



St Lawrence's
CHURCH OF ENGLAND PRIMARY SCHOOL

**Visitor and Volunteer
Handbook
2022 - 2023**

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1. Welcome

Thank you for visiting or volunteering at St Lawrence's Primary School. We appreciate the help that all our visitors and volunteers give in supporting the work of the school.

We want you to enjoy your time with us, and have produced this guide to make sure you feel comfortable, supported and appreciated. There is a lot of information, but please don't hesitate to ask questions if you are unsure about anything.

2. Our Commitment to You

As one of our valued visitor or volunteers, we are committed to giving you the following:

- A friendly and supportive working environment
- Enthusiastic and cooperative children
- A link staff member to support you in your volunteering
- Recognition for the work that you do and its impact on learning
- A reference if you apply for paid work here or elsewhere

3. Signing In and Out

It is important for security and fire regulations that all volunteers working in the school can be identified and located at all times. We ask you to follow this simple routine every time you visit the school:

- Only enter the school via the front entrance.
- Sign the visitors book and make sure you are wearing a lanyard.
- Find your link staff member to let them know you have arrived, and to tell them where you will be working.
- When you have finished, please return your lanyard to the office and sign out.

4. Where Can I Leave My Belongings?

It's not a good idea to bring too many personal belongings and valuables to school with you, however, your link staff member will let you know where you can leave your coat and bag, etc.

5. Where Can I Go?

Most of the time, you will be working in your link staff member's classroom or shared spaces. If you need to visit other classrooms (for example, to collect children for reading), please be as discreet as possible while lessons are taking place.

At break times, we want you to feel relaxed and comfortable and, therefore, you are welcome to use the staffroom for somewhere to sit. There are tea and coffee making facilities in there, so make yourself a drink. You may prefer to use the playground to get a breath of fresh air, or alternatively, you could sit quietly in the classroom where you have been based.

6. Where Can I Go to the Toilet?

There are toilets by the staff room which you are welcome to use, but please do not use the children's toilets. A disabled toilet is located down the corridor in-between the Year 1 and Year 2 classrooms; on the right hand side.

7. Working with Children

Whether you have previous experience of working with children or not, here are some guidelines to help you be successful in your voluntary work:

- Be friendly and encouraging with the pupils, especially when working with them for the first time. Expect them to be a little nervous – introduce yourself and explain that you will be helping them with their reading/spelling, etc.
- Remember that although we need to be friendly, we are not making friendships, and it is important that the pupils give you the same amount of respect as other adults in the school. Expect children to use your 'grown up' name, e.g. Mrs Smith.
- Our pupils are usually enthusiastic and cooperative. You are not responsible for managing their behaviour beyond making a reasonable attempt to help the pupil focus on their task. Be positive and clear in your explanations, and remember you are not there to negotiate about what the pupils have to do.
- If a pupil is overenthusiastic and silly, ask them politely to settle down to help them and others concentrate. If a pupil is not engaging at all with their work, remind them of the purpose of the activity and that you are there to help them.
- If your reasonable attempts to help a pupil engage with their task are not working, use a final reminder, e.g. 'If you can't settle down you will have to go back to see your teacher.'
- Please don't issue punishments. If you have any concerns at all, go and get help from a member of staff immediately or ask the child to return to their classroom.
- When you have finished working with a pupil, it is good to reflect on how the activity has gone. Praise the pupils when they have done well with their learning and attitude; when they haven't, use phrases like 'Next week you should think about...' and 'I think it would help your learning if...' rather than telling the pupil off.
- Remember that the pupils are always watching – it's good to let them see you interacting respectfully and cooperatively with other adults in the school.

For more information, you can read the school's Behaviour Policy. If you are apprehensive about this area, the best advice is to watch members of staff or other adults working with children, even for the first few weeks. If it just isn't working with a particular pupil or group, please let someone know.

8. Health and Safety

You must comply with the school's Health and Safety Policy (available on request from school website), observing any specific requirements whilst volunteering.

Do not take part in, or ask anyone else to take part in, any action that might cause you or another person to be put at risk of injury or harm. You should always advise your link staff member or the School Business Manager of any potential hazard or situation that you feel puts people at risk.

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If you are involved in an accident whilst volunteering at the school, please seek first aid if required, and ensure you report the incident to your link staff member or the school office.

9. First Aid

If first aid is required by yourself or any person you are working with a list of first aiders is displayed by all first aid stations. Please contact the School Office if you require further assistance.

10. Fire

Please familiarise yourself with our evacuation procedures which are displayed in every classroom and the location of fire exits. In the unlikely event of a fire you will be guided by a member of staff on how to proceed.

11. Equal Opportunities

At our school, we do not tolerate discrimination on the grounds of age, disability, race, ethnic background, skin colour, religion, gender, sexual orientation, history of illness, non-relevant criminal records or marital, employment, financial or social status.

As a volunteer, you must treat people with respect at all times and ensure that there is no unlawful discrimination, abuse, harassment or bullying in your dealing with pupils, colleagues or others at the school.

If you feel that you have been unfairly discriminated against please discuss this with the headteacher. Our Equal Opportunities Policy is available from the office.

12. Child Protection

Because of the school's duty of care to all pupils and adults in the school, we must ensure that your volunteering does not put anyone at risk.

The school's designated safeguarding leads (DSL) are **Mrs Helen Coles, Headteacher and Mrs Tori Nicholas-Brown, Pastoral Care Officer**. If for whatever reason the Designated Safeguarding Lead is not in school please refer any concerns to one of the Deputy Safeguarding leads, Miss Laura Hammond or Miss Rebecca Langley.

It is possible that pupils may tell you (or try to tell you) things relating to some form of child protection. If this happens, do not question the pupil; let your link staff member know immediately, and allow them to deal with it.

While you cannot promise confidentiality within school (i.e. you must make it clear to the child that you'll have to tell someone), you must ensure that once you have passed the matter on you do not discuss it with anyone else.

If you are in any doubt about the safety of a child, immediately tell your link staff member or the DSL.

13. Safe Practice

To protect the pupils you are working with, and yourself, from any false accusation, follow these simple steps:

- Only work in public areas such as classrooms and corridors.
- Try to work close to where other volunteers or staff members are working.
- Avoid any physical contact with the pupils.
- Try to ensure that your conversation with pupils is friendly but not over-familiar.
- Never accompany pupils into the toilets.

14. Confidentiality

The information we hold about you and your volunteering is confidential, and as such, will not be shared with any third parties without your express consent, unless legally required.

We ask that you respect the confidentiality of staff and pupils at our school by not discussing things you have seen and heard whilst volunteering, especially when sensitive information about pupils is involved. We have a Confidentiality Policy located on the school website which you can read if you require more information.

15. Insurance

You will be insured for the same activities as teachers. As long as you follow the guidelines in this booklet and in the relevant policies you will be covered by the school's insurance for most occurrences.

16. Timings of the school day

Nursery and Reception	Our School Day
8.30am to 11.30 noon	Morning Session
12.00pm to 3.00pm	Afternoon Session
Year 1 to Year 6	Our School Day
8:30am	Doors Open
8:50am	Lessons Begin
10.30am – 10.45am	Morning Break
12.00 noon – 1.00pm	Lunchtime
12.15 pm – 1.15 pm	Year 6
2.15pm – 2.30pm	Afternoon Play for KS1
3.15pm	School Finishes

17. Key contacts

Headteacher	Mrs H Coles
Deputy Headteacher /KS1 Leader	Miss L Hammond
KS2 Leader	Mr G Jones
EYFS Lead	Miss R Langley

School Business Manager	Mr A Fletcher
Office Manager	Ms H Woodall
Designated Safeguarding Leads	Mrs H Coles and Mrs V Nicholas- Brown
Deputy Safeguarding Leads	Miss L Hammond and Miss R Langley