



VOLUNTEER HANDBOOK

2022



HOLY CROSS CATHOLIC PRIMARY SCHOOL

VOLUNTEER HANDBOOK

1. Introduction

Thank you for volunteering your time and enthusiasm to Holy Cross Catholic Primary School and its children and staff.

Volunteers have a very important role to play in bringing a range of skills and experience that can enhance and promote the learning opportunities that we offer to our pupils.

Our volunteers include:

- Members of the Governing Body
- Parents and grandparents of pupils
- Members of the parish
- Ex-pupils
- Ex-members of staff
- Students on work experience
- University students
- Local residents
- Friends and supporters of the school

The types of activities that volunteers engage in, include:

- Listening to pupils read
- Working with small groups of pupils to assist them in their learning
- Working alongside individual pupils
- Accompanying school visits
- Assisting with extracurricular activities
- Maintaining the school library

We hope this handbook will help you find your way around Holy Cross Catholic Primary School and inform you of some of its procedures and aims. However, there will be many areas for which you will require further information.

Please speak to the Headteacher or Assistant Headteacher if there is something you feel should be included in this document. We are constantly trying to improve our communication systems and this handbook will be updated regularly.

Finally, we are a friendly, supportive and hard-working team and we hope your time with us is both rewarding and happy!

2. Basic Information

Safeguarding is everyone's responsibility and we need to ensure everyone in the Holy Cross community is safe. All members of staff must wear their purple lanyards with photo ID attached at all times. This includes on trips/visits. All members of staff must sign in and out at the main office – this is kept on file daily for safeguarding Fire and health and safety requirements.

Headteacher	Mrs Beth Dyer
Assistant Headteacher	Mrs Sophie Collings
Reception Class Team	Mrs Sarah Wild Mrs Emma Rayner
Year 1 Team	Miss Imogen Hoar Miss Alanah Kingswell
Year 2 Team	Mrs Lucie Banks Mrs Ria McGrath
Year 3 Team	Miss Alice Sprake Mrs Colette Long
Year 4 Team	Mrs Jordan Albrighton
Year 5 Team	Mrs Mim Muncer Mrs Jackie Crouch
Year 6 Team	Miss Kathy Mather Mrs Rebecca Finch
SENCO	Mrs Sophie Collings
HLTA (PE)	Mr Joe McCormack
HLTA (Cover)	Mrs Lizzy Downey
Office Team	Mrs Kerrie Margetts – School Business Manager Mrs Jane Neill – School Administrator
Site Team:	Mark Wild – Site Manager Rebecca Hall – Cleaner
School telephone number:	01983 292885
Website:	www.holycrossrcpri.iow.sch.uk
Email:	admin@holycrossrcpri.iow.sch.uk
Times:	School starts at 08.45 am School finishes at 3.10 pm

3. Mission Statement

*To enable every child to discover their talents,
Realise their potential and achieve their dreams
By living, laughing and learning together,
Anchored in the love of Christ, always asking,
“What would Jesus do?”*

Our Core Values
Everyone at Holy Cross C.A.R.E.S.

CONFIDENT – ASPIRATIONAL – RESILIENT – ENQUIRING - SPIRITUAL

4. Becoming a Volunteer

Anyone wishing to become a volunteer, either for a one off event such as a school visit or on a more regular basis (e.g. to listen to children read), should approach the Class Teacher, the Headteacher or a senior member of staff for Volunteer Application Pack.

Volunteers should complete a Volunteer Application Form and the Volunteer Agreement which sets out the school's expectations of its volunteers and confirms that they have received a copy of this Agreement.

Regular volunteers will be asked to complete an enhanced DBS Check.

Once this has been completed, you will be invited to attend a short meeting with a senior member of staff to talk about how your skills and talents as a volunteer can be put to the best possible use to support the learning of the children. They will also explain the school's health and safety and safeguarding arrangements to you, and assign a member of staff to look after you when you are in school and to act as a point of contact for any questions or concerns you may have while you are volunteering in school.

5. Safeguarding

Holy Cross Catholic Primary School is committed to the safeguarding of pupils, young people and everyone who works here. It is of paramount importance. We expect volunteers to share this commitment and follow the policies and procedures in place to ensure the welfare of the children in our care.

When you join the Holy Cross team as a volunteer, one of the school's Designated Leaders for Safeguarding (DSLs) will talk to you about the school's procedures and what to do if you are concerned about a child's welfare. You will also find information about safeguarding and

who to speak to or contact if you have a concern in each classroom, and there is an information board in the staff room which contains safeguarding information.

The Designated Safeguarding Leads at Holy Cross are:



Miss Mather



Mrs Collings



Mrs Margetts



Mrs Banks

As a new face to the children, you may be in a position where a child discloses sensitive information to you.

You have a duty to pass this on to one of the DSLs, and there are a few 'Golden Rules' to follow should you find yourself in this situation:

- Listen to the child. Do not interrupt him/her.
- Do not ask any leading questions.
- Do not promise that you will keep it a secret.
- Go immediately to report what the child has said to one of the DSLs named above.
- As soon as possible write down what the child has told you in his/her words (we have confidential forms available in the Staff Room for this purpose).
- Do not speak with anyone else about what the child has disclosed to you.
- Follow up your concern with the DSL to whom you reported the incident. They may not be able to share any further details with you, but should be able to confirm that they have acted on the concern you raised.
- **If you still feel the child is in danger despite raising your concern you can refer the information directly by calling 0300 300 0117 yourself. This number is operational 24 hours a day.**

6. Confidentiality

We would ask that you treat any information that you learn as part of your role as a volunteer in school confidentially.

When you work as a volunteer in school, you may find that parents and carers approach you and ask questions relating to their own child. If this happens, please direct them to the class teacher who will always be happy to discuss any questions they may have.

7. Behaviour – Rewards and Sanctions

When you join the team as a volunteer, the member of staff assigned to look after you will explain the school's Behaviour Policy to you. This gives details of rewards and sanctions in place to ensure a productive learning environment for all children.

If you have any questions or concerns, please speak to the member of staff with whom you are working, or to the Headteacher or Assistant Headteacher.

8. Changing Children

If a child needs to be changed or washed following an accident, two adults should be present. At least one of the adults should be a member of staff.

9. First Aid Procedures

Any incident where a child is hurt should be referred to one of our trained first aiders. All staff are trained to give emergency first aid.

Report any incident in the first instance to the class teacher or teaching assistant.

First aid is only administered by qualified members of staff.

Any questions relating to first aid or medical issues should be addressed to one of the Appointed First Aiders.

The Appointed First Aiders are:

Mrs Kerrie Margetts

Mrs Jackie Crouch

Mr Joe McCormack

10. Medicines in school

No child is to keep medicines in their possession with the exception of self-administered asthma inhalers.

The school has a detailed policy on the administration of medicine. Any concerns should be directed to the school office.

11. Fire Procedure and Evacuation

Fire notices are displayed in every room and volunteers are expected to familiarise themselves with the procedure.

Practice fire drills are held termly.

12. Volunteers and other Visitors

- All volunteers should come to the main office entrance, report to the school administrator, sign in the visitor's book and wear an identification or visitor's badge.
- We ask and encourage volunteers to think carefully about their own safety.
- We ask that all volunteers wear identification badges at all times.
- All volunteers must ensure that people trying to gain entry to the school enter via the main entrance and sign in.
- We ask volunteers to let us know if they see anyone acting suspiciously near our school at any time.
- Volunteers should contact the School Office or a member of staff in an emergency.
- All external classroom doors should be closed during break times or when the classrooms are empty.
- Staff based in school are the only people who should be aware of the key pad entry code to the main front doors, and the key pad to the central corridor.
- We ask everyone to be patient – good security can be frustrating.

13. Staff Room

You are very welcome to use the staff room. The staff room is a place where school staff and volunteers should be able to relax. General school information will be displayed on the walls and the whiteboard. Such matters and any discussions you may have with staff should be treated confidentially.

As you provide invaluable support in a voluntary capacity, the Friends of Holy Cross have kindly agreed to fund teas and coffees for volunteers.

14. Volunteer Top Tips!

PLEASE DO ...	PLEASE DON'T
<ul style="list-style-type: none">• Enjoy working and playing with the children!• Be positive and praise the children.• Let the school office know if you are unable to make it into school.• Treat all of the children equally and with respect.• Expect to be treated with	<ul style="list-style-type: none">• Handle the children.• Discuss incidents, behaviour or a child's progress with parents or carers.• Enter the pupil toilets without another adult being present.• Be alone with a child.

<p>respect in return.</p> <ul style="list-style-type: none"> • Report any concerns you may have about child welfare to one of the DSLs. • Refer any behaviour management issues to the class teacher. • Speak to the class teacher if you have any general concerns. • If you have finished what you have been asked to do, please ask what you can do next – there will be plenty! • Speak to the Headteacher if you have a serious concern, or wish to discuss a whole-school issue. • Report any Health and Safety concerns to the Headteacher. 	
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--



HOLY CROSS CATHOLIC PRIMARY SCHOOL

SAFEGUARDING

CONFIDENT - ASPIRATIONAL - RESILIENCE - ENQUIRING - SPIRITUAL

**SAFEGUARDING IS
EVERYONES
RESPONSIBILITY**



SAFEGUARDING LEADS AT HOLY CROSS

Beth Dyer – Head Teacher and DSL

Email:

headteacher@holycrossrcpri.iow.sch.uk

Kerrie Margetts – School Business Manager
and DDSL Email:

fam@holycrossrcpri.iow.sch.uk

Kathy Mather – Year 6 Teacher/ Maths Lead
and DDSL Email:

kathy.mather@holycrossrcpri.iow.sch.uk

Lucie Banks – Year 2 Teacher/ Literacy Lead
and DDSL Email:

lucie.banks@holycrossrcpri.iow.sch.uk

Samantha Matthias – Safeguarding
Governor Email:

sam.matthias@holycrossrcpri.iow.sch.uk

AGENCIES:

Childrens Services

Professional's line – 0300 3000 901

Public line – 0300 3000 117

You can contact these numbers 24 hours a day. If you have concerns about a child in school and feel that they should be reported, talk to the DSL or a DDSL. If you are unhappy with their decision and feel that action should be taken, you are able to call the professional's line yourself.

If you see a child in public and are concerned for their safety, please call the public line. **In an emergency, call 999.**

LADO

Our Local Authority Designated Officers (LADOs) are Barbara Piddington and Mark Blackwell. They can be contacted via email or telephone;

child.protection@hants.gov.uk

01962 876364

Our safeguarding policy states that if you have any concerns about the Head Teacher, you should report them to the Chair of Governors (Frances Nunn) or to the LADO. If you are worried about the conduct of another member of staff or professional, discuss it with the Head in the first instance or the Deputy Head in the Head's absence. They may ask you to refer it to the LADO.

DASH (Domestic Abuse Support Hub)

WightDASH is a Domestic Abuse support centre that supports anyone who is in an abusive relationship. In school we are able to complete DASH referral forms and refer to the Risk Indicator Checklist as a guide. The DASH form and RIC must be completed with the individual who has disclosed domestic abuse (including honour-based abuse). If you receive a disclosure of domestic abuse from a parent/carer or a child, please discuss this with the DSL or DDSLs. The contact details for WightDASH are as follows; 01983 825981
wightdash.co.uk

Cause for concerns

If you have a cause for concern about a child, you need to inform the DSL or a DDSL verbally of your concern. If you are worried about the immediate safety of a child, report it straight away to the DSL or DDSL verbally so that the correct measures can be taken to safeguard the child.

Reporting causes for concerns should not be completed in front of the child and there should be no leading questions used to gain further information.

PREVENT

The Prevent duty requires all schools to "have due regard to the need to prevent people being drawn into terrorism", under the [Counter-Terrorism and Security Act 2015](#). The duty covers all types of extremism, whether political, religious or ideological. You need to protect pupils from the risk of radicalisation, as part of your wider safeguarding duties and duty to promote the spiritual, moral, social and cultural development of pupils. If you have any concerns about children being radicalised in anyway or hear any radicalised ideals from children, discuss these with the DSL, and they will decide whether to involve other agencies such as the LA, police, social services, or [Channel](#), the government's programme for identifying and supporting those at risk of being drawn into terrorism.