office and Finance Manager
Mrs Julia van den Brink Budgen	Office Administrator

Breakfast and Afterschool Club Staff

Mrs Sarah Knuckey	Breakfast Club Leader
Dr Christiana Velloso Langton	Breakfast Club Leader
Mrs Debbie Brugnoli	Afterschool Club Leader
Mrs Cecelia Polley	Afterschool Club Leader

Kitchen Staff

Ms Viv MacDonald	Catering Server
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Site Management/Cleaning Staff

Mr Richard DeBanks	Site Manager
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Staffroom Arrangements

Hintlesham & Chattisham C of E Primary School is a non-smoking environment. The Staffroom is for all members of teaching and non-teaching staff and is used to socialise and relax at break and lunch times. Professional discretion should be used when in the staffroom ensuring that confidentiality of school matters can be maintained.

Fire Drill

Fire drills are carried out periodically and unannounced. ANY MEMBER OF STAFF or Volunteer discovering an outbreak of fire should sound the alarm using the break glass points around the building.

Children will leave the classrooms quietly and in single file leaving the school through the nearest designated exit. All classes will line up on the school playground close to the school field. All staff not working with a class should assemble on school playground and wait for the all clear to be given by the Fire Officer in Charge or the Headteacher if it is a drill.

Registers will be brought to the playground by the office staff for teachers to use to check that all pupils are present. Office staff will take the register for all visitors and bring keys to the main gate.

When taking the register, teachers will clearly call a pupils name. The pupil will respond with their own name. If a child is missing this should be reported to the Headteacher immediately.

The Fire Brigade or other appropriate emergency services must be summoned by whoever is on duty in the school office. They must also be responsible for ensuring the school gates are open.

Fire-fighting should always be secondary to life saving.

Health and Safety

The school's named Health and Safety Officer is Mrs Emma Burgess. The Health and Safety Officer / Governors will make termly checks around the school.

All school adults have a collective responsibility for Health and Safety in school and must fully comply with any Health and Safety requests made. Staff and volunteers should make regular visual safety checks on their classroom environment. Any maintenance, environmental hazard or unsafe practice must be reported to the Health and Safety Officer, who will then record this for action. Key areas for checking are electrical sockets (which should have plastic covers when not in use) and high shelving (which should not hold any heavy items).

All staff and volunteers must be aware of using appropriate lifting and carrying techniques and suitable equipment when moving objects. This also applies for other tasks, for example putting up displays. For heavy lifting and moving please ask for assistance / advice.

First Aid and Emergencies

All staff are issued with a list showing the Basic First Aid Holders, a copy of which is held in the school office and displayed around the building. When a pupil needs medical attention during the school day he/she must be escorted by a member of staff or another child to the office, which is the designated first aid area. Parents will be contacted if necessary, and the teacher informed if the child is sent home.

All accidents that receive treatment must be recorded in the book held in the office. In the event of a head or facial injury parents or carers will be informed by a member of the office.

Class teachers are issued with a list showing the medical histories of the children in their class. Any children with a condition that may require urgent medical attention are named and a photograph displayed under cover on the wall in the staff room. It is the responsibility of all staff to be aware of such children and to know what to do in an emergency.

No medicines should be administered by teaching staff. Any medicines felt to be necessary during the teaching day, e.g. inhalers, must be named and kept in the office. Emergency medications for specific pupils are kept in a safe space within classrooms so they can be quickly accessed. Teachers are responsible for reminding children to take medication before PE and ensuring that they have medication available to them during times off the school site. A permissions form must be completed by parents/carers if a child is to be given prescribed medicine within the school day.

In the event of a staff, visitor or pupil accident which results in hospital treatment, an 'Incident report form' must be completed within 48 hours and sent to the health and Safety co-ordinator at the MAT via the portal.

Everyone must be aware that in each classroom there is a small red card, which must be kept in clear view but out of the reach of children. This card is only to be used in an emergency when another member of staff needs to be in attendance quickly. The card should be given to a sensible child to take immediately to the school office.

The use of the red card avoids any confusion or misunderstandings in what could be a potentially serious situation.

Child Protection and Safeguarding

The school has a Child Protection and Safeguarding Policy.

The Policy applies to all pupils, staff, governors, volunteers and visitors to Hintlesham & Chattisham C of E Primary School.

All adults working with or on behalf of the children have a responsibility to safeguard children.

If a member of staff is concerned about possible child abuse they must report it immediately to the Designated Safeguarding Lead Mrs Emma Burgess or, in her absence, Mrs Lisa Death or Miss Jo Self. Governor with responsibility for safeguarding – Mrs Angela Evans

For full details of procedures, please refer to the school's Child Protection and Safeguarding Policy.

Hintlesham & Chattisham C of E Primary School Volunteers' Code of Conduct



Volunteers' Code of Conduct

Thank you for volunteering to assist at our school. We value the contribution you can make to our pupils' learning.

This Code of Conduct sets out the guidelines that we expect all our volunteers 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 who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

1. Supervision

- 1.1 You should be supervised by a member of staff 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 a senior manager 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.
- 2.7 If a pupil tells you something or you see something that concerns you this should be reported to the class teacher immediately. If you feel what has been disclosed and/or witnessed is of a safeguarding nature which may be putting a pupil's welfare at risk, then this should be reported to:
- a. Mrs Emma Burgess (Designated Safeguarding Lead), or in their absence
 - b. Mrs Lisa Death or Miss Jo Self (Alternate Designated Safeguarding Leads)
- 2.8 Remember that you must not try to investigate the matter any further yourself, for example by asking the pupil questions, and that you should never promise to keep any disclosure by a pupil a secret.
- 2.9 Behaviour management of the children is the responsibility of members of school staff (headteacher, teachers, teaching assistants and MDSA's) and should not involve volunteer helpers. If you are working with pupils who are misbehaving, please refer this to the class teacher as soon as possible. Never try to reprimand or allocate punishments yourself.
- 2.10 You should act appropriately towards all pupils, parents, carers, staff and other volunteers, 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 Mrs Emma Burgess (The Headteacher).

- 2.11 If you have any concerns about following this guidance or are aware of any incidents that occur that may be misconstrued or give rise to concern, please talk to Mrs Emma Burgess (The Designated Safeguarding Lead).

3. Setting an example

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

- 3.1 Dress appropriately for the school setting and the tasks and role you will undertake.
- 3.2 Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.
- 3.3 Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.
- 3.4 Never smoke in the school building or grounds as it is strictly prohibited to do so.
- 3.5 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.
- 3.6 Promote and follow the classroom rules and our school PRECIOUS values.
- 3.7 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.
- 3.8 Never be under the influence of drugs or alcohol when assisting as a volunteer.

4 Use of mobile phones, cameras and computers

- 4.1. Use of personal IT devices and mobile phones is prohibited, except under exceptional circumstances where the prior agreement of the headteacher has been obtained. If you need to use your mobile phone in an emergency whilst on the school premises, please go to the school office. Using the video or camera features of your mobile phone whilst on the school premises is strictly prohibited.
- 4.2 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.
- 4.3 The school's photographic and video equipment may only be used by volunteers with the prior approval of the headteacher.

5 Gifts and rewards

- 5.1 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.

6. Transporting pupils

- 6.1 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).
- 6.2 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.

7 Safety procedures

- 7.1 Volunteers 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 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 the School playground. If you have any questions about the fire safety arrangements, then please speak to the headteacher
- 7.2 Please sign in the visitors' book 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.
- 7.3 Please obtain a visitor's badge from the school office upon your arrival, regardless of how well known you are to the pupils. This must be worn at all times while on the premises. Please remember to return the visitor's badge before you leave.
- 7.4 Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times.

8 Educational Trips and outings

- 8.1 Volunteers 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 who are working with children on a school trip overnight and who may have face-to-face contact with a child, must have a valid DBS check.
- 8.2 Volunteers 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.

9 Medical issues

9.1 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.

9.2 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 should not administer first aid except in an emergency.

10 If you are unable to attend

10.1 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 01473 652344 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.

11 Confidentiality

11.1 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.

Breaches to this Code

If the headteacher believes that any of the above guidance and expectations has been breached, then it is at their discretion to decide either to give a warning to the volunteer concerned or to instruct the individual to cease attending the school as a volunteer.

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 Headteacher 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.

Policies

Upon agreeing and signing this 'Code of Conduct', you will receive the MAT Health & Safety policy, Child Protection and Safeguarding policy, the ICT Acceptable Usage policy, and any other relevant policies as determined by the school. If you do not receive these policies, please see the headteacher.

Safeguarding training

Volunteer helpers will be required to undertake an online Safeguarding Induction session with Educare, our online learning provider. (Approximately 1 hour). Details will be sent to you via email. (Those volunteers 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).

Name: _____

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

Signed: _____ Date: _____