

Elmhurst School Volunteer Information Leaflet

An Academy of the Great Learners Trust

Thank You for Volunteering

We are delighted to welcome you as a valued member of our school community. Your time, energy, and enthusiasm make a real difference. Volunteers play a vital role in enriching the learning experiences and wellbeing of our pupils. This leaflet provides essential information to help you understand your role and support a safe, positive environment for everyone.

Our Safeguarding Commitment

Safeguarding and promoting the welfare of children is at the heart of everything we do. As a volunteer, you play a crucial role in this commitment. Always keep the best interests of the child at the centre of your actions and follow our safeguarding procedures at all times.

Before You Begin

Induction & Training

You will receive a thorough induction covering safeguarding, health and safety, and school policies relevant to your role. Additional training may be provided as needed.

DBS Clearance

To work unsupervised with children, you must have an up-to-date DBS (Disclosure and Barring Service) check.

Your Role and Responsibilities

- Arrive on time and inform the school if you are unable to attend
- Follow instructions from staff and ask questions if you are unsure
- Maintain confidentiality—do not share any personal or sensitive information about pupils or staff

- Do not share your personal contact details (phone number, address, social media, or personal email) with pupils
 - Treat all pupils, staff, and fellow volunteers with respect and kindness
 - Report any concerns about a child's welfare immediately to the Designated Safeguarding Lead (DSL)
 - Do not investigate concerns yourself or discuss them with the child
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Safeguarding Procedures

- If a child discloses information to you, listen calmly and reassure them without promising confidentiality
 - Record the details accurately and pass them to the DSL immediately
 - If you have concerns about the behaviour of any staff member, report these to the Headteacher. If your concern involves the Headteacher, contact the Chair of Governors via the school office
 - For more details, please refer to the Child Protection Policy available on the school website
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Practical Information

Signing In & Visitor Badges

- Sign in at the school office on arrival and wear your visitor badge visibly at all times
- Anyone not wearing a badge will be challenged and escorted to the office

Mobile Phones

- Mobile phone use is not permitted when working with children or during lessons.

Smoking

- Smoking is strictly prohibited anywhere on school premises

Health & Safety

- Familiarise yourself with emergency evacuation procedures and first aid arrangements
- Report any accidents, incidents, or hazards to the school office immediately

Refreshments

- Hot drinks may only be consumed in the staff room. Please do not carry hot drinks around the school

Parking & Accessibility

- Parking is available in the school car park. Reserved spaces can be arranged if necessary - please contact the school office

Toilets

- Visitor toilets are located opposite the school office door

Emergency Contacts

Designated Safeguarding Lead (DSL):

- Name: Christabel Bunce
- Role: Deputy Headteacher and SENDco



Deputy DSL:

- Name: Bindy Wright
- Role: Family Support Worker



Safeguarding Governor:

- Name: Simon Fletcher

Emergency Procedures

Fire Evacuation

- The fire alarm sounds as a constant siren.
- Leave the building immediately by the nearest safe exit and assemble at the main school playground.
- Do not re-enter the building until instructed
- Do not collect personal belongings or leave the premises until the all-clear is given

Lockdown Procedure

- The lockdown alarm sounds as an intermittent siren.
- On hearing it, follow instructions from staff immediately. Stay in the room you are located in or if you are outside, move directly to the nearest building and wait until the alarm stops.

Final Note

Your support makes a real difference to our school community. If you have any questions or need assistance, please do not hesitate to ask a member of staff or contact the school office.

Thank you for being part of Elmhurst School!