

LONSDALE



**VOLUNTEERS IN SCHOOL POLICY  
and procedural statement**

Reviewed by SLT  
Review Date:

March 2022  
March 2025

**This document is applicable to both School and REP**

This document is part of the Lonsdale School's safeguarding systems and procedures.

**Volunteer Policy**

At Lonsdale, we recognise that there can be situations in which volunteers can make an appropriate and significant contribution to the work and services of school. This policy defines the term and sets out the principles, practices and procedures that will be followed in the appointment, management and supervision of volunteers.

The contribution of volunteers to the work in school is valued and respected. Lonsdale believes that by providing opportunities for volunteers to work alongside young people the volunteer will gain a range of skills and work experience. They will develop confidence and motivation to try different things and benefit the community they serve.

This policy sets out how Lonsdale intend to support its volunteers.

**Our volunteers include:**

- School/College/University students on work experience
- University students on placement
- Parents of students
- Ex-students
- Ex-members of staff
- Local residents
- Friends of the school
- Any other interested people

**The types of activities that volunteers are engaged in might include:**

- Hearing children read
- Working with small groups of children to assist them in their learning
- Working with individual children as an additional tutor
- Undertaking arts and craft activities with children
- Supporting Lonsdale staff to run after school clubs or lunchtime activities
- Working with children on the computer
- Supporting activities in Residence
- Accompanying school visits
- Supporting creative activities e.g. cooking or art projects

**Safeguarding**

Lonsdale School is committed to safeguarding students, young people and vulnerable adults and expects its volunteers to share that commitment.

**Becoming a volunteer**

Anyone wishing to become a volunteer, either for a one off event or on a more regular basis will need to complete an application form.

There are two types

1. Volunteer Application form (short term)<sup>1</sup>
2. Volunteer Application form (regular placement)<sup>2</sup>

After the initial meeting/interview a Volunteer Agreement<sup>3</sup> will need to be completed and signed to formalise the arrangement.

School will put together a placement timetable, inform the school community, record the detail in the “collaboration” spreadsheet and inform the volunteer of their starting date and, if appropriate, end date. At the end of the placement, the volunteer will be asked to complete a feedback form<sup>4</sup>.

The requirement for a DBS background screening test or not, depends on whether the volunteer will have *regulated activity* with a child (and how often they will be volunteering). Should they volunteer once a week or more, on 4 days within any 30 day period or overnight, they will be expected to agree to an enhanced DBS check. This will be arranged by the Lonsdale Business Manager. The volunteer’s identity will also be checked in accordance with the school’s safeguarding procedures.

If it is a one off event (e.g. Sports Day), formal checks are at school’s discretion. Such volunteers will be under the constant supervision by school staff and should adhere to the volunteers risk assessment<sup>5</sup>.

External students on extended (more than 5 working days) placement e.g. student teachers have a comprehensive placement pack issued by their university and will be supervised by their Lonsdale named mentor.

**Confidentiality**

Volunteers may have access to personal information about some individuals, or other information that may be confidential. Lonsdale School needs to be able to trust its

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<sup>1</sup> See Appendix 1: Volunteer Application form (short term)

<sup>2</sup> See Appendix 2: Volunteer Application form (regular placement)

<sup>3</sup> See Appendix 3: Volunteer Agreement

<sup>4</sup> See Appendix 4: Feedback form

<sup>5</sup> See Appendix 5: Risk assessment

volunteers with such information. Volunteers who break this confidentiality will be asked to leave. Any concerns that volunteers have about the children they work with/ come into contact with should be shared with SLT and not with any persons outside school.

### **Safeguarding**

All volunteers have the responsibility to report any concern that they may have regarding Child Protection to the senior designated professional, Mrs Anne Smart, Head of Support and Student Care. It is not the role for the volunteer to investigate concerns.

Lonsdale's Child Protection Policy explains the guidelines and procedures to follow regarding any suspicions. A copy of this policy is shared during the induction procedure.

### **Supervision**

All volunteers work under the supervision of the class teacher to which they are assigned. Volunteers should feel confident to carry out the task they have been assigned and should seek further advice/ guidance from the teacher in the event of a query or problem regarding a child's behaviour or understanding of a task.

### **Health and Safety**

Volunteers should ensure that they are clear about emergency procedures (e.g. fire evacuation) and any safety aspects associated with a particular task (e.g. using cookery equipment). This will be covered during the induction procedure.

If a volunteer attends a school trip, their emergency contact details will be requested. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the trip/visit leader.

### **Equal Opportunities**

Lonsdale School recognises that the activity of volunteering can provide an individual with experience and opportunities for self and career development. In accordance with School's Equal Opportunity Policy, volunteer placements will therefore be open to individuals irrespective of race, gender, disability, sexuality, age or marital status. Where a prospective volunteer demonstrates hostility to, or a clear lack of support for equal opportunities, she/he will be deemed automatically unsuitable for a volunteer position. All volunteers are required to make a commitment to this policy.

### **Internet Use**

This code exists to safeguard and promote the proper use of the School's internet and email facilities<sup>6</sup>. Volunteers are responsible for using these facilities in an efficient, effective, ethical and lawful manner. Use of the internet and emails may be monitored at any time for legitimate business reasons. A Lonsdale guest account can be provided for use by the volunteer.

### **Absence**

Volunteers are expected to telephone and inform school, prior to their start time, so appropriate arrangements can be made if any cover is required. Contact details are provided during the induction meeting.

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<sup>6</sup> See Appendix 6 (Extract from On-Line Safety Policy)

### **Working Hours**

The hours of volunteer work will be discussed and mutually agreed between the volunteer and the placement organiser. The volunteer must be committed and adhere to the voluntary placement and allocated working hours.

This includes:

- Remembering to sign in and out at Reception
- Not smoking anywhere on the school site or during any school organised activities e.g. a school trip
- Not using a mobile phone whilst “at work”.
- Not bringing additional children e.g. siblings or children in the care of a volunteer on a school trip.
- Not taking photographs unless using school equipment

### **Volunteer Code of Conduct**

As Lonsdale volunteers, everyone is expected to conform to high standards of behaviour and conduct whilst carrying out their duties whether in school or on a school trip.

Lonsdale School expects that volunteers will:

- Respect other volunteers, students, staff and children and make them feel welcomed and valued.
- Provide physical help where appropriate to help students engage in activities e.g. holding items, passing things, working “hand over hand”.
- To be responsible and look after, in equal measure, all of the students in your group.
- If on a trip, stay with your allocated group of students ensuring that their safety and wellbeing is maintained for the total trip duration
- Be sensitive towards others.
- Be approachable and pleasant.
- Follow guidance from school staff
- Dress and behave in a manner that promotes healthy and safe working practices.
- Maintain the confidentiality of personal information at all times.

All volunteers should be aware how their behaviour could affect both, colleagues and children. Everyone has the responsibility to avoid becoming involved in situations that could bring Lonsdale School into disrepute.

### **Complaints Procedure**

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

The Head or designated member of staff reserves the right to take the following action:

- To speak with a volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again
- Offer an alternative placement for a volunteer, e.g. helping with another activity or in another class
- Based upon the facts identified in the investigation it may be necessary for school to inform the volunteer that the school no longer wishes them to remain on site
- Provide the volunteer with a copy of the Lonsdale School’s Complaints Procedure.

**Appendix 1**



**VOLUNTEER APPLICATION FORM**

First Name.....

Surname.....

Address: .....

.....

Phone: Home..... Mobile .....

Email:

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?

What days/dates are you available?

**References**

Please list two referees who can comment on your skills and abilities to carry out the duties of the post for which you are applying.

Name		Name	
Address		Address	
Referee's phone number		Referee's phone number	
Email		Email	
Relationship to applicant		Relationship to applicant	

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

Thank you for taking time to complete this Volunteer Application Form.  
 Please hand it to Lonsdale Reception, marked for the attention of Sally Taylor or return by email [staylor@lonsdale.herts.sch.uk](mailto:staylor@lonsdale.herts.sch.uk)  
 Your offer of help is greatly appreciated and we will be in touch as soon as possible.



**Employment History** (if applicable)

Name and address of employer	Position held	Full/Part time	Inclusive dates Month & Year		Reason for leaving if applicable
			From	To	

**PREVIOUS EMPLOYMENT, VOLUNTARY WORK OR OTHER ACTIVITIES**

Employer/Organisation	Nature of business	Position held	Full/Part time	Inclusive dates Month & Year		Reason for leaving
				From	To	

**Referees**

Please list two referee who can comment on your skills and abilities to carry out the duties of the post for which you are applying.

Name		Name	
Address		Address	
Referee's phone number		Referee's phone number	
Email		Email	
Relationship to applicant		Relationship to applicant	

**Personal Statement**

Please attach your CV or list any skills, knowledge and experience that you feel may support your application.

A large, empty rectangular box with a thin black border, intended for the applicant to provide their personal statement or CV details.



## Appendix 3

**VOLUNTEER AGREEMENT**

Thank you for offering your services as a volunteer in school.  
Your offer of help is greatly appreciated and we hope that you will enjoy your experience.

Please read and sign this Volunteer Agreement and return it to the Head's PA having acknowledged the points below. This is part of our school's risk assessment planning and safeguarding arrangements. You will be given a copy.

I have been made aware of the content of key school policies and documentation. This includes


- Safeguarding/Child Protection
  - Volunteers in School Policy and Risk Assessment
  - Health & Safety
  - Behaviour Management
  - Code of Conduct
  - Whistleblowing
  - Dress Code
  - E-safety
- 
- I agree to support the School's Aims
  - I agree to treat information obtained from being a Volunteer in School as **Strictly Confidential**
  - I understand that a DBS check will be made
  - I have been made aware of who is my supervisor, e.g. Class Teacher, Trip Co-ordinator

Signed:


Name:

Date:

## Appendix 4

 <b>Volunteer Feedback Form</b>				
<b>Name</b>				
Date(s) of programme				
Your organisation (e.g. school, college, university)				
<b>Please give us feedback on the “experience” that you have just undertaken. Your comments will help us improve future placements.</b>				
<b>Objective</b> Please circle one answer for each of the following questions.				
	Not at all	Poorly	Well	Very well
Did the experience meet the objectives you had for it?	1	2	3	4
<b>Management of your work experience</b> Please indicate how good the following areas of your experience were				
	Poor	Average	Good	Excellent
How clear was the information you were given?	1	2	3	4
How interesting and varied was the opportunity?	1	2	3	4
How involved did you feel?	1	2	3	4
How well were your questions answered?	1	2	3	4
What were the best things about this experience?				
What do you think could have been done better (and in what way)?				
Is there anything else you would like to say?				
Signature:				
Date:				

## Appendix 5

 <b>RISK ASSESSMENT RECORD</b>																			
<b>ACTIVITY:</b> Volunteer working at school																			
<b>DESCRIPTION OF ACTIVITY</b> Volunteer participates in various lessons across the school, assemblies, lunchtime activities/clubs and playtime and in residential activities <b>FREQUENCY:</b> <b>DURATION:</b> Daily from 8.45am to 3.30pm (school) and from 3.30pm to 6pm (residence)	<b>PEOPLE AT RISK</b> Staff at Lonsdale Pupils at Lonsdale Volunteer Visitors to the school																		
<b>SIGNIFICANT HAZARDS</b> <ul style="list-style-type: none"> <li>·volunteer does not know staff and pupils well</li> <li>·volunteer unaware of individual needs</li> <li>·pupils and staff do not know volunteer well</li> <li>·volunteer unaware of school procedures and policies</li> <li>·volunteer unfamiliar with (specialist) equipment</li> </ul>	<b>ADVERSE EFFECTS</b> accidents involving people and/or equipment due to lack of knowledge, unsettled pupils and reactive behaviour, confusion, misunderstanding, non-compliance with school policies and procedures due to lack of knowledge, compromised safeguarding																		
<b>EXISTING CONTROL MEASURES</b> <ul style="list-style-type: none"> <li>·volunteer's timetable circulated and volunteer introduced to all staff, school badge worn</li> <li>·volunteer not left unsupervised with children or in and around school other than in public areas</li> <li>·volunteer to only engage in activities under the direction of Lonsdale Staff with on-going risk assessment by activity leaders</li> <li>·volunteer made aware of key procedures, e.g. fire procedures, child protection etc.</li> <li>·volunteer made aware of school's code of conduct</li> <li>·volunteer not to be involved in personal care, feeding and M&amp;H or any other activity or task which requires training</li> <li>·volunteer introduced to pupils</li> <li>·volunteer made aware of relevant student needs, individual RAs (where applicable)</li> <li>·volunteer to only use equipment as directed, supervised and which does not require training</li> <li>·volunteer to report to allocated class teacher; placement organiser will ensure regular contact, update and feedback with volunteer (long-term volunteers will be allocated a mentor as necessary)</li> </ul>																			
<b>RISK FACTOR =</b>  1 X 5 = 5	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><b>Probability X Severity</b></td> <td style="text-align: center;">Score Probability</td> <td style="text-align: center;">Score Severity</td> </tr> <tr> <td></td> <td>1. Remote possibility</td> <td>1. Minor Injury</td> </tr> <tr> <td></td> <td>2. Possible</td> <td>2. First Aid Injury</td> </tr> <tr> <td></td> <td>3. Probable</td> <td>3. 3 Day Injury</td> </tr> <tr> <td></td> <td>4. Highly probable</td> <td>4. Major Injury</td> </tr> <tr> <td></td> <td>5. Inevitable</td> <td>5. Fatality</td> </tr> </table>	<b>Probability X Severity</b>	Score Probability	Score Severity		1. Remote possibility	1. Minor Injury		2. Possible	2. First Aid Injury		3. Probable	3. 3 Day Injury		4. Highly probable	4. Major Injury		5. Inevitable	5. Fatality
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	5. Inevitable	5. Fatality																	
<b>ACTION AND TIMESCALE(S)</b> 1 – 2    no further action 3 – 5    low risk – action if cost effective 6 – 9    medium – action required 1 – 2    no further action 3 – 5    low risk – action if cost effective 6 – 9    medium – action required 10 – 15 high priority – urgent action 16 – 25 immediate action required																			
<b>ASSESSED BY</b>	<b>SIGNATURE</b>	<b>DATE</b>																	
<b>Date for Review:</b>	<b>reviewed:</b>	<b>Date:</b>																	

## Appendix 6

**Requirements for Visitors, Volunteers and Parent/Carer helpers  
(Working directly with children or otherwise)****Lonsdale School**

This document is designed to ensure that you are aware of your responsibilities when using any form of IT in school and other aspects of safeguarding in connection with online safety.

Please raise **any** safeguarding concerns arising from your visit immediately with the Headteacher and/or the Designated Safeguarding Lead<sup>7</sup>.

- I understand I may only use my personal mobile phone(s) and other devices with camera functions in designated areas. When not in a designated area, phones must be switched off and out of sight. Any exception must be pre-arranged.
- I will not take images, sound recording or videos of school events or activities, on or off site, on any device. Any possible exception must be pre-arranged.
- I will not give out my personal details such as mobile phone number, email address, and social media account details to pupils and parent/carers. Where appropriate I may share my professional contact details with parents/carers provided the DSL or Headteacher is informed before I leave the school.
- I understand my visit to the school may give me access to privileged information about pupils, staff, school systems and plans. Such information should never be shared online, including on social media sites.
- I understand I should not use school equipment to access the internet without prior approval from my contact in the school or the Headteacher.
- If working in the classroom, I will pre-check for appropriateness of all internet sites I intend to use including checking the acceptability of other material visible on the site. I will not free-surf the internet in front of pupils. If I am in any doubt about the appropriateness of the content I plan to use, I will check with my contact in school.

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<sup>7</sup> For details see safeguarding posters on noticeboards around school