TRIMLEY ST. MARTIN

Volunteer Behaviour Policy

Trimley St Martin Primary School
Created September 2014
Updated September 2026

Trimley St Martin Primary School

Volunteer Behaviour Policy and Code of Conduct

1. Introduction

Trimley St Martin Primary School greatly values the time, commitment and experience that volunteers contribute to school life.

To ensure a safe, supportive and inclusive environment for all pupils, this Volunteer Behaviour Policy and Code of Conduct sets out the expectations for every person working in a voluntary capacity within the school.

Volunteers are an important part of the school community but are also adults working in a position of trust around children. Volunteers must therefore understand and follow the school's safeguarding, health and safety, confidentiality, behaviour, online safety and equality expectations.

All volunteers must read, understand and agree to this document before beginning their voluntary role.

The school will determine what safer recruitment checks are required for each volunteer, including the appropriate level of Disclosure and Barring Service (DBS) check, based on the nature, frequency and circumstances of the proposed activity. Changes to the definition of regulated activity from 1 September 2026 mean that supervised activity may no longer automatically fall outside regulated activity. The school will assess each volunteering arrangement accordingly.

Failure to follow the expectations set out in this policy may result in the withdrawal of the offer to volunteer. Where appropriate, concerns or breaches will be recorded and may be considered when responding to future employment, placement or reference requests.

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2. Purpose, Scope and Principles

This Code of Conduct provides clear guidance on the standards of behaviour expected of all volunteers.

Volunteers, like staff, act as **role models** and hold a position of **trust and influence**. Their behaviour can directly affect pupils' wellbeing, confidence, safety and understanding of appropriate behaviour and relationships.

This Code applies to:

- All volunteers supporting the school, including classroom, reading and activity helpers.
- Students or young adults undertaking work experience or higher education placements.
- Volunteers supporting school trips, visits, events or activities.
- Volunteers supporting breakfast club, after-school activities or other school provision.
- Any other person undertaking an unpaid role on behalf of or within the school.

Volunteers must maintain the highest standards of conduct to protect pupils, themselves and the school's reputation — both **in and outside school** and **online**.

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3. Setting an Example

3.1 Volunteers are expected to demonstrate respectful, professional, positive and inclusive behaviour at all times.

3.2 Volunteers must not use inappropriate, offensive, discriminatory, racist, homophobic, transphobic, sexist or otherwise prejudicial language or behaviour.

3.3 Volunteers should always act in ways that uphold the school's values and encourage pupils to do the same.

3.4 Volunteers must avoid any situation that could place themselves or a pupil at risk of an allegation of abuse, inappropriate conduct or a breach of professional boundaries.

3.5 Volunteers must follow the reasonable direction of school staff at all times.

Volunteers must not:

use physical punishment or physical intervention;
raise their voice aggressively at pupils;
impose their own disciplinary sanctions;
search pupils or their belongings;
remove pupils from lessons;
make decisions about consequences for pupil behaviour.

Any concerns about behaviour should be passed to the supervising member of staff.

3.6 Volunteers must model respectful communication and appropriate personal boundaries in accordance with the school's Positive Behaviour and Relationships Policy.

3.7 Volunteers must promote safe, responsible and inclusive behaviour, including when using technology or participating in online activities.

3.8 Volunteers must not develop relationships with pupils that could reasonably be considered inappropriate, overfamiliar or outside the boundaries of their role.

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4. Safeguarding

Safeguarding is everyone's responsibility.
The school follows the principles set out in **Keeping Children Safe in Education (KCSIE) 2026**. Volunteers must understand that safeguarding concerns can relate to abuse, neglect, exploitation, online harms, radicalisation, extremism, domestic abuse, peer-on-peer abuse, harmful sexual behaviour and other factors affecting a child's welfare.

Volunteers must:

- act in the best interests of children;
- maintain a child-centred approach;
- report concerns without delay;
- follow the school's safeguarding procedures;
- cooperate with safeguarding enquiries and investigations.

4.1 Designated Safeguarding Leads

The school's safeguarding team is:

- **Mrs Samantha Ross – Designated Safeguarding Lead (DSL)**
- **Mrs Joanna Matthews – Deputy DSL**
- **Ms Rowe – Deputy DSL**
- **Mrs Thornton – Deputy DSL**
- **Mrs Alicia Mann – Safeguarding Governor**

4.2 Reporting concerns

Volunteers must report **any safeguarding or welfare concern immediately** to the DSL or a Deputy DSL.
This includes concerns about:

- a pupil;
- another child;
- a member of staff;
- another volunteer;
- a visitor or contractor;
- a parent or carer;
- themselves.

Volunteers should never assume that somebody else will report a concern.
If a child is in immediate danger, the school safeguarding procedure must be followed and emergency services contacted where appropriate.

4.3 Disclosures

If a child makes a disclosure:

- listen calmly;
- allow the child to speak;
- do not investigate;
- do not ask leading questions;
- do not promise confidentiality;
- explain that the information may need to be shared to keep them safe;
- report the concern immediately to the DSL or Deputy DSL.

Volunteers should record what they have been told as accurately as possible and follow the school's safeguarding recording procedures.

4.4 Safeguarding training and information

Before commencing their role, volunteers will receive appropriate safeguarding information and will be expected to familiarise themselves with relevant school policies and procedures.
Depending on their role, volunteers may be asked to read:

- Child Protection and Safeguarding Policy;
- KCSIE 2026 – relevant information for their role;
- Health and Safety Policy;
- Positive Behaviour and Relationships Policy;

- Online Safety / Acceptable Use Policy;
- Volunteer Behaviour Policy and Code of Conduct;
- Allergy Safety Policy;
- Medical Conditions Policy;
- Emergency and evacuation procedures.

4.5 Volunteers and allegations
KCSIE 2026 makes clear that safeguarding concerns and allegations relating to **volunteers** must be taken seriously and managed through the school's safeguarding procedures.
Any concern about the behaviour of a volunteer towards a child must be reported to the Headteacher/DSL immediately.
This includes **low-level concerns**, including behaviour which may appear minor but which could indicate a pattern of inappropriate behaviour or blurred professional boundaries.
Examples may include:

- overfamiliarity with a pupil;
- inappropriate jokes or comments;
- unnecessary physical contact;
- favouritism;
- communicating with pupils outside the agreed role;
- giving personal gifts or money;
- seeking unnecessary personal information from pupils;
- inappropriate use of social media;
- attempting to establish a relationship with a pupil outside school.

A volunteer should also report any concern they have about their own behaviour or a situation in which they believe a professional boundary may have become unclear.

4.6 Position of trust
Volunteers are adults working in a position of trust around children.
They must therefore maintain appropriate professional boundaries at all times and must never exploit their position of trust.

4.7 Never working alone
Volunteers must not place themselves in a situation where they are alone and unobserved with a pupil.
If a situation arises where a volunteer is unexpectedly alone with a child, they should move to an appropriate open or observable space and inform a member of staff.
The school will determine appropriate supervision arrangements based on the volunteer's role and the nature of the activity.

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5. Pupil Development

5.1 Volunteers must support school policies that promote the wellbeing, learning, development and inclusion of all pupils.

5.2 Volunteers must work collaboratively with teachers, support staff and other professionals in the best interests of pupils.

5.3 Volunteers must follow reasonable instructions from the class teacher or school leaders.

5.4 Volunteers must recognise that pupils have different needs and experiences and must treat all children fairly and respectfully.

5.5 Volunteers should adapt their communication appropriately when supporting pupils with SEND, disabilities, medical conditions or additional needs.

5.6 Volunteers must not make assumptions about a pupil's needs, diagnosis, family circumstances or behaviour.

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6. Allergy Safety and Medical Needs – Benedict's Law

The school recognises its strengthened legal duties regarding allergy safety under the Children's Wellbeing and Schools Act 2026 and associated statutory allergy safety guidance, commonly referred to as Benedict's Law.

Allergy safety is a whole-school responsibility.

Volunteers must:

- take information about pupil allergies seriously;
- follow the school's Allergy Safety Policy and Medical Conditions Policy;
- follow the instructions contained within relevant Individual Healthcare Plans;
- never give food or drink to a pupil unless this is authorised and appropriate;
- never share food with pupils;
- never bring food into school without following school procedures;
- report any accidental exposure, suspected allergic reaction or near miss immediately;
- know how to summon help in an emergency;
- follow staff instructions during an allergic reaction or medical emergency.

Volunteers must not administer medication, including adrenaline auto-injectors, unless they have been specifically authorised and appropriately trained to do so in accordance with the school's procedures.

Volunteers should understand that pupils with allergies must be included fully in school activities, trips and events and should not be unnecessarily excluded because of their medical needs.6.1 Volunteers must act with honesty and integrity at all times.

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7. Health, Safety and Emergency Procedures

Volunteers must follow the school's Health and Safety procedures and all reasonable instructions from staff.
Volunteers must:

- report hazards, accidents and near misses immediately;
- follow fire evacuation procedures;
- follow lockdown and emergency procedures;
- wear any required identification or visitor/volunteer lanyard;
- remain within authorised areas;

- never interfere with safety equipment;
- follow instructions during emergency situations.

Volunteers must not attempt to manage an emergency independently where school staff or emergency services should be involved.

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8. Terrorism, Security and Emergency Preparedness – Martyn's Law

The **Terrorism (Protection of Premises) Act 2025**, commonly known as **Martyn's Law**, establishes requirements intended to improve protective security and preparedness against terrorist attacks.
The substantive legal duties are subject to an implementation period and are not yet fully in force. The school will continue to monitor official guidance and update its procedures as required.
Volunteers must nevertheless follow the school's existing security and emergency procedures, including:

- signing in and out;
- wearing the appropriate visitor/volunteer identification;
- not allowing unauthorised persons to enter the premises;
- challenging or reporting concerns about unfamiliar or suspicious persons;
- keeping external doors and gates secure;
- following evacuation, lockdown and communication procedures;
- reporting suspicious items, vehicles or behaviour immediately;
- following instructions from school leaders and emergency services.

Volunteers must not share information about the school's security arrangements, emergency procedures or vulnerabilities outside the school unless authorised to do so.

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9. Honesty and Integrity

9.1 Volunteers must act with honesty and integrity at all times.

9.2 Volunteers must use school property, materials, equipment and facilities appropriately and only for authorised purposes.

9.3 Volunteers must not remove school property without permission.

9.4 Volunteers must not handle school funds, pupil money or confidential financial information unless specifically authorised and supervised by a member of staff.

9.5 Volunteers must not accept or give gifts to pupils unless this has been authorised by the school.

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10. Conduct Outside School.

10.1 Volunteers are expected to understand that their role places them in a position of trust and that inappropriate conduct outside school may affect their suitability to volunteer.

10.2 Conduct which raises a safeguarding concern or could seriously undermine trust in the volunteer's suitability to work with children may result in the volunteering arrangement being reviewed or withdrawn.

10.3 Volunteers must not identify or discuss pupils, confidential school matters or safeguarding concerns on social media or other public platforms.

10.4 Volunteers must not post photographs or videos of pupils, staff or school activities on personal social media.

10.5 Volunteers should not identify Trimley St Martin Primary School as a place where they volunteer on public profiles where doing so could compromise professional boundaries or the safety of pupils.

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11. Confidentiality and Information Sharing

Volunteers may have access to sensitive information about pupils, families or staff.

11.1 Confidential information must only be shared with staff who have a legitimate professional reason to receive it.

11.2 Volunteers must not discuss pupils, families, staff or incidents outside school.
This includes conversations with:

- other parents or carers;
- friends;
- relatives;
- other volunteers;
- members of the local community;
- social media contacts.

11.3 Volunteers must understand that **data protection is not a barrier to appropriate safeguarding information sharing**.
Where information needs to be shared to protect a child, the volunteer should immediately speak to the DSL or supervising member of staff.

11.4 Volunteers must not take copies of school records, pupil information or confidential documents away from school.

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12. Online, Digital Safety and Artificial Intelligence

Volunteers must use technology responsibly and follow the school's Online Safety and Acceptable Use arrangements.

Volunteers must not:

- use personal mobile phones, cameras or recording devices to photograph or record pupils;
- contact pupils through personal social media accounts;
- communicate with pupils using personal email, messaging services or gaming platforms;
- connect with pupils through personal social media;
- upload pupil information, photographs or school documents to personal accounts;
- share confidential school information using online services;
- use generative AI tools to process, upload or generate content containing identifiable pupil, family or staff information;

- enter confidential school information into ChatGPT or other generative AI tools;
- create or share AI-generated content about pupils, staff or school incidents without explicit school authorisation.

Any use of AI on behalf of the school must comply with school policy, data protection requirements and relevant DfE guidance.

Volunteers must immediately report any online safeguarding concern, harmful content or inappropriate digital behaviour involving a pupil or adult to the DSL or supervising member of staff.

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13. Equality, Inclusion and Professional Boundaries

13.1 Volunteers must treat every pupil with dignity, respect, fairness and understanding.

13.2 Discrimination, stereotyping, prejudice or bias will not be tolerated.

13.3 Volunteers must respect pupils' differences, including disability, SEND, race, culture, sex, religion or belief, sexual orientation and other protected characteristics.

13.4 Volunteers must maintain appropriate professional boundaries with pupils, parents and carers.

13.5 Volunteers should avoid developing personal relationships with pupils or parents outside the volunteering role where this could compromise professional boundaries.

13.6 Volunteers must not:
- give personal gifts or money to pupils;
- invite pupils to their homes;
- offer pupils lifts in their personal vehicles;
- arrange private tuition or childcare with pupils they meet through the school;
- communicate privately with pupils;
- establish personal social media relationships with pupils.

Any exceptional circumstance must be discussed and authorised by the Headteacher.

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14. Mobile Phones and Personal Devices

Volunteers must keep personal mobile phones and other devices away while working with pupils unless there is an agreed work-related reason for using them.

Personal devices must not be used to:

- photograph or record pupils;
- record conversations with pupils or staff;
- access personal social media;
- communicate privately with pupils;
- store pupil information.

Where a volunteer needs to make an urgent personal call, they should do so away from pupils and, where possible, inform the supervising member of staff.

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15. Whistleblowing and Raising Concerns

Volunteers have a responsibility to raise concerns if they believe that a child is at risk or that safeguarding procedures are not being followed.

Concerns should normally be raised with:

- The Designated Safeguarding Lead;
- A Deputy DSL;
- The Headteacher.

If a volunteer believes that they cannot safely raise a concern through these routes, they should follow the school's whistleblowing arrangements and seek appropriate external advice.

Volunteers must never be penalised for raising a genuine safeguarding concern in good faith.

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16. Breaches and Actions

Failure to meet these standards may result in:

- additional guidance or supervision;
- a formal discussion with the volunteer;
- suspension from volunteering while concerns are considered;
- withdrawal of the volunteering opportunity;
- referral to safeguarding agencies, the police or other relevant authorities where appropriate.

Any safeguarding allegation or concern will be managed in accordance with the school's safeguarding procedures and relevant statutory guidance.

The school will keep appropriate records of concerns and actions taken in accordance with safeguarding and data protection requirements.

Where a volunteer subsequently requests a reference, the school may need to consider relevant documented conduct or safeguarding matters when responding, subject to legal and data protection requirements.

Serious safeguarding concerns may be referred to the appropriate external agencies.

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17. Declaration

I confirm that I have read and understood Trimley St Martin Primary School's **Volunteer Behaviour Policy and Code of Conduct – September 2026**.

I understand that:

- I am in a position of trust when volunteering in school;
- safeguarding is everyone's responsibility;
- I must report concerns immediately;
- I must maintain appropriate professional boundaries;
- I must follow school policies and staff instructions;
- I must maintain confidentiality;
- I must follow the school's allergy, medical, health and safety and emergency procedures;
- I must use technology and social media responsibly;
- failure to comply with this Code of Conduct may result in my volunteering role being withdrawn.

Name:

Signature:

Date:

DSL / Headteacher signature following induction:

Date:

Volunteer Induction Checklist

Area	Completed	Date/Initials
Volunteer application completed	☐	
References received and checked	☐	
Appropriate DBS check completed/confirmed	☐	
Safeguarding information provided	☐	
KCSIE 2026 information provided	☐	
Child Protection and Safeguarding Policy read	☐	
Volunteer Behaviour Policy read and signed	☐	
Health & Safety procedures explained	☐	
Fire evacuation procedures explained	☐	
Lockdown/security procedures explained	☐	
Allergy Safety Policy / Benedict's Law information provided	☐	
Medical needs / emergency procedures explained	☐	
Online Safety / Acceptable Use expectations explained	☐	
Confidentiality and data protection explained	☐	
Professional boundaries explained	☐	
Reporting concerns / low-level concerns explained	☐	
Whistleblowing arrangements explained	☐	
Martyn's Law / emergency security expectations explained	☐	
Volunteer lanyard / identification issued	☐	

Induction completed by: _____

Date: _____