

The
Hawthorns
Primary School

Volunteers Working in School Policy (including work placement)

Agreed and Adopted by the Governing Body on :... 17/1/19...

Signed : ... J Shepherd... ..

The policy will be formally reviewed on: ... Jan 2020.....

The Hawthorns Primary School

Volunteers Working in School (including work placement)

Policy and Procedures

1. Introduction

The school's volunteer policy is part of the school's safeguarding systems.

Volunteers at our school bring with them a range of skills and experience that can enhance the learning opportunities of children at The Hawthorns Primary School. We welcome and encourage volunteers from the local community.

Our volunteers include:

- Members of the Governing Body
- Parents or relatives of pupils
- Ex-pupils
- Students on work experience (under 18's and adult students)
- University students referred to us
- Ex-members of staff
- Friends of the school

The types of activities that Volunteers are engaged in include:

- Working with small groups of children
- Working alongside individual children
- Accompanying school visits

2. Our School Aims

All adults who work in The Hawthorns Primary School, whether a paid member of staff; or a volunteer, are expected to work and behave in such a way as to actively promote our school aims and educational purpose as identified below:

We aim for our children to;

- Be valued as individuals
- Be confident that rules of behaviour are upheld to enable learning
- Be happy and secure at school
- Be encouraged and challenged in order to achieve their full potential
- Flourish socially, emotionally, intellectually and physically
- Have equal access to all aspects of the curriculum

We aim for the curriculum to:

- Be broad and balanced, enabling all children to learn and achieve
- Draw upon first hand experiences wherever possible.
- Develop the children's sense of identity through their knowledge and understanding of the spiritual, moral, social and cultural heritages of our society
- Give children the opportunity to develop their creative and physical skills as well as the academic side of the curriculum
- Instil a culture of continuing learning for all
- Enable children to reach their potential by ensuring there are high standards of achievement in all subject areas.

3. Becoming a volunteer

Anyone wishing to become a volunteer should enquire at the school office. Before starting to help in school, Volunteers are required to complete a confidentiality agreement (Appendix 1) which sets out the school's expectations of volunteers.

Volunteers will be made familiar with the Health and Safety Procedures through a Health and Safety Briefing

Volunteers will be made familiar with our Safeguarding policy.

If you are invited to accompany a class on a school trip, Volunteers will be shown the Off-Site Visits Volunteer Agreement by the class teacher as part of the volunteers briefing on the activity. (Appendix 2).

'Helping in School- A guide for Volunteer Helpers' Booklet is provided to all regular Volunteers. (Appendix 3). Certain activities for example, Design and Technology or Cookery may involve higher levels of risk. In this instance all volunteers will be asked to make sure they familiarise themselves with the Risk Assessment for that activity.

Volunteers working in school who use a school computer will be required to sign a Code of Conduct Agreement as per the schools e-safety policy. (Appendix 6).

4. Confidentiality

Volunteers are bound by a code of confidentiality (Appendix 1). Any concerns that volunteers have about the children they work with/come into contact with should be voiced to the Class Teacher and NOT with the parents of the child/persons outside of school.

Comments regarding children's behaviour or learning can be highly sensitive, and if taken out of context, can cause distress especially if heard through a third party rather than directly from the school.

5. Supervision

Volunteers work under the supervision of the teacher of the class to which they are assigned. Teachers retain responsibility for the children at all times, including the children's behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the teacher as to how an activity is carried out and what the expected outcome of an activity is. Volunteers are encouraged to seek further advice/ guidance from the teacher in the event of any query regarding the children's understanding of a task or behaviour.

6. Health and Safety

The School has a Health and Safety Policy and this can be made available to Volunteers working in the school. Class Teachers ensure that Volunteers are clear about emergency procedures and about any safety aspects associated with a particular task. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class teacher.

Risk Assessments are carried out for all employees and volunteers but do not need to be standalone risk assessments. Risk assessments for under 18 volunteers will take account of their inexperience, their lack of awareness of risks and the immaturity of young persons.

For students and Work Placement positions Appendix 4- Personal Information, is required to be completed and returned to the school's Business Manager to be placed on file. Personal Information shared with the school will be managed in accordance with the schools Data Protection Policy in accordance with the General Data Protection Regulation (GDPR).

7. Deployment

- a) Volunteers should not be used to carry out duties which:
 - (i) fall normally within the job description of a teacher or member of support staff, i.e. they must not be used to cover the absence of staff from school.
 - (ii) would normally be performed by a contractor engaged by the local authority or by the school.
 - (iii) require them to have unsupervised access to children unless they have been appropriately checked (DBS).
- b) A Volunteers Co-ordinator will oversee the management and supervision of volunteers in school and to promote and ensure best practice in volunteering. The Coordinator is responsible for organising appropriate training for volunteers and for supervising the deployment of volunteers around the School.
- c) The school recognises the value of appropriate and effective use of volunteers. However, it is not compulsory for members of staff to accept responsibility for volunteers and additional responsibilities of this nature can only be designated with agreement of the employee concerned.
- d) Volunteers can expect clarity about their roles and responsibilities, induction, managerial supervision, support and relevant training.
- e) Volunteers are subject to the same obligations as employees, therefore, they should abide by, and be subject to, the School's agreements, policies and procedures (e.g. health and

safety, confidentiality, equal opportunities, behaviour, etc.). They should be familiar with procedures designed to avoid hazards and risks associated with the tasks that they are being asked to carry out and, in particular, details of first aid and emergency arrangements.

- f) As part of their induction to life at the School, volunteers will be provided with basic information in the form of a handbook and additional information as appropriate, (e.g. plan of the school, fire regulations, security regulations, details of facilities available to them – staffroom, toilets etc.).
- g) The relationship between all paid workers and volunteers should be complementary and mutually beneficial. Paid workers should be fully aware of the work undertaken by volunteers and of the responsibility to both themselves and to the volunteers working in the School.
- h) Volunteers may be able to receive a reference on the basis of their voluntary contribution to the life of the School.
- i) Where a volunteer does not match the needs of the School for any reason, the offer of help may be declined. There is no obligation on the School to give reasons for declining an application for volunteering.

8. Safeguarding

- a) It is ultimately the Headteacher's responsibility to ensure that legally required checks are carried out on anyone in the school with responsibilities that can give them unsupervised access to pupils under the age of 19. This includes volunteers who help:
 - i. in the classroom
 - ii. in extra-curricular activities e.g. school trips, after school clubs
 - iii. supervise pupils on school residential trip.
- b) Before a volunteer can be given a regular* role in the School, a Disclosure and Barring Service (DBS) check will need to be undertaken. The School reserves the right to pass on to the volunteer the administration charge levied on the School where the volunteer does not provide any help. (* regular is defined as weekly or in a capacity to build a relationship with the children).
- c) The School should take all reasonable steps to confirm the identity of the person volunteering. It is current practice to take a copy of one of the following original documents:
 - Birth certificate (plus marriage certificate if name changed by marriage)
 - Passport
 - Driver's licence.This will normally be undertaken as part of the DBS check.
- d) The school recognises a school/college headed letter as evidence of an under 18 volunteer who is part of a work experience program. The school must be provided with a name and contact details of a mentor/form tutor/head of year etc. The school will complete any correspondence sent by the school/college of the volunteer. e.g evidence of insurance etc

- e) These regulations do not necessarily apply to volunteers such as those who help organise and run fetes or other fundraising events.
- f) Staff and volunteers in charge of children or young people should know what to do if they suspect that someone is being physically or sexually abused, or if someone tells them that this is happening. Volunteers will be made familiar with the Safeguarding policy; copies of which are located in the staffroom, the main office and on the school's web-site. A printed copy will be provided on request. All volunteers will be provided with the Ten Point Safeguarding List. Appendix 5.

9. Insurance

- a) Whilst in the school, Volunteers will be adequately protected against any risks that may arise from undertaking their voluntary activity. The School's public liability insurance covers volunteers and in particular, ensures that volunteers are protected against theft, personal injury or damage to their own property whilst on the premises.
- b) It is not the School's policy that volunteers should transport children other than their own children to and from school events (sports, music, etc) in school time.

10. Finance

- a) Guidance from the Employment Service states that benefits such as Job Seekers Allowance, Income Support, Incapacity Benefit and Severe Disablement Allowance are not usually affected by volunteer activities as long as recipients do not receive any pay other than for expenses like fares or special clothing needed for volunteering. No payments may therefore be made to volunteers other than 'out-of-pocket' expenses. The main points for consideration are that volunteers should remain available for work if claiming unemployment benefits and that disabled volunteers should not undertake voluntary work of a nature similar to that for which they are receiving disability benefit.
- b) Volunteers will be reimbursed for items purchased at the specific request of the school on the production of receipts to the School Business Manager.

11. General

- a) The School maintains a register of volunteers for the following purposes:
 - i. to record the names of volunteers
 - ii. to contact volunteers (e.g. for help)
 - iii. for security records purposes.
 - iv. to demonstrate (e.g. to Ofsted) the value added to the school community by volunteers and that appropriate Safeguarding procedures are being followed.
 - v. for inviting volunteers to celebratory events (e.g. 'Thank you assemblies')

12. The Hawthorns School Procedures for using Volunteers

- The School Office maintains a volunteer register. The office will issue Confidentiality Agreements (Appendix 1)
- At the start of each school year, the year groups should inform the Office of their requirements for regular help in the classroom. The Office will endeavour to fill such vacancies from the register of volunteers.
- New parent helpers will be DBS checked and Health and Safety trained as and when appropriate.
- When volunteer training is required, the Office will request the Volunteer Coordinator to arrange this.
- New volunteers who help regularly in class should be given a copy of the Helping in School 'A guide for volunteer helpers' booklet. (Appendix 3) and a copy of the Safeguarding Key points. (Appendix 5)
- Volunteers should be aware it is school policy to not deploy a relative of a pupil to the child's class to support on core subjects e.g. English, including reading, writing and spelling or Maths.
- Additional volunteers will be sought as necessary for one-off events such as trips and Design & Technology days.

13. Complaints procedure

Any complaints made about a volunteer will be referred to the Headteacher/Deputy Headteacher for investigation. Any complaints made by a volunteer will be referred to the Headteacher/Deputy.

The Headteacher reserves the right to take the following action:

- To speak to 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;
- Inform the Volunteer that the school no longer wishes to use them;
- The full complaints procedure is available if required.

Management of this policy.

This policy was agreed and adopted at a Governors' meeting on: 17/1/19

The policy will be formally reviewed by:... Jan 2020

Appendix 1.



The
Hawthorns
Primary School

Northway, Woosehill
Wokingham, Berkshire RG41 3PQ
Tel: 0118 979 1676

www.thehawthorns.eschools.co.uk

Headteacher
Mrs Pat Kerton

Adults Helping in School

Thank you for helping at The Hawthorns Primary School. We are most grateful for your assistance. In order to help you we have compiled the following guidelines and information of which you need to be aware.

Contact with pupils

- The children should address all helpers by their title/surname, e.g. Mrs Smith
- If a helper feels that a child has behaved badly or inappropriately the matter should be referred immediately to the class teacher. A helper may encourage positive behaviour but should not attempt to discipline or punish a child.
- When an activity has been completed, the children (under the supervision of the helper) should clear up. When cleaning involves a possible Health & Safety issue e.g.: ovens, heavy or sharp apparatus, the volunteer should not involve the children.

Contact with Staff

- Helpers will have as their contact the member of staff with whom their work is related e.g. class teacher.
- Because of the congestion in the staffroom all helpers will be provided with refreshments by staff as required.

Health & Safety

- Please make sure that you have become familiar with the procedures regarding health & safety in school.
 - a) the fire drill
 - b) first aid

Confidentiality

- The work that you do in school with staff and children is extremely valuable and we are grateful for the time and effort you give to us.
- You may be in a position where you observe situations or hear things that are of a confidential nature. Such information should not be spoken about to others. Passing information (or indeed opinions) on to others can be very damaging and hurtful.
- If you have any concerns on any aspects of school life, which you are unsure of, please do speak to your contact teacher first. If this is not appropriate talk to the relevant Team Leader, Deputy Head or Headteacher.



Safeguarding

Volunteers in charge of children or young people should know what to do if they suspect that someone is being physically or sexually abused, or if someone tells them that this is happening. You should be familiar with the school's Safeguarding Policy and the school's Safeguarding- Key points document.

As per The Hawthorns Primary School Safeguarding policy and Volunteers Working in School Policy there are many legitimate circumstances in which employees and volunteers photograph or film children in the course of their job. However, to ensure the safety of all children and to protect the adults concerned, any photographing or filming of children must be done using equipment provided by the school for that purpose. Personal devices must never be used for photographing children. e.g. cameras, phones, ipods/ipads etc.

Training

The school aims to provide appropriate support to any adult before they work regularly in the school. Adults will be assigned to classes according to school needs and the particular skills demonstrated by the adult offering help.

All adults need to obtain Disclosure and Barring Service clearance before they can help regularly in the school.

Volunteers should be aware it is school policy to not deploy a relative of a pupil to the child's class to support on core subjects e.g. English, including reading, writing and spelling or Maths.

Personal Information shared with the school will be managed in accordance with the schools Data Protection Policy in accordance with the General Data Protection Regulation (GDPR).

We have enclosed two copies of this letter. Please sign and return one copy to the school office. The other should be kept for your own information.

If you require further clarification you should contact a member of staff with whom your work is related, who will be able to answer your questions or concerns.

Thank you for your kind assistance.

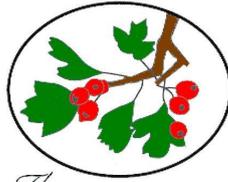
Pat Kerton
Headteacher

.....
I have read the guidelines and agree to abide by the confidentiality clause of this agreement.

Signed:

Date::

Appendix 2



The Hawthorns Primary School

Off-Site Visits Volunteer Agreement

School trips are an integral part of learning at our school and afford many children opportunities which are outside their usual experience. As a Volunteer you will have an important role to play in the success and safety of this trip.

The information below is part of our school's risk assessment planning and safeguarding arrangements.

Role of the Volunteer Helper

- To be responsible and look after in equal measure, all of the children in your group.
- To stay with your allocated group of children, ensuring that their well-being and safety is maintained for the total duration of the trip.
- To promote polite, respectful, courteous behaviour towards each other and members of the general public. We all go as ambassadors of the school!
- To ensure that your group keep up with the body of the school visit party, be it walking, entering or exiting from transportation or following speakers for the trip.
- To contact the class teacher /member of staff if there are issues with first aid, safety and/or behaviour.

Working alongside school staff

School staff expect Volunteer helpers to;

- Comply with all of the above whilst being under the direct line management of school staff.
- Show a commitment to the group, an interest in the focus of the visit and assist children in their learning by helping them to read signs/labels/information, asking questions that encourage children to think about the task and help explain areas of interest.
- Follow guidance from the school staff.

What is not permitted:

- To bring additional siblings on the school trip.
- To re-organise school visit groups.
- To smoke, drink alcohol, or engage in any illegal practices.
- To take photographs/video of the children on any personal device. e.g Camera, phone, ipod/ipad etc

- To give/buy their group treats e.g. ice creams, biscuits or sweets- before, after or during the school trip.

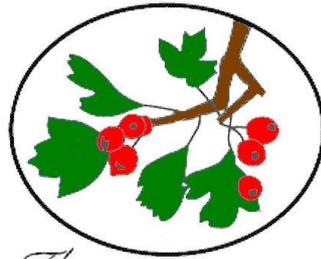
First Aid

You will be informed if any child in your group has medication or any medical requirements. If medicine needs to be administered, this will be done by a member of staff.

All medicines and first aid boxes will be carried by staff.

Emergencies

You are expected to inform a member of staff as soon as possible in case of any emergency. If you have become separated from the rest of the school party, please telephone one of the members of staff on your contact list or telephone the school.



The
Hawthorns
Primary School

Helping in School

***A Guide for Volunteer
Helpers***

Introduction

Thank you for volunteering to help in school and for giving up your free time. There are many activities which take place at school that would be difficult to run without volunteer helpers such as you. We have compiled this booklet to make sure that adults who help in school are given useful information about how the school runs and how they can make the best use of their time whilst they are in school.



Signing In /Signing Out

We ask all visitors to the school to sign in at the front office when they arrive on the premises where they will be given a badge to wear during their visit. We request that visitors sign out at the front office when they leave the school and return their badge.

Structure of the school day

- The EYFS school day starts at 8.50am and finishes at 3.20pm.
- The KS1 and KS2 school day starts at 9.00am and finishes at 3.30pm.
- Morning break is usually from 10.30am until 10.50am
- Lunchtimes are as follows:
 - EYFS 11.55 – 1.00
 - Year 1 12.00 – 1.10
 - Year 2 12.00 – 1.10
 - Year 3 – 6 12.30 – 1.30

The reception children have a slightly different structure to their day.

Registration

When the children come into the class at the start of the morning and afternoon session teachers take the register. We ask volunteers helpers to not enter the classroom until the registration period has finished. During this time, the teacher or teaching assistant will guide helpers to prepare resources for the activities or help with other jobs.

Activities in School

These may include supporting small groups of children in:

- Art and Craft
- Design & Technology
- Cooking
- Gardening
- Sporting activities
- Occasional reading activities
- Christmas parties and other special events

School Trips

If you are invited to accompany a class on a school trip please be aware of the following:

- The learning objective of the visit.
- The Risk Assessment for the visit.
- Your expected role on the visit.
- The organisation of the visit including programme, times, groups, availability of toilets and eating arrangements.
- Please be aware of who is the First Aider, mobile phone numbers you require and procedures in an emergency.

Break times



Staff will be happy to facilitate refreshments if and when required.

Contact with pupils

The children should address all helpers by their title/surname, e.g. Mrs Smith.

If a helper feels that a child has behaved badly or inappropriately the matter should be referred immediately to the class teacher. A helper may encourage positive behaviour but should not attempt to discipline or punish a child.

When an activity has been completed, the children (under the supervision of the helper) should clear up. Where cleaning involves a possible Health and Safety issue e.g. ovens, heavy or sharp apparatus, the volunteer should not involve the children.

If a child discloses anything, please mention it to the teacher but please do not jump to conclusions.

Confidentiality

When you help in school you may be in a position where you observe situations or hear things that are of a confidential nature. Such information should not be spoken about to others. Passing information (or indeed opinions) on to others can be very damaging and hurtful.

We ask all volunteers who help in school to sign a confidentiality agreement. If you have not been given an agreement, please ask at the office.

Health and Safety

Please make sure that you have become familiar with the procedures regarding health and safety in school

- The fire drill (detailed at the end of this booklet)
- Lockdown Procedure
- First aid



Safeguarding Risk Assessment

No one has an automatic right to help in school. DBS checks and training form just two aspects of the safeguarding risk assessment. The headteacher will consider many aspects of risk assessment in order to safeguard children before inviting adults to help as we would before employing any person in the school.

Mobile Phones in School

Mobile phones should not be used by volunteers in school during the school day and should be switched off. If you need to take a call, we would be grateful if you would do this in the outer reception area by the school office.



**Please
Turn off Your
Mobile Phones**

Safeguarding Children – Key Points

Staff and volunteers in charge of children or young people should know what to do if they suspect that someone is being physically, emotionally or sexually abused, or if someone tells them that this is happening. Ensure that you are familiar with the Safeguarding policy; copies of which are located in the staffroom and on the school's web-site. On request you will be provided with a printed copy.

In addition, the following key points give you a guide on what to do and not to do.

1. Always stop and listen straight away to someone who wants to tell you about incidents or suspicions of abuse.
2. If you can, write brief notes of what they are telling you while they are speaking. These may help later if you have to remember exactly what was said. Keep your original notes, however rough and even if you wrote on the back of something else. It's what you wrote at the time that may be important later, not a tidier and improved version you wrote up afterwards! If you don't have the means to write at the time, make notes of what was said or observed as soon as possible afterwards.
3. Never make a promise that you will keep what is said confidential or secret. If you are told about abuse you have a responsibility to tell the right people to get something done about it. If asked, explain that if you are going to be told something very important that needs to be sorted out, you will need to tell the people who can sort it out, but that you will only tell the people who absolutely have to know.
4. Do not ask leading questions that might give your own ideas of what might have happened, e.g. "did he do X to you?" Just ask, "what do you want to tell me?" or "Is there anything else you want to say?"
5. Immediately tell the senior designated person for safeguarding, currently this is the Head Teacher, unless they are the subject of the accusation. Don't tell other adults or young people what you have been told. If someone has made an accusation to you about the Head Teacher, you should report your concerns to the Chair of Governors.
6. Never attempt to carry out an investigation of suspected or alleged abuse by interviewing people etc. The Local Area Designated Officer (LADO) or the Referral and Assessment team, WBC Social Care and police officers are the people trained to do this. You could cause more damage and endanger possible criminal proceedings.

It is your duty to refer concerns on, not investigate.

7. As soon as possible (and certainly the same day) the senior designated person for safeguarding or the Chair of Governors where the allegation is against the Head Teacher, should refer the matter to the LADO or the Referral and Assessment Team WBC Social Care (helped by your notes). Follow their instructions about what to do next. They will set up any necessary investigations. That is their statutory job.
8. Never think abuse is impossible in your organisation or that an accusation against someone you know well and trust is bound to be wrong.
9. Children and young people often tell other young people, rather than staff or other adults about abuse. Therefore, you may hear an allegation from another child.

Staff

Acting Headteacher
Deputy Headteacher

Raha Razeghi
Carolyn Hare

Reception

Jane Milne
Sarah Clements
Rachel Brown

TAs Helen Rodhouse
Sandra Binyon
Ellen Povey
Ellen Winfield

Year One

Amy Fayers
Louise Allsop

TAs Meg Collin
Allyson Morgan
Sarah Stevens
Kate Barker-Kite

Year Two

Paula Anderson
Sarah Mapleston

TAs Angela O'Connell
Nicola Davies
Dawn Wojcik
Hannah Foster
Ellen Winfield

Year Three

Kirsten Exall
Lynda Murphy
Jenny Waters
Megan Rumble

TAs Aarti Tahiliani
Hayley McWilliams
Amanda Penhaligon
Tom Howorth

Year Four

Charlotte Hampton
Abbey Pegden

TAs Ann Price
Jan Robertson
Yve Shaw

Year Five

Carolyn Hare/Nicola Prebble
Gail Graham

TAs Sharon Nandra
Jackie Steveni

Year Six

Lucy Hall
Charlotte McKenna

TAs Elizabeth Bridgeman
Katherine Rawles
Louise Burrows

SENCO

Charlotte Irving

On arrival at the fire assembly point – the back playground – Adult helpers should make themselves known immediately to a member of the office team.

FIRE DRILL

IN CASE OF FIRE

Activate the alarm.

ALARM

The fire alarm is a continuous ringing bell.

EVACUATE

Children lead quietly out from the classroom in single file, to line up on the far side of the Back playground. Each class forms a single line at right angles to the fence so that all children are facing away from the school.

WALK NO TALKING NO OVERTAKING

The teacher leads the class out.

OTHER PERSONNEL CHECK TOILETS, QUIET ROOMS & CLOAKROOMS.

ROLL CALL

Check registers. Teachers (Dinner Controllers) report all present or missing persons to the most senior member of staff present. This person will investigate any necessary search.

REGISTERS

Registers and records of all persons on site will be brought out by a member of the office staff. Staff must adhere to school procedures on returning registers to school office. School office makes list for lunch time supervisor.

999 CALL

Secretary/Senior staff member in absence of Headteacher.

LUNCHTIME

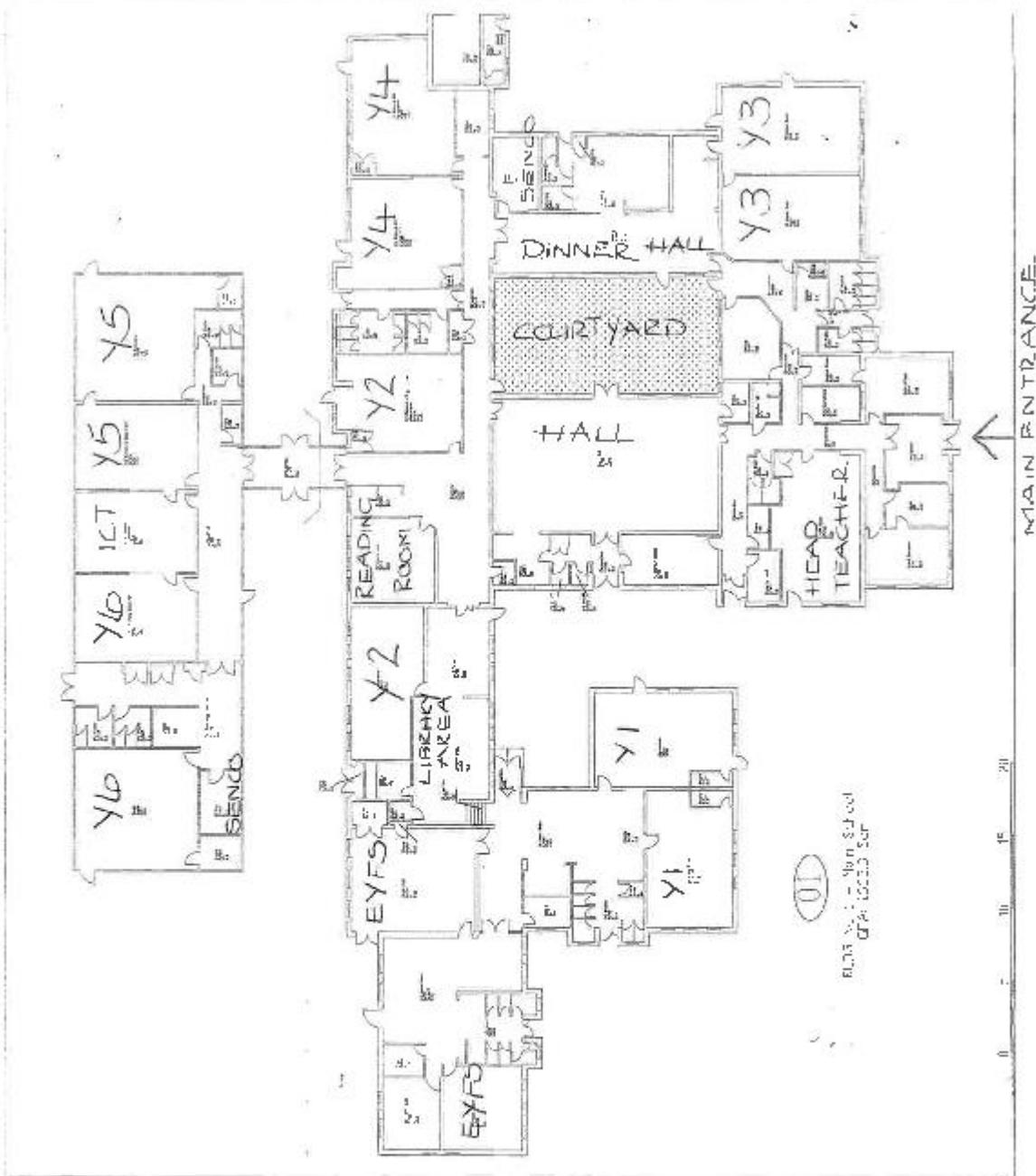
Dinner Controllers to follow same procedures. Class teachers, if on site, will assist and assume responsibility for own class.

**EMERGENCY
EVACUATION**

EVACUATE AS ABOVE –
Then follow school Emergency Plan with evacuation to the Woosehill Church Car Park.

PRIORITY CHILDREN AND STAFF.

SCHOOL PLAN



Thank you for taking the trouble to read this booklet.
Your co-operation is much appreciated

Appendix 4

PERSONAL INFORMATION – STUDENTS AND WORK PLACEMENT VOLUNTEERS

We should be grateful if you would complete this form to help us discharge our obligations under Health and Safety legislation towards you whilst you are in the school and to secure the safety of children. Any information you provide will remain confidential.

Name.....Date of Birth.....

Home Address.....

.....

Home Telephone Number (STD Code).....

Mobile Telephone Number.....

(This information will not be released from your file except in an emergency)

Do you have an existing medical condition that may require emergency treatment, or could restrict the activities in which you become involved eg asthma? Please give brief details.....

.....

Your Car (Must be provided if you intend to park your vehicle on the school site)

Make.....

cc.....

Reg. No.....

Emergency Contact Details

Mr/Mrs/Miss.....Tel. No.....

Address.....

My G.P. is.....Tel. No.....

Address.....

Appendix 5

Safeguarding Children – Key Points

Staff and volunteers in charge of children or young people should know what to do if they suspect that someone is being physically, emotionally or sexually abused, or if someone tells them that this is happening. Ensure that you are familiar with the Safeguarding policy; copies of which are located in the staffroom and on the school's web-site. On request you will be provided with a printed copy. In addition, the following key points give you a guide on what to do and not to do.

1. Always stop and listen straight away to someone who wants to tell you about incidents or suspicions of abuse.
2. If you can, write brief notes of what they are telling you while they are speaking. These may help later if you have to remember exactly what was said. Keep your original notes, however rough and even if you wrote on the back of something else. It's what you wrote at the time that may be important later, not a tidier and improved version you wrote up afterwards! If you don't have the means to write at the time, make notes of what was said or observed as soon as possible afterwards.
3. Never make a promise that you will keep what is said confidential or secret. If you are told about abuse you have a responsibility to tell the right people to get something done about it. If asked, explain that if you are going to be told something very important that needs to be sorted out, you will need to tell the people who can sort it out, but that you will only tell the people who absolutely have to know.
4. Do not ask leading questions that might give your own ideas of what might have happened, e.g. "did he do X to you?" Just ask, "what do you want to tell me?" or "Is there anything else you want to say?"
5. Immediately tell the senior designated person for safeguarding, currently this is the Head Teacher, unless they are the subject of the accusation. Don't tell other adults or young people what you have been told. If someone has made an accusation to you about the Head Teacher, you should report your concerns to the Chair of Governors.
6. Never attempt to carry out an investigation of suspected or alleged abuse by interviewing people etc. The Local Area Designated Officer (LADO) or the Referral and Assessment team, WBC Social Care and police officers are the people trained to do this. You could cause more damage and endanger possible criminal proceedings.

It is your duty to refer concerns on, not investigate.

7. As soon as possible (and certainly the same day) the senior designated person for safeguarding or the Chair of Governors where the allegation is against the Head Teacher, should refer the matter to the LADO or the Referral and Assessment Team WBC Social Care (helped by your notes). Follow their instructions about what to do next. They will set up any necessary investigations. That is their statutory job.

8. Never think abuse is impossible in your organisation or that an accusation against someone you know well and trust is bound to be wrong.

9. Children and young people often tell other young people, rather than staff or other adults about abuse. Therefore you may hear an allegation from another child.

**The Hawthorns Primary School
Computing Code of Conduct**

To ensure that members of staff are fully aware of their professional responsibilities when using information systems and when communicating with pupils, they are asked to sign this code of conduct. Members of staff should consult the school's e-Safety policy for further information and clarification.

- I understand that it is a criminal offence to use a school Computing system for a purpose not permitted by its owner.
- I appreciate that Computing includes a wide range of systems, including mobile phones, PDAs, digital cameras, e-mail, social networking and that Computing use may also include personal Computing devices when used for school business.
- I understand that school information systems may not be used for private purposes without specific permission from the Headteacher.
- I understand that my use of school information systems, internet and e-mail may be monitored and recorded to ensure policy compliance.
- I will respect system security and I will not disclose any password or security information to anyone other than an authorised system manager.
- I will not install any software or hardware unless authorised, e.g. on a school laptop.
- I will ensure that personal data, particularly that of pupils, is stored securely through encryption and password and is used appropriately, whether in school, taken off the school premises or accessed remotely in accordance with the school e-Safety policy.
- I will respect copyright and intellectual property rights.
- I will ensure that electronic communications with pupils (including e-mail, instant messaging and social networking) and any comments on the web (including websites, blogs and social networking) are compatible with my professional role and that messages cannot be misunderstood or misinterpreted.
- I will promote e-Safety with pupils in my care and will help them to develop a responsible attitude to system use, communications and publishing.
- I will ensure that pupil use of the internet is consistent with the school's e-Safety Policy.
- When working with pupils, I will closely monitor and scrutinise what pupils are accessing on the internet including checking the history of pages when necessary.
- I will ensure that computer monitor screens are readily visible, to enable monitoring of what the children are accessing.
- I know what to do if offensive or inappropriate materials are found on screen or a printer.
- I will report any incidents of concern regarding pupils' safety to the appropriate person, e.g. e-Safety Co-ordinator and/or SLT member.
- I am aware that my password will need to be changed every 40 days.

The school may exercise its right to monitor the use of the school's information systems, including internet access, the interception of e-mail and the deletion of inappropriate materials where it believes unauthorised use of the school's information system may be taking place, or the system may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery or sounds.

Name:	
Signature:	
Date:	