Shipston-on-Stour
Primary School

Guide For Helping Hands



Date of publication: September 2026 Review date: September 2027

Thank you for volunteering to help our children in school. We feel that the involvement of parents and carers in children's education is vital and we encourage active participation in many ways. In whatever way parents and carers offer their time, we are always extremely grateful.

The aim of this guide is to give you all the information you need to make your time both worthwhile and enjoyable. Thank you for your support.

At Shipston-on-Stour Primary School we want children to be happy and confident and to develop an enduring love of learning. Working together we are stronger. Through partnership and collaboration, our mission is to instil ambition and desire in learners, open their minds, widen their horizons and equip them to succeed in a challenging world. Volunteers have a valuable role in helping us to fulfil these aims.

The Stour Federation Multi Academy Trust values are below. We ask all volunteers to demonstrate their commitment to these values.



1. CHILD PROTECTION AND SAFEGUARDING

There is a requirement for schools to carry out a Disclosure & Barring Service (DBS) check for all staff and volunteers who have regular contact with children. All schools need to hold a register of the checks undertaken.

In order for you to regularly work in school as a volunteer, you will need to complete a DBS check (available from Mrs. Faulkner). Please be assured that all information will be treated in the strictest confidence and that these checks are done only in the best interests and safety of the children. You will need to show 3 pieces of identification e.g passport, driving licence and a document with your home address.

If a child makes a disclosure or you have any safeguarding concern, report it to a Designated Safeguarding Lead immediately. Do not wait until the end of the day or your volunteering session. You may be asked to complete a green form.

The senior Designated Safeguarding Lead (DSL) is Vanessa Faulkner. The deputy DSLs are Orlando Graña, Katy Lamb, Sarah Turner and Christian Hilton.

DBS checks for volunteers must be renewed every 3 years.

Before you start volunteering, there are a few jobs to do:

- Please ensure you have an **up-to-date DBS check.** These cost the school approximately £20, so before you apply please be committed to the regular volunteering role you will undertake.
- **Please read Part One of Keeping Children Safe in Education (KCSIE 2026)** before commencing your volunteer role. All adults working or volunteering in school should understand their safeguarding responsibilities and follow the school's safeguarding procedures at all times. Volunteers may be asked to complete safeguarding training and/or a short quiz to demonstrate understanding.
- Please be aware of the **Staff Behaviour Policy (Code of Conduct).**
- Please read the **Safeguarding and Child Protection Policy.**
- **Always be alert and remember it is everyone's responsibility to safeguard children.** Volunteers should adopt a child-centred approach and act immediately if they have any concern about a child's welfare. Concerns should be reported to a Designated Safeguarding Lead without delay..

2. CODE OF CONDUCT FOR VOLUNTEERS

- It is very important that all staff, parent volunteers and other adults working in the school work to a policy of confidentiality. You may see children struggling with work, be upset or misbehaving or hear/see other information concerning a child while you are with us in school. It is vital that you do not share anything about specific children with friends or family or a child's parent if you know them. The class teacher has the responsibility of informing parents of any concerns about a child.
- Volunteers working in classrooms should do so on the understanding that they support the teaching staff and will not pass opinion (verbally or on social media) on such matters as discipline or teaching styles outside the school.
- Volunteers in school are asked not to use the time to deal with issues regarding their own children. If you wish to speak to the class teacher or another member of staff, you should make an appointment in the usual way.
- Volunteers are respectfully asked that they dress appropriately for being in school and use language appropriate for the environment..
- Please do not worry about your child's behaviour while you are helping as often he/she will behave quite differently. Most children soon get used to their parents/carers helping in class and settle down. If you'd prefer to volunteer in another class please speak to the Headteacher.
- Please do not show favouritism – as humans we are drawn to certain individuals but it is important that all children in school are given equal time and attention.
- Please encourage the children to be independent - we expect children to try everything themselves before we help them.
- Please use a polite and encouraging voice.
- Please use the child's name not any 'pet' names or words such as darling, sweetie etc.
- Please do not lift, carry or move a child in any way.

- Please ensure you have not drunk any alcohol or taken any drugs before working alongside children.
- If you are unable to be in school, please let the class teacher know either in person or by telephoning the office.
- **Staff and volunteers are not permitted to use personal mobile phones, smartwatches, smart glasses, or other wearable devices while children are present**. More information can be found within the school's **Mobile Phone and Wearable Technology Policy** on the school's website.
- Please do not work in isolation with a child. We encourage working in a place which is public and open e.g practical areas or inside the classroom.
- Be friendly towards pupils but please do not encourage physical affection, e.g. hugging, sitting on laps. Please do not initiate any physical contact.
- We do not tolerate any sexual harassment or bullying. If you experience or see any of these issues bring it to the attention of the school leadership immediately.
- Online Safety and Artificial Intelligence (AI): Volunteers should be aware that safeguarding concerns may arise online as well as in person. This includes inappropriate online content, cyberbullying, harmful online contact, misinformation, disinformation, and AI-generated or manipulated images (including "deepfake" content). Any concern relating to online safety should be reported to a Designated Safeguarding Lead immediately.
- Mental Health and Wellbeing: Volunteers should be aware that children experiencing mental health difficulties may require safeguarding support or early help. Any concerns about a child's emotional wellbeing, behaviour or mental health should be shared with school staff and the Designated Safeguarding Lead.
- Equality, Respect and Inclusion: Volunteers must treat all children with dignity and respect. The school does not tolerate racism, prejudice-based harm, discrimination, misogyny, harassment, or any behaviour that makes a child feel unsafe. Any concerns should be reported immediately.
- If you have any low level concerns about any member of staff (including concerns about conduct in person, the use of technology, social media or digital communications) there are yellow forms in the staff room, which you will need to complete. Please hand it to the Headteacher. If your concern is about the Headteacher, please ask for the yellow form to be handed to the Chair of the Local Academy Council.

3. ARRIVAL AT SCHOOL

When you arrive at school you will need to sign in and wear a visitor sticker, which must be visible at all times. This will allow the office staff to locate people who are visiting the site in the event of an emergency. It will also enable members of staff and children to identify you as an "official visitor". Please remember to sign out when you leave.

Please do not park in the school car park as there is only enough space for employees.

4. FIRE PROCEDURES

In the event of a fire or an emergency a bell will ring continuously. Please make your way onto the school field at the rear of the school site through the nearest available exit. Fire evacuation routes are displayed in all classrooms.

Visitors and volunteers will be checked against the visitor's list by a member of office staff to ensure that everyone is safe and accounted for.

In the case of invacuation a horn or whistle will blow 10 times. Classes should return to their classroom, close the windows and doors, shut the blinds and turn off the lights.

5. BREAKTIMES

Volunteers are welcome to join the staff in the staff room at break time and lunchtime. Please help yourself to any item of crockery/cutlery and tea/coffee but please place them in the dishwasher when finished.

6. SWIMMING

When helping at the swimming pool, volunteers should allow pupils to get changed by themselves, unless identified by the class teacher. Children in Year 3 upwards should not require any help.

An adult should ensure they are not alone with a child in the changing rooms. A position by the changing room door (ajar) is strongly recommended.

7. SCHOOL TRIPS

If you are helping on a school trip, please be aware that you might not be in the same group as your child. You also may be responsible for a group of children. Please read the risk assessments carefully, which will be given to you by the class teacher.

8. REFERENCES

The school may ask for a reference even if a volunteer has had a DBS check, when the volunteer is unknown to the school, e.g. not a parent. The DBS check is not an indication of good character or ability, but is a snapshot of a criminal record in time. The references should give a better indication of whether this person is appropriate for the role.

In case we forget to say, please be assured that we really do appreciate your help. If you have any worries or a query, or any good ideas on how we can improve something, please let us know – we are always willing to listen.