



## **Volunteer Guidance and Code of Conduct**

Firstly, I would like to thank you for sparing some precious time to help at the school in order to support the children. We value the help we receive from adult volunteers enormously and realise that we would be unable to provide quality experiences for the children without your time. All adults in the school have an overriding duty to ensure the children feel safe, secure and nurtured. The following code of conduct outlines the expectations that we ask all adults demonstrate.

Our four school values of ***Respect, Resilience, Responsibility and Kindness*** should be modelled and upheld by all adults. We ask that where possible these can be promoted in the school.

We ask that volunteers sign in each time they visit the school on the electronic system and then wear a photobadge within a lanyard, given to you by a member of the office staff. Adults also need to sign out when they leave the school and return the lanyard to the school office.

Should a fire alarm sound (a continuous bell), please leave the area you are working in and assemble in the main playground. Should the emergency alarm sound (an intermittent bell), then remain in the area that you are working and close and lock all doors and windows in the room (if applicable).

The following guidance outlines the expectations for staff *and volunteers*. The last page highlights the key safeguarding procedures should you have any concerns.

Thank you once again for volunteering at The Greville.

Duncan Steele

Head teacher

## **Code of Conduct**

- 1.1 This document sets out clear guidance on the standards of behaviour expected from all adults at The Greville Primary School. The principles underlying the guidance aim to encourage the adults to achieve the highest possible standards of conduct and minimise the risk of inappropriate conduct occurring.
- 1.2 Adults must adhere to behaviour that sets a good example to all pupils/students within the school.
- 1.3 Adults have an individual responsibility to maintain their reputation and the reputation of the school
- 1.4 **This policy applies to all staff and volunteers in the school regardless of their position, role or responsibility.** References to 'staff' throughout the policy relate to all of the following groups:
  - 1.4.1 All members of staff including teaching and support staff
  - 1.4.2 Volunteers, including governors
  - 1.4.3 Casual workers
  - 1.4.4 Temporary and supply staff, either from agencies or engaged directly
  - 1.4.5 Student placements, including those undertaking initial teacher training and apprentices.
- 1.5 The Greville Primary School requires that all staff have read and agree to comply with this policy.
- 1.6 This code of conduct is not an exhaustive list of acceptable and unacceptable standards of behaviour. In situations where guidance does not exist in this policy staff are expected to exercise their professional judgement and act in the best interests of the pupils/students and the school.

## **2.0 Professional Behaviour and Conduct**

2.1 Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity. The Greville Primary School expects staff to treat each other, pupils/students, parents and the wider community with dignity and respect at all times.

- 2.2 Staff must act in accordance with their duty of care to pupils and ensure that the safety and welfare of pupils are accorded the highest priority.

- 2.3 Staff should show fairness in their treatment of children and avoid behaviours such as embarrassing or humiliating pupils/students, making jokes at the expense of pupils/students, discriminating against or favouring pupils/students and sarcasm.
- 2.4 Staff must have regard for the ethos and values of the school and must not do or say anything which may bring the school or governing body into disrepute. Care should be taken by staff to avoid any conflict of interest between activities undertaken outside school and responsibilities within school. Staff should act in accordance with the school's policies and procedures at all times.

### **3.0 Dress and Appearance**

- 3.1 Staff should dress in a manner that is not offensive, revealing or sexually provocative and in a manner that is absent from political or contentious slogans.

### **4.0 Smoking, alcohol and other substances**

- 4.1 The Greville is a non-smoking site. Staff must not smoke on school premises or outside school gates. Any member of staff wishing to smoke must leave the school grounds.
- 4.2 Staff must not smoke whilst working with or supervising pupils offsite.
- 4.3 Staff must not consume or be under the influence of alcohol, illicit drugs or other illegal substances on or near school premises.
- 4.4 Staff must refrain from the consumption of alcohol and other substances at school/student events (i.e. Leaving Proms, residential visits) both within the school premises and outside the school setting.

### **5.0 Relationships with Pupils/Students**

- 5.1 Staff must maintain professional boundaries with pupils appropriate to their position and must always consider whether their actions are warranted, proportionate, safe and applied equitably. Staff should act in an open and transparent way that would not lead any reasonable person to question their actions or intent. Staff should think carefully about their conduct so that misinterpretations are minimised.
- 5.2 Staff must not establish or seek to establish social contact with pupils for the purpose of securing a friendship or to pursue or strengthen a relationship. If a young person seeks to establish social contact you should exercise your professional judgement in making a response and be aware that such social contact could be misconstrued.
- 5.3 Personal phone numbers, email addresses or communication routes via all social media platforms should not be used and staff should not share their home address with pupils. If contacted via an inappropriate route, the member of staff must inform the Headteacher immediately.

## **6.0 Infatuations**

- 6.1 It is not unusual for pupils or, sometimes, their parents to develop infatuations towards members of staff. All such situations must be responded to sensitively to maintain the dignity of those concerned.
- 6.2 Staff should also be aware that such circumstances carry a high risk of words or actions being misinterpreted and for allegations to be made against staff. Any indications of an infatuation towards yourself or another member of staff must be reported to your line manager.

## **7.0 Gifts/Hospitality**

- 7.1 Staff need to take care that they do not accept any gift/offer of hospitality that might be construed as a bribe by others, or lead the giver to expect preferential treatment. However, there may be occasions where pupils or parents wish to give a small token of appreciation to staff, for example at religious festivities or at the end of the year.
- 7.2 It is unacceptable to receive gifts on a regular basis or to suggest to pupils that gifts are appropriate or desired. Money must not be accepted as a gift. If you are unsure whether to accept a gift you should consult your line manager.
- 7.3 Staff must not accept significant gifts, above £30 from individual pupils, parents, carers, actual or potential contractors or outside suppliers. All such gifts/offers of hospitality should be reported to your line manager and recorded.
- 7.4 Personal gifts must not be given by staff to pupils and any reward to pupils should be in accordance with The Greville Primary School's behaviour policy, recorded and not based on favouritism.

## **8.0 Physical Contact with Pupils**

- 8.1 There are occasions when it is entirely appropriate and proper for staff to have physical contact with pupils, but it is crucial that they only do so in ways appropriate to their professional role. A 'no touch' approach is impractical for most staff and may in some circumstances be inappropriate. When physical contact is made with pupils it should be in response to their needs at that time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background.
- 8.2 Where feasible, staff should seek the child's permission before initiating contact. Staff should listen, observe and take note of the child's reaction or feelings and, so far as is possible, use a level of contact which is acceptable to the child for the minimum time necessary.
- 8.3 It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one child in one set of circumstances may be inappropriate in another, or with a different child. Staff should therefore, use their professional judgement at all times.

- 8.4 Staff should be aware that even well-intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described. Staff should never touch a child in a way which may be considered indecent. Always be prepared to explain actions and accept that all physical contact be open to scrutiny. Staff must not engage in rough play, tickling or fun fights with pupils.
- 8.5 Extra caution should be exercised where a child is known to have suffered previous abuse or neglect. Such experiences may sometimes make a child exceptionally needy and demanding of physical contact and staff should respond sensitively by deterring the child through helping them to understand the importance of personal boundaries.
- 8.6 Staff supervising PE and games or providing musical tuition should demonstrate the use of a particular piece of equipment/instrument on another member of staff if possible. However, they may be required to initiate physical contact with pupils/students to support a child to perform a task safely, to demonstrate the use of a particular piece of equipment/instrument or to assist them with an exercise. Contact under these circumstances should be done with the pupil's agreement, for the minimum time necessary and in an open environment. Staff should remain sensitive to any discomfort expressed verbally or non-verbally by the pupil.
- 8.7 Physical contact must never be secretive, for the gratification of the adult or represent a misuse of authority.
- 8.8 If a member of staff believes that an action could be misinterpreted, the incident and circumstances should be reported to your line manager, recorded and, if appropriate, a copy placed on the child's file.

## **9.0 Child in distress**

- 9.1 There may be occasions when a pupil is in distress and in need of comfort as a reassurance. This may include age appropriate physical contact. Staff should remain self-aware at all times in order that their contact is not threatening, intrusive or subject to misinterpretation.
- 9.2 Such incidents should always be recorded and shared with your line manager. If you have a particular concern about the need to provide this type of care and reassurance, you should seek further advice from your line manager.

## **10.0 Showers and changing**

- 10.0 Pupils are entitled to respect and privacy whilst they are changing or showering after PE/games or swimming. However, there needs to be an appropriate level of supervision in order to safeguard young people, meet health and safety requirements and to ensure that bullying does not take place. The supervision should be appropriate to the needs and age of the pupils and sensitive to the potential for embarrassment.
- 10.1 Staff should be vigilant about their own behaviour and announce their intention of entering a changing room. Staff must not change or shower in the same place as children.

## **11.0 One to one situations**

- 11.1 Staff working individually with pupils should be aware of the potential vulnerability of pupils and staff in such situations. Staff should manage these situations with regard to the safety of the pupil and to themselves.
- 11.2 Individual work with pupils should not be undertaken in isolated areas or rooms where there is no external viewing panel. Where it is necessary to close doors for reasons of confidentiality, a colleague should be made aware of this and asked to remain vigilant.

## **13.0 Online Safety**

- 13.1 Staff should follow The Greville Primary School's Online Safety policy for staff
- 13.2 Staff will only use the school's ICT resources and systems for professional purposes or for uses deemed 'reasonable' by the Head and Governing Body.
- 13.3 Staff will not engage in any online activity that may compromise their professional responsibilities.
- 13.4 Staff understand that all internet and network traffic / usage can be logged and this information can be made available to the Head / Safeguarding Lead on their request.
- 13.5 Staff will ensure all documents, data, etc. are printed, saved, accessed and deleted / shredded in accordance with the school's network and data security protocols, and retention policy.
- 13.6 Staff will report any accidental access to, or receipt of inappropriate materials, or filtering breach or equipment failure to the Headteacher.
- 13.7 Staff will not download any software or resources from the internet that can compromise the network or might allow it to bypass the filtering and security system or are not adequately licensed. Staff will seek advice from the School Office.
- 13.8 Staff must not engage in inappropriate use of social network sites which may bring themselves, the school or the school community into disrepute. Staff should adopt the highest security settings on any personal profiles they have.
- 13.9 Staff should remain mindful of their digital footprint and exercise caution in all their use of social media or any other web based presence they have. This includes written content, videos or photographs and views expressed either directly or by 'liking' certain pages or posts or following certain individuals or groups.
- 13.10 Staff must not make contact with pupils, must not accept or initiate friend requests nor follow pupils accounts on any social media platform. Staff must not communicate with pupils via social media, websites, instant messenger accounts or text message. The only acceptable method of contact is via a timetabled Zoom or Google Classroom lesson.
- 13.11 Staff should not make contact with pupils' family members, accept or initiate friend requests or follow pupils' family member's account on any social media platform.

- 13.12 However, The Greville Primary School acknowledges that staff who are also parents may wish to make contact with other parents, who are friends, over social media. Staff must exercise caution and professional judgement in these circumstances and should not have any contact with pupils' family members via social media if that contact is likely to constitute a conflict of interest or call into question their objectivity.
- 13.13 Mobile phones and personally-owned devices may not be used during lessons or formal school time. They should be switched off (or silent) at all times. The Bluetooth functionality of a mobile phone should be switched off at all times and may not be used to send images or files to other mobile phones. Mobile phones and personal devices are not permitted to be used in certain areas within the school site such as changing rooms and toilets.
- 13.14 Mobile phones and personally-owned mobile devices brought in to school are the responsibility of the device owner. The Greville Primary school accepts no responsibility for the loss, theft or damage of personally-owned mobile phones or mobile devices.

#### **14.0 Photography, video and images of children**

- 14.1 Many school activities involve recording images as part of the curriculum, extra school activities, publicity or to celebrate an achievement. In accordance with The Data Protection Act 1998 the image of a pupil is personal data. Therefore, it is a requirement under the Act for consent to be obtained from the parent/guardian of a pupil for any images made. It is also important to take into account the wishes of the pupil, remembering that some pupils do not wish to have their photograph taken or be filmed.
- 14.2 Using images for publicity purposes will require the age-appropriate consent of the individual concerned and their parent/guardian. Images should not be displayed on websites, in publications or in a public place without their consent. Staff should also be clear about the purpose of the activity and what will happen to the photographs/images/video footage when the lesson or activity is concluded.
- 14.3 Photographs/stills or video footage of pupils should only be taken using school equipment for purposes authorised by the school and should be stored securely and only on school equipment.
- 14.4 Staff should be mindful of the correct use of photographic/video equipment and that this is recorded in lesson plans. All photographs/stills and video footage should be available for scrutiny and staff should be able to justify all images/video footage made.

- 14.5 Staff should remain aware of the potential for images of pupils to be misused to create indecent images of children and/or for grooming purposes. Therefore, careful consideration should be given to how activities which are being filmed or photographed are organised and undertaken. Particular care should be given when filming or photographing young or vulnerable pupils who may be unable to question how or why the activities are taking place. Staff should also be mindful that pupils who have been abused through the use of video or photography may feel threatened by its use in a teaching environment.

## **15.0 Confidentiality**

- 15.1 Members of staff may have access to confidential information about pupils, their parents/carers or their siblings. Staff must not reveal such information except to those colleagues who have a professional role in relation to the pupil on a need to know basis.
- 15.2 Staff should never use confidential or personal information about a pupil or her/his family for their own, or others' advantage (including that of partners, friends, relatives or other organisations). Information must never be used to intimidate, humiliate, or embarrass the pupil/student.
- 15.3 All staff are likely at some point to witness actions which need to be confidential. For example, where a pupil is bullied by another pupil, this needs to be reported and dealt with in accordance with the appropriate school procedure. It must not be discussed outside the school, including with the pupil's parent or carer, nor with colleagues in the school except by a senior member of staff with the appropriate authority to deal with the matter.
- 15.4 Staff have a statutory obligation to share with The Greville Primary School's Designated Safeguarding Lead (Duncan Steele) or Deputy Designated Safeguarding Leads (Louise Hammond, Louise Simpson, Millie Cushnie, Victoria Goram or Alex Williams ) any information which gives rise to concern about the welfare or safety of a pupil or that might suggest a pupil is in need or at risk of significant harm. Staff should pass on information without delay in accordance with The Greville Primary school's safeguarding policy and procedures and this should be recorded. Staff must never promise a pupil that they will not act on or pass on any information that they are told by the pupil.

## **16.0 Whistleblowing**

- 16.1 Whistleblowing is the mechanism by which staff can voice their concerns, without fear of repercussion.
- 16.2 All school staff have a duty to report any behaviour by a colleague which raises concern. Staff should refer to The Greville Primary School's whistleblowing policy for further guidance. This is particularly important where the welfare of pupils may be at risk.



## **Safeguarding summary for volunteers**

At the Greville Primary School, everyone who works with children has a responsibility for keeping them safe. No single practitioner can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

### **Designated Safeguarding Leads** [dsl@greville.surrey.sch.uk](mailto:dsl@greville.surrey.sch.uk)

- Duncan Steele (DSL Lead)
- Louise Hammond, Louise Simpson, Millie Cushnie, Victoria Goram and Alex Williams (Deputy DSLs)

### **What to do if you have a concern or if a child discloses**

- Listen carefully
- Record the conversation in the child's words
- **Use the TED questions: Tell me what happened, explain or describe**
- Note time, date, place of disclosure, and who else who was around.
- Record child's demeanour and non-verbal behaviours
- Draw / mark on a body map any bruises if relevant (teacher or DSL will provide if necessary)
- Be objective in your statements (factual not your opinion)
- Do not destroy any original notes
- Sign and date the record
  
- Take it seriously
- Provide support
- Reassure they are right to tell
- Explain what will happen next *ie I will need to share this information with your teacher*
- Teachers will upload concerns onto the schools electronic recording system (CPOMS)

### **Do not**

- Ask leading questions
- Make promises you cannot keep
- Jump to conclusions
- Act shocked or disgusted
- Speculate or accuse anybody
- Display any disbelief
- Never delay immediate response to protect a child

**It is not your responsibility to decide if the allegation is true or not.**

What to do if you have a concern over a member of staff in school

- Speak to the Head teacher

If it is about the head teacher, or you are not happy with his response to your concern, contact the Chair of Governors (Trevor Hood) [THood@greville.surrey.sch.uk](mailto:THood@greville.surrey.sch.uk)



**Volunteer Guidance, Code of Conduct & Safeguarding summary for volunteers**

**Confirmation of compliance**

Please can you complete the below form to confirm that you have read, understood and agree to comply with the following policies issued by The Greville Primary School.

- Volunteer Guidance and Code of Conduct
- The Greville Child Protection and Safeguarding Policy
- Childcare (Disqualifications) regulations 2009: Volunteer Declaration Form
- Mandatory safeguarding video (approx. 10 minutes) for those who cannot attend the termly Volunteer Safeguarding meeting

This completed form will be required before volunteering can commence.

**Name** \_\_\_\_\_

**Position / Post Held** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Once completed, signed and dated, please return this form to the School Office so your acceptance of the above policies can be logged.**