Diocese of Norwich Education and Academies Trust

Volunteer Policy

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Person Responsible:	**Human Resources Director**

Our Christian Ethos and Values

All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as "the Trust"), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

Overall accountabilities and roles

The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation it sets out the responsibilities of the Trust, its Executive Officers, the Local Governance Committee and the Principal / Headteacher. The Principal / Headteacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust's policies.

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1. Introduction

1.1 Purpose and scope

The Trust welcome volunteers from the local community who are able to make a positive contribution by giving freely of their time and talents to enhance learning experiences and outcomes for pupils.

The term 'volunteers' includes all those freely giving of their time to contribute to the work of the Trust and its academies including Governors, Trustees and Members.

This policy does not apply to members of the clergy appointed by the Bishop of Norwich.

Opportunities to volunteer may arise in respect of a one-off activity, for example accompanying School visits, or may take the form of a more regular activity, for example listening to children read, becoming a member of the governing body or leading collective worship.

The Trust is committed to equality of opportunity and values diversity. As such the accessibility of opportunities to volunteer will be managed, monitored and reviewed with due regard to the Equality Act 2010 and the Equality Duty.

The Trust will only engage volunteers whom it is satisfied are willing and able to safeguard pupils, and to fulfil the requirements of the volunteer role that has arisen.

The Trust engagement of volunteers will be reviewed on an annual basis, and people wishing to volunteer may be required to re-apply, enter into a new Volunteer Agreement or be subject to repeat vetting checks where the Trust determines that this is required.

This Policy meets statutory requirements and is in accordance with the statutory guidance 'Keeping Children Safe in Education.'

This Policy and the Volunteer Agreement herein set out reasonable expectations; they are not intended to be legally binding, and those fulfilling volunteer opportunities will not be a worker for, or employee of, the Trust in their capacity as a volunteer.

2. Safeguarding Children and Young People

The Trust are committed to safeguarding and promoting the welfare of children and young people and require all volunteers to share this commitment.

If you wish to become a volunteer you will be subject to the vetting process and checks specified in section 6 below.

You will also be asked to enter into the Volunteer Agreement in Appendix B, and to adhere to safeguarding requirements at all times.

In accordance with the Academy's Child Protection Policy, a copy of which you will receive, if whilst volunteering you have any concerns in relation to the safeguarding of children or young people you should immediately notify the Academy's Designated Safeguarding Lead

or Deputy Designated Safeguarding Lead or in their absence the next most senior member of staff.

The Trust Speak Up Policy can be accessed on the Academy website and is available from the Academy Office. The Trust's Statement of procedures for dealing with allegations made against / low-level concerns raised in relation to staff, including supply teachers, volunteers and contractors is also available from the Academy Office.

3. Applying to become a volunteer

Any person wishing to become a volunteer should complete the volunteer application form in Appendix A. Governors, Trustees and Members should complete the appropriate application form provided by the Governance team. Applications can be submitted on a speculative basis or in respect of specific opportunities which have arisen.

Students in Higher Education who are being supported to volunteer as part of their studies should discuss any potential placement in advance of completing an application using this policy; approved placements will be subject to alternative arrangements under which the education provider will carry out the required vetting checks.

The information on the equality monitoring form is for equality monitoring purposes only. The form will be detached from your application and the information stored to enable monitoring and review of practices in relation to equality.

Any person wishing to become a volunteer will be required to adhere to the Volunteer Agreement in Appendix B. This Policy forms a part of the Volunteer Agreement.

4. Supervision

The Trust/Academy will not under any circumstances leave a volunteer unsupervised, unless they have been subject to the additional vetting checks required for a person to undertake regulated activity, (see below):

- Supervision will be carried out by a person who is in regulated activity, and has undergone an enhanced Disclosure and Barring Service (DBS) check and barred list check by virtue of this;
- The supervision will be regular and day to day; and
- The supervision will be reasonable in all the circumstances to ensure the protection of children.

5. Volunteer vetting process

The Trust has adopted a robust recruitment and vetting procedure in respect of volunteers.

5.1 Governors

Articles 78 and 80 of the Trust Articles of Association require all Governors at Schools within the Trust to undergo an enhanced DBS Check. All of the checks listed below in respect of supervised volunteers (more than one occasion a term) and volunteers who will be

undertaking regulated activity will also be undertaken and responses received before any Governor appointment may be confirmed.

5.2 Supervised volunteers (more than one occasion in a term)

The following checks must be carried out for supervised volunteers who are to volunteer on more than one occasion in a term, and satisfactory results must be received **before** any person will be permitted to engage in volunteer activity on a second occasion.

As such, if a person has already volunteered once in a term, then the checks must be undertaken and results received **before** they are permitted to be a supervised volunteer again.

The checks to be undertaken / obtained are as follows:

- Receipt of a completed and signed application form
- Receipt of a completed and signed Volunteer Agreement
- Receipt of two satisfactory references
- An informal interview to gauge the applicant's aptitude and suitability
- Where relevant, completion of a Disqualification Declaration
- Online search
- Verification of legal right to live and work in the UK (where relevant)
- Verification of Identity

The Trust may also determine that due to the frequency or nature of the supervised volunteer activities that are to be undertaken, an enhanced DBS check without a barred list check is required.

5.3 Volunteers who will be undertaking regulated activity

Under no circumstances will a person be allowed to volunteer and undertake regulated activity on any occasion, without all of the above checks having been undertaken and responses received, along with an enhanced DBS check which contains a barred list check.

5.4 Supervised volunteers (only one occasion in a term)

For supervised volunteers who are to volunteer on only one occasion in a term, having conducted an appropriate risk assessment, the person may be allowed to volunteer on the basis of the following checks being undertaken / obtained:

- Receipt of a completed and signed application form
- Receipt of a completed and signed Volunteer Agreement
- An informal interview to gauge the applicant's aptitude and suitability
- Where relevant, completion of a Disqualification Declaration
- Verification of legal right to live and work in the UK
- Verification of Identity

The checks and the results of the checks undertaken must be recorded on the Academy's Single Central Record.

If you volunteer to undertake regulated activity, or where it is considered that a DBS check is required, you will be asked to complete a Disclosure of Criminal Record Declaration Form.

Any information obtained for the purpose of vetting volunteers will be confidential, and relevant information relating to the checks stored and processed for that purpose and relevant safeguarding purposes only. The information will be stored and processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation. The Trust undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

6. Induction

Volunteers can expect to be provided with the following as part of their induction and the activity/ activities that they will be carrying out. Documents will usually be provided to volunteers in a digital format:

- Keeping Children Safe in Education Part 1: Safeguarding information for all staff
- A copy of this Policy including all appendices
- The Trust Safeguarding and Child Protection, Health and Safety, Speak Up, Online Policies
- A copy of the Trust Statement of procedures for dealing with allegations made against / low-level concerns raised in relation to staff, including supply teachers, volunteers and contractors and the Trust Code of Conduct
- Training and instruction with regard to how to safely and effectively carry out the activity/activities that they are to undertake
- The opportunity to ask any questions or to express any concerns that they may have
- The name of the person/s to inform should any concerns subsequently arise.

7. Health and Safety

The Trust has a Health and Safety Policy a copy of which will be provided to you at your induction. When volunteering it is the Trust's expectation that you will take reasonable care of your own health and safety and that of any person that may be affected by your acts and omissions (failure to act).

The Trust will ensure that volunteers are covered for insurance purposes in respect of personal injury, and the Trust also holds public liability insurance. The Trust insurance will not cover unauthorised actions or actions outside the Volunteer Agreement.

8. Data Protection and Confidentiality

When volunteering you may become aware of information relating to matters which are confidential, such as the attainment of pupils, their attitudes, behaviour and special needs, or information relating to other school staff. You must not relay anything confidential that you have seen or heard when volunteering. This includes relaying information to parents/carers, other members of the school community, the press or to the public, for example using social media. The Trust has well defined procedures for informing parents/carers of any concerns, and will be the first to discuss any concerns with them.

If you have any concerns in relation to the safeguarding of children or young people you should immediately notify the School's Designated Safeguarding Lead in accordance with section 1 of this Policy above.

9. Use of mobile phones and other electronic devices whilst volunteering

You will not be permitted to use your mobile phone whilst volunteering and must never seek to photograph or record images of pupils or staff on a mobile phone or any other device.

10. Sharing of personal information

You must never give any of your personal contact details to pupils and must never obtain or accept contact details from pupils.

11. Code of Conduct and Dress Code

When volunteering you will be representing the Trust and will be a role model for our pupils. You must adhere to the standards set out in the Trust Code of Conduct, a copy of which you will receive, and must dress in a manner which is appropriate for the volunteer activity you are carrying out; which is safe and appropriate dress for working with pupils.

12. Right to dignity and respect

All staff and volunteers are required to treat all adults and children that they come into contact with, during the course of their role with dignity and respect and are entitled to expect this in return.

The Trust procedure which can be used in circumstances where a volunteer wishes to make a complaint is set out below.

13. Complaints Procedure

If a volunteer or volunteer applicant wishes to make a complaint in respect of any aspect of their treatment by staff carrying out work for the Trust, their treatment by pupils or the application of this Policy, they should detail their concerns in writing and address them to the Headteacher.

Where the concerns relate to the Headteacher, they should be addressed to Head of Governance. In order to seek to resolve any concerns they must be raised in a timely manner. Complaints will be managed in accordance with the Trust Complaints Procedure, a copy of which can be obtained from the Academy.

14. Insurance

The Trust has insurance cover in place for volunteers. The insurance will not cover unauthorised actions or actions outside of the Volunteer Agreement. Volunteers will never be authorised to transport pupils in a vehicle which does not belong to the Trust, or to transport pupils in a vehicle that does. The Trust will not engage volunteer drivers.

15. Work Experience

Where work experience is requested by children aged 16 or under, who are in full-time education, the application form must be completed, and a letter of assurance is required before any work experience is undertaken. The referee in this case should only be accepted from the Headteacher of their current school. Should the school or educational institution request an example template for the letter of assurance, please contact the HR Department and a template will be provided upon request.

Once received, if any concerns have been raised within the Letter of Assurance, please contact the Head of Safeguarding and HR Director so this can be reviewed, and if required, a risk assessment be put in place.

Where an approved online work experience system captures and verifies all required personal, emergency contact, medical and SEND information, this system-generated confirmation may be accepted in place of the application form.

Where the approved online work experience system conducts the necessary placement checks and safeguarding checks, this system-generated confirmation may be accepted in place of the Letter of Assurance.

A DBS will not be a requirement for children aged 16 on the basis that they are still in full-time education and in year 11 until the 31 August. Any work experience requests for 16-year-olds from 1 September will require a DBS and will follow the standard Volunteering Policy procedures.

Any person wishing to complete work experience must also be provided with an induction on their first day, covering:

- An overview of the safeguarding procedures, as written in Section 4.4 of the Trust Safeguarding Policy
- Key Health and Safety training, including processes for signing in/out of the school and fire/emergency procedures
- The opportunity to ask any questions or to express any concerns that they may have
- The name of the person/s to inform should any concerns subsequently arise.
- Training and instruction with regard to how to safely and effectively carry out the activity/activities that they are to undertake

APPENDIX A - Volunteer Application Form

The Trust is committed to safeguarding and promoting the welfare of children and young people and requires all volunteers to share this commitment.

Any person wishing to volunteer will be subject to the Trust's vetting process as detailed in section 5 of the Trust Volunteer Policy.

Before completing this application please ensure that you have read the Trust Volunteer Policy and Agreement, and that you are able to satisfy the expectations and requirements stated.

Personal details

Full name and title	
Current address including postcode	
Contact telephone numbers	
Email address	

In the event of an emergency who should we contact on your behalf?

Full name and title	
Contact telephone numbers	
Relationship to you	

Supporting you

Do you consider yourself to have a disability?	**Yes No (please circle)**
If yes please describe	
If there are any areas of support or reasonable adjustments that you may require to enable you to volunteer please provide details:	

References

Before we engage volunteers who will carry out activities more than once a term, or who will be undertaking regulated activity, it is our policy to require the receipt of two references that are satisfactory. **If you are currently employed one of your referees must be your current employer.** The reference pro-forma in Appendix C of the Volunteer Policy will be used for the purpose of obtaining references.

Referee 1 **Full name and title**	
Position	
Relationship to you	
Address including postcode	
Email address	

Referee 2 **Full Name and title**	
Position	
Relationship to you	
Address including postcode	
Email address	

Please detail the types of volunteer activity you are able to undertake, and any particular skills, abilities, knowledge or experience that you may be able to contribute to enhance learning experiences and outcomes for pupils:

Please list your most recent educational institution (e.g. university, college, high school) and your 10-year employment history in reverse chronological order (most recent first) in the boxes below. Please include periods of full and part-time work, voluntary work and time spent in education or training. Give start and end dates, reasons for leaving employment and explanations for periods not in employment, education or training. The Trust recognises that not all individuals have a standard working pattern or history.				
Job title or education or training being undertaken. State whether part or full time.	**Date from: dd/mm/yyyy**	**Date to: dd/mm/yyyy**	**Full name and address of employer, educational institution or description of activity**	**Reason for leaving**

Please include a continuation sheet if necessary

Name		Signature	
Date			

APPENDIX B - Volunteer Agreement

The Trust Volunteer Policy forms a part of this Agreement. By signing this Agreement and undertaking volunteer activities for the Academy, you agree to adhere to all aspects of the Volunteer Policy and to comply with reasonable expectations therein. The Volunteer Policy and this Agreement set out reasonable expectations and are not intended to be legally binding. When fulfilling a volunteer opportunity you will not be a worker for, or employee of, the Academy.

As a volunteer the Academy will provide the following for you:

- An induction in accordance with section 6 of the Volunteer Policy, including training and instruction with regard to how to safely and effectively carry out the activity/activities you are to undertake
- A named supervisor/s
- Insurance cover (The insurance will not cover unauthorised actions or actions outside of this Agreement)
- The implementation of policies and practices to ensure your health and safety, and your right to dignity and respect
- The implementation of the Complaints Procedure in section 14 of the Volunteer Policy, if circumstances arise in which you wish to make a complaint in respect of any aspect of your treatment by staff carrying out work for the Trust, your treatment by pupils or the application of the Volunteer Policy.

In undertaking volunteer activities for the Academy, you understand and agree that you will act in accordance with the expectations of the Volunteer Policy and Agreement at all times. In particular you will:

- Fulfil your duty to safeguard and promote the welfare of children and young people at all times;
- Immediately report any safeguarding concerns including health and safety concerns that may arise;
- Treat information obtained from being a volunteer as strictly confidential, and not relay anything confidential that you have seen or heard when volunteering;
- Fulfil any volunteering opportunities that you agree to undertake, and where due to unforeseen circumstances this will no longer be possible, give as much notice of this to the Academy as you are able to;
- Follow reasonable instruction and ask for assistance if you are ever unsure regarding any aspect of the volunteer activities you are undertaking, or any concerns that you may have.

I understand and agree to the reasonable expectations in this Agreement

Name		Signature	
Date			

APPENDIX C - Volunteer Reference Request Pro-Forma

Dear [insert name],

Volunteer reference request

[insert name] has applied to undertake volunteer activities at [Academy name], and has named you as a referee.

The Trust welcome volunteers from the local community who are able to make a positive contribution to the Academy, by giving freely of their time and talents to enhance learning experiences and outcomes for pupils.

The Trust and the Academy are committed to safeguarding and promoting the welfare of children and young people and requires all volunteers to share this commitment.

The Trust and the Academy will only engage volunteers whom it is satisfied are willing and able to safeguard pupils, and to fulfil the expectations and requirements of the volunteer role that has arisen.

Opportunities to volunteer may arise in respect of a one-off activity, for example accompanying School visits, or may take the form of a more regular activity, for example listening to children read or becoming a member of the governing body.

We would be grateful if you could please take the time to provide the information below, to enable the Academy to consider whether [insert name] will be a suitable volunteer.

1. **Please describe your position, your relationship to the applicant and how they are known to you.**

2. **How long have you known the applicant?**

3. **Do you know of any reason/s why the applicant would not be suitable to work with children or young people? (please circle)**

Yes **No**

4. **If you have answered yes please state the reason/s below**

5. Please comment on the applicant's suitability to undertake volunteer work, and include any information that may be relevant to assist us in assessing the applicant.

I hereby certify that all of the information given by me on this form is correct to the best of my knowledge

Name		Contact number	
Signature		Contact number	
Date			

Thank you for taking the time to complete this reference. Please provide a contact telephone number/s to enable us to contact you if we have any questions in relation to the information you have provided.

The Trust is committed to equality of opportunity and values diversity. As such the accessibility of opportunities to volunteer will be managed, monitored and reviewed with due regard to the Equality Act 2010 and the Equality Duty.

APPENDIX D - Volunteer Checklist (for Academy use)

It is crucial that volunteers are made aware of and understand the Trust's expectations in respect of their conduct whilst volunteering.

Where you are responsible for the supervision of a volunteer, any failure by you to ensure their supervision may be considered a conduct matter to be managed in accordance with the Trust Disciplinary Procedure.

You must ensure that the appropriate vetting process set out in section 5 of the Volunteer Policy is adhered to.

The following checklist **must** be completed and signed by the person/s responsible for any volunteer **on each occasion**, and will assist you in safeguarding pupils, your colleagues, any other people who may come into contact with volunteer, and the volunteer themselves. Where each requirement is complete please tick; where not applicable state N/A. When complete please hand the checklist to the named person within the Academy.

Name of volunteer……..

Has the person volunteered on more than one occasion? Yes No (circle)

Volunteer activity/activities……

…….

…….

Name of person/s responsible for the volunteer and position/s on this occasion

……

……

Vetting requirements

All volunteers regardless of frequency or activity

Receipt of a completed and signed application form	
Receipt of a completed and signed Volunteer Agreement	
An informal interview to gauge the applicant's aptitude and suitability took place with [name]……..on [date]……	
Where relevant, completion of a Disqualification Declaration	
Online Search completed	
Verification of legal right to live and work in the UK (where relevant)	
Verification of Identity	

All volunteers who will be / are volunteering on two or more occasions in a term

Receipt of two satisfactory references	

Supervised volunteers where due to the frequency or nature of the work an enhanced Disclosure and Barring Service (DBS) check without a barred list check is required. Please note that you must not request a barred list check for a volunteer who will not be undertaking regulated activity.

Receipt of DBS check without a barred list check	

Volunteer who will be undertaking regulated activity

Receipt of DBS check with a barred list check	

<u>Induction</u> – All volunteers must be provided with the following:

Keeping Children Safe in Education Part 1 Safeguarding information for all staff	
The Trust Volunteer Policy including all appendices	
The Trust Safeguarding and Child Protection Policy	
The Trust Health and Safety Policy	
A copy of the Trust Statement of procedures for dealing with allegations made against / low-level concerns raised in relation to staff, including supply teachers, volunteers and contractors	
The Trust Code of Conduct for all Staff and Volunteers	
The Trust Speak Up Policy	
The Trust Online Policy	
Training and instruction with regard to how to safely and effectively carry out the activity/activities that they are to undertake	
The opportunity to ask any questions or to express any concerns they may have	
The name of the person/s to inform should any concerns subsequently arise	

When volunteering on a regular basis the volunteer should also be asked to complete appropriate Safeguarding and Prevent training. Consideration should also be given as to any further relevant information that the volunteer may require depending upon the nature of the activities they will undertake.

I confirm that I understand my responsibilities in relation to the above volunteer and that the information provided in this checklist is accurate.

Name		Position	
Signature		Date	

APPENDIX E - Risk Assessment for Volunteers

This risk assessment should be completed when considering whether a person working as a volunteer at the school should be asked to apply for an enhanced DBS certificate.

Name of Person:	
Is the volunteer in 'Regulated' activity? If 'yes', an enhanced DBS with Barred list check is required	YES / NO
Is the volunteer not in 'Regulated' activity? If 'yes', an enhanced DBS with Barred list check *may* be obtained	YES / NO

AREAS TO CONSIDER	
What is the age group of the pupils that the volunteer will work with?	
Are these pupils regarded as particularly vulnerable?	
How frequently will the volunteer be in school?	
What is the connection of the volunteer to the school?	
What motivates the volunteer to want to work in the school?	
Is the volunteer in paid employment or do they work in a voluntary capacity elsewhere with children?	
Can the volunteer provide at least one reference from someone other than a family member, including a senior person at the employment or voluntary service named above?	
What information does the school already know about the person?	
Has the person's identity been verified?	
Is the person signed up to the DBS Update Service?	
Has a check been completed on the DBS Update Service?	

Is the person aware of any reason why they should not volunteer to work with children?	
Is the school aware of any reason that the person should not work with children?	

DECISION – based on evaluating the above information collated

High Risk – the person has no previous connection with the school AND can not provide references from elsewhere. There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, the school should consider whether the person's uncorroborated background would raise an unacceptable risk.	
Medium Risk – The person can provide suitable references for other work with children (either paid or unpaid), they have a connection to the school, and no issues have come to light that would mean they would be unsuitable. There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, the school may wish to do so, as no enhanced DBS has be seen.	
Low Risk – The person is signed up to the DBS Update Service and the checks reveal no negative information OR The person is employed or volunteers elsewhere and has a recent enhanced DBS and can provide references OR the school knows the person well (eg. may be a former employee) There is no statutory reason why this person needs to apply for an enhanced DBS Certificate. However, unless the person uses the DBS Update service, the school may decide to obtain a new enhanced DBS.	

Decision	**Tick**
Application for enhanced DBS check is not needed. State reason(s) below:	
Application for an enhanced DBS check is needed. State reason(s) below:	
Application for an enhanced DBS check and a Barred List check is needed because the person is in Regulated Activity	

AUTHORISATION

Headteacher		Date	
HR Director		Date	
Head of Safeguarding		Date	