



Volunteer and Visitor Code of Conduct

September 2018

St. Osmund's
Catholic Primary
School

Approved: 1st September 2018

Review Timescale: Annually

Reviewed: Next review September 2019

Reviewed by: Headteacher

St Osmund's Catholic Primary School
Love for God ~ Love for Each Other ~ Love for Learning

St Osmund's Catholic Primary School

Code of Conduct for Safer Working Practice

CODE OF CONDUCT AND PROTOCOLS FOR VOLUNTEERS, VISITORS AND OTHER ADULTS

Section A: Code of Conduct - Introduction

1. What is it and who does it apply to?
2. General principles
3. What are your responsibilities?
4. Confidentiality
5. Equality
6. Gifts
7. Speaking to the media
8. Misconduct

Section B: Guidance for Safer Working Practice and Child Protection

1. Introduction
2. Basic principle
3. Obligations of all staff, volunteers and visitors to the school
4. Physical contact
5. One-to-one situations
6. Information Sharing
7. Medicines for personal use
8. Alcohol and substance misuse
9. Whistle blowing
10. Partisan political views

Section C: Responsible Internet Use and Secure Data Handling

1. Overview and definitions
2. Responsible use of the internet and emails
3. Social networking sites
4. Use of mobile phones, cameras and recording devices
5. Cyberbullying
6. Virus Protection

Section E: Health & Safety and related procedures

1. Health and Safety – key points
2. Physical Intervention and searching pupils

Section F: School policies and procedures and other key documents

The school has a number of policies that support our 'Code of Conduct' and the key ones are listed below. You can read or download copies from our school website, or alternatively, hard copies are also available from the school office.

Key School Policies

- School Behaviour Policy
- Child Protection Policy
- Health & Safety Policy
- Home School Agreement
- Intimate Care Policy/Procedure
- On-Line Safety Policy

- Secure Data Handling Policy
- Single Equality Policy
- Use of Force to Control or Restrain Pupils
- Whistle Blowing Policy

Finally, you should also have received a copy of our 'Safeguarding Policy' which will provide you with further important information including more details on our Child Protection procedures.

If you have any questions regarding the content of this Code of Conduct, our Handbook or our any area of school practice, please talk to the Finance Officer/School Office or the Headteacher for clarification.

Section A: Code of Conduct - Introduction

1. What is it and who does it apply to?

- This Code of Conduct has been produced to help establish the safest possible environment both for children and adults. It aims both to safeguard children and reduce the risk of any false allegations being made against those adults working with children.
- It applies to all adults working in or visiting our school, be it in a voluntary capacity, as a visitor, a contractor or someone on work experience or student placement.
- This guidance **cannot** provide an exhaustive checklist of what is, or is not, appropriate behaviour. However, it does highlight behaviour that is illegal, inappropriate or inadvisable.

2. General principles:

- There will be occasions when adults have to make decisions or take action which could contravene guidance or where no guidance exists. When working with children, the decisions you make need to be in the best interests of the child and be able to be perceived and judged as responsible.
- If you are ever in a situation where you have to act in a way that contravenes guidelines, it is important that you record the event and inform either the Head Teacher or Deputy Head Teacher as soon as possible.
- As an adult working in or visiting our school, you are in a position of trust in relation to the children in your care. You must not use this position in any way that compromises the safety of the child, intimidates, threatens or coerces a child, or promote any kind of relationship that is inappropriate.
- All adults working with children act as role models for the children. It is important therefore that they adopt high standards of personal conduct in order to maintain the respect and confidence of the children.
- The public is entitled to expect the highest standards of behaviour from all adults who work in school.
- You are trusted to act in a way which promotes the school's interests and protects its reputation.
- You are accountable for your actions and should ask the Head Teacher, Deputy Head Teacher or Inclusion Leader for advice if you are not sure of the appropriate action to take.

3. What are your responsibilities?

- You are required to:
 - read this 'Code of Conduct';
 - ensure you understand it;
 - ask if there are any points that are unclear;
 - use this code of conduct, alongside a copy of our School Handbook and other school policies, to guide you in your role.

4. Confidentiality:

- Visitors to the school may have access to or overhear information about pupils that is confidential or sensitive. All adults are expected to treat any such information as confidential and, if they have any concerns, they need to discuss them with either the Head Teacher or Deputy Head Teacher.
- You must take all reasonable steps to ensure that the loss, destruction, inaccuracy or improper disclosure of information does not occur as a result of your actions. This includes information relating to school business and pupil data.
- Confidential information, belonging to the school, should not be disclosed to any person not authorised to receive it.
- Any information obtained whilst at school should not be used to cause damage to the school or for personal gain or benefit. Nor should you pass information on to others who may use it in such a way.

- Should you become aware that an employee of the school who is the subject of an allegation of a criminal offence, it is a criminal offence to disclose the identity of that employee or information that could lead to their identification until they are charged with that offence.
- 5. Equality:**
- The school is firmly committed to the principles of equality and diversity and has a positive duty to promote these within the community it serves.
- 6. Gifts:**
- There may be times when children wish to pass on small tokens of appreciation to the adults that work with them – especially at the Christmas or the end of the year as a 'thank-you'. However it is unacceptable either to give or receive gifts on a regular basis or of any significant value. If you are in any doubt, please speak to a member of the senior management team.
- 7. Speaking to the media:**
- Any approaches regarding school related issues from all press, radio or TV stations or specialist press must be directed to the Head Teacher.
- 8. Misconduct:**
- All adults should conduct themselves in a professional manner at school. Serious misconduct and/or criminal offences committed during or outside school which brings them or the school into disrepute will be the subject of an inquiry and may result in the person concerned being banned from the school premises and the incident being reported to the police.

Section B: Guidance for Safer Working Practice and Child Protection

1. Introduction:

- This section provides a guide for adult in schools (including individuals on work experience, volunteers and visitors) about acceptable and desirable conduct to protect both adults and pupils.
- It is based upon the DCSF document '[Guidance for Safe Working Practice for Adults Who Work with Children and Young People](#)' (2015), in which you can find useful examples of acceptable and unacceptable conduct, together with discussion of the issues raised.
- All adults who visit the school on a regular basis need to be aware of the school's Child Protection Procedures. If you are not a full time member of staff but work in the school or are a parent/carer volunteer you should also receive a copy of our School Handbook, which outlines these procedures and should make yourself familiar with them. If you have not, please ask **the Headteacher**. All adults in the school should know the name of the Designated Safeguarding Lead and their Deputy:
 - **Designated Safeguarding Lead: Richard Sanderson**
 - **Deputy Designated Safeguarding Lead: Tamara Sterck and Philippa Sambrook**
 - **Designated teacher for Looked After (and previously looked after) Children: Philippa Sambrook**
- All adults in the school must be familiar with the school's Child Protection Policy, and understand their responsibilities to safeguard and protect children and young people.

2. Basic principles:

- All adults in our school are responsible for their own actions and behaviour and should avoid any conduct which would lead a reasonable person to question their motivation or intentions.
- All adults in our school must work and be seen to work in an open and transparent way.
- Adults should discuss and/or take advice promptly about any incident which could give rise to concern to ensure that such situations can be handled promptly and sensitively.

3. Obligations of all adults, volunteers and visitors to the school:

- Behave in a mature, respectful, safe, fair and considered manner. For example, you must ensure that you:
 - are not sarcastic, and do not make remarks or 'jokes' to pupils of a personal, sexual, racist, discriminatory, intimidating or otherwise offensive nature
 - do not embarrass or humiliate children
- Do not discriminate favourably or unfavourably towards any child. For example:
 - treat all pupils equally – never build 'special' relationships or confer favour on particular pupils
 - do not give or receive (other than token) gifts unless arranged through school
- Ensure that your relationship with pupils remains on a professional footing. For example, you must:
 - only touch pupils for professional reasons, and when this is necessary and appropriate for the pupil's wellbeing or safety (more guidance on this is set out in the DfES Guidance for Safe Practice referred to above and in point 4 below)
 - do not behave in a way that could lead a reasonable observer to question your conduct, intentions or suitability to care for other people's children not make arrangements to contact, communicate or meet with pupils outside your work (this includes use of email, text and other messaging systems)
 - do not develop 'personal' or sexual relationships with pupils. In particular your attention is drawn to the provisions of the Sexual Offences Act 2003, which creates a criminal offence of abuse of a position of trust (when a person aged 18 or over is in a 'position of trust' with a person under 18 and engages in sexual activity with or in the presence of that child, or causes or incites that child to engage in or watch sexual activity).
- As a general principle, when thinking about taking any course of action with a pupil or other child, adults should ask themselves the following questions:
 - Is this needed to meet the pupil's needs?
 - Is there a professional reason for me to do it?
 - Can I do it in a way which is safe for both the child and for me?
- Only if the answer to all three questions is YES should the adult take the course of action.

4. Physical contact:

- There are occasions when it is entirely appropriate and proper to have physical contact with children, such as when a distressed child needs comfort or reassurance. You need to be aware, at all times that such contact is neither threatening nor intrusive, or could be subject to misinterpretation. It is important that any contact is in the public arena and not behind closed doors. It is not appropriate to indulge in horseplay, tickling or fun fights.
- Great care should be taken when trying to move or shepherd children around or in efforts to gain their attention. Children should not be poked or pushed in a particular direction. For your own protection, it is advisable to avoid any physical contact in such situations that might be open to misinterpretation.
- If you have any concerns about an incident that has taken place, please talk to **the Headteacher**.
- Unless you have received restraint training, please do not try to restrain a child unless it would be dangerous to do nothing. Numerous members of staff have been trained and it would be more appropriate for you to alert teaching staff as opposed to intervening yourself. In the event of an emergency you need to notify the office of a 'red card' incident. (Also see point 2 in section D below regarding the use of physical restraint).

5. One to one situations:

- Adults working with children in one-to-one situations may be more vulnerable to allegations. It is therefore in your best interests to avoid working with a child in a remote or secluded area of the school.

6. Information sharing:

- Once you have reported any concerns regarding a child and their well-being, information will only be shared on a 'need to know basis' for the protection of that child.

7. Medicines for personal use:

- All adults must ensure that any medication they need to bring into school for their own personal use is kept securely and out of the reach of children.

8. Alcohol and substance misuse:

- Consumption of alcohol or substance misuse on the school premises is detrimental to performance and incompatible with good practice in terms of health. No one should turn up for work whilst still under the effects of alcohol, drugs or other misused substances.

9. Whistle blowing:

- All adults working at the school should be able to voice their concerns, made in good faith, without fear of repercussions. Should you have any concerns about something that you have witnessed or seen in school, you must feel free to bring it to the attention of either the Head Teacher or Deputy Head Teacher. This is especially important where you believe the welfare of a child or children to be at risk.

10. Partisan Political Views:

- As a school we are required not to promote any partisan political views in the teaching of any subjects. Where political issues are brought to the attention of pupils, reasonably practicable steps will be taken to offer a balanced presentation of opposing views to pupils.
- We are required to promote the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs.

Section C: Responsible Internet Use and Secure Data Handling

1. Overview and definitions:

- We expect all users to use technology, both that belonging to the school or their own, responsibly and strictly according to the protocols detailed in this 'Code of Conduct'.
- These protocols apply to all users whether they are paid, contracted or volunteers.
- Technology means any device that provides a connection to the internet, internal network or standalone devices.
- A device loaned to you by the school for an education related purpose remains the property of **St Osmund's Catholic Primary School**. The device must remain in your possession should only be used by you and should be securely stored when not in use.
- Only approved user devices may connect to the school network by prior agreement.
- The school's policies regarding the appropriate use and sharing of information apply to school and privately owned devices. Use of any device must adhere to data protection, online safety and health and safety rules.
- A device connecting to the school network may be configured with certain restrictions in place. Any settings that are passcode protected must not be changed.
- Insurance cover provides protection for school owned devices from the standard risks whilst the device is on site or in your home **but excludes** theft from a car or other establishment. Should the device be left unattended and is stolen, you will be responsible for its replacement.
- Privately owned devices remain the responsibility of the owner and will not be covered under the school insurance policy.
- Any reference to use of the internet in this document also includes the school's related websites and the school's internal intranet.
- The school is able to monitor all internet activity and if inappropriate use is suspected or comes to light, further investigation may be undertaken and the police may also be notified where it is felt that there might be the need for a possible criminal investigation.
- Data refers to electronic and/or paper copies of data

- In the event that the rules and protocols as outlined in this document and the school's policies are breached, your network access will be suspended immediately and any device removed. Other consequences may follow and, if an incident is considered to be an offence under the 'Computer Misuse Act' or the 'Data Protection Act' further investigation by the police may be required.

2. Responsible use of the internet and emails:

- You must not send emails that could damage the reputation of the school.
- You must not read other people's emails without their permission.
- There are no circumstances that will justify adults making, downloading, possessing or distributing indecent images of pseudo-images of children (child abuse images). Accessing these images, whether using the school's equipment or personal equipment, on or off the premises, or making, storing or disseminating such material is illegal.
- Do not deliberately visit, view, download or circulate material from any website containing material which is offensive, obscene or indecent in any way e.g. pornographic, sexist, or racist, etc. If you unintentionally access such a site you must disconnect from the site immediately and inform a member of the SLT by telephone, otherwise this could be seen as a breach of this protocol, which could lead to further investigation.
- Under no circumstances should any adult use the school's equipment to access pornography and personal equipment containing pornography or links to it should never be brought into the workplace
- You must adhere to copyright laws and if in any doubt, ask a member of the SLT.

3. Safer social media practice and online behaviour

- Social media is the term commonly used for websites that allow people to interact with each other in some way (e.g. Facebook, blogs, Twitter) and also applies to the use of communication technologies such as mobile phones, cameras, PDAs/PSPs, tablets or other handheld devices and any other emerging forms of communication technologies.
- Commenting in public areas (e.g. 'walls', forums, groups etc.) in social networking sites is the same as publicly speaking amongst the school and wider community. Any comments and messages sent using social networking sites that could bring the school into disrepute will be treated very seriously and would result in you being excluded from working in the school in any capacity.
- We accept that parents/carers volunteers who work at our school will inevitably socialise outside of school with other parents/carers whose children are at our school. It is important that confidentiality regarding events that happen at school is considered at all times. Social networking sites have the potential for the discussion of confidential or inappropriate information and we ask that all volunteers do not put anything on their site either about employees or pupils at the school. If you are concerned about any events that occur at school, you are requested to speak directly to the Head Teacher or Deputy Head Teacher.
- As an adult working or volunteering at our school, you are expected to conform to the ['Wiltshire Safeguarding Children's Board Social Networking Policy'](#).
- Should the school become aware of any misuse of social media we would have no option but to disperse with your services.

4. Mobile devices (including bring your own device –BYOD):

- Mobile devices refer to any device that provides access to the internet or internal network for examples tablets (Apple, Android, Windows and other operating systems) e-readers, mobile phones, iPads, iPod touch and digital cameras.
- Adults should be provided with school equipment for the taking of photos or videos of pupils linked to an educational intention. No one should use their own devices for such purposes, except in exceptional circumstances when a member of the SLT should be informed as soon as practicably possible. In addition, school equipment is not for personal use.
- Supply staff, visitors and volunteers (including students on work experience) should not have their mobile phones on in the classroom during lessons. Personal mobile phones, personal

cameras and recording equipment should not be used to take photographs or videos of children whilst you are on the school's premises in capacity as a volunteer or visitor.

- Personal mobile phones or devices should not be used to contact children, young people and their families within or outside the setting in a professional capacity and volunteers should not give parents/carers and/or pupils their personal mobile (or landline numbers) in order to facilitate such contact.

5. Cyberbullying:

- Cyberbullying can be defined as 'the use of modern communication technologies to embarrass, humiliate, threaten or intimidate an individual in the attempt to gain power and control over them'.
- If you are subjected to any form of cyberbullying, records should be kept of the abuse (e.g. texts, emails, website messages) and where possible take screen prints and log dates, place and time.
- Adults are encouraged to report all incidents of cyberbullying to a member of the SMT. All incidences should be taken seriously.

6. Virus protection:

- To avoid the spreading of viruses you must:
 - seek guidance from the person responsible for data protection if you need to download software from the internet
 - only use data devices (e.g. memory sticks or CDs brought in by children) that have first been scanned by the school antivirus software
 - be aware that the spreading of viruses is also subject to prosecution under 'The Computer Misuse Act' 1990.
- If it appears that a virus has infected a computer you must:
 - immediately inform the school's IT technician
 - you must disconnect the computer from the SMART board (if relevant)
 - leave the computer running so that the school's IT support can access the computer remotely
 - not use your computer until IT support have advised you that is okay to use.

Section D: Health and Safety and related procedures

1. **Health and Safety:** You are expected to take care of your own health and safety and work in way that does not put yourself or others at risk. The school has a detailed Health and Safety Policy and you can obtain a copy from the school office. We would like to draw your attention to the following key points:
 - **Electrical equipment:** Please do not bring your own electrical equipment into school unless it has been PAT tested (or is less than 12months old). If you do bring your own equipment in we would need evidence that testing is up to date or the piece of equipment is less than 12 months old before you can use it.
 - **Manual handling:** You must not attempt to lift, support or move any load if you have any doubt about your ability or the means to do it safely. Pupils should normally only assist in manual handling where linked to educational activities and then only under the supervision of an adult. Mechanical aids (i.e. sack trucks and trolleys) are available.
 - **Working at height:** Please do not use desks or chairs to climb on in order to reach items or put up any displays.
 - **Housekeeping:** Please help to keep all areas free from trip hazards. Trailing cables are to be avoided except in very temporary circumstances, when visual attention must be drawn to them. Please report any defective equipment, furniture or lighting to the office as soon as possible.
 - **Slips, trips and falls:** In order to reduce the likelihood of slipping or falling, spillages should be cleared up as soon as possible and if you are not able to do it, please ensure that someone in the office is informed. If you discover any hazards that you believe might cause injury

(e.g. breakages, unstable pavements etc.) please report them to **the school Office (Finance Officer)** as soon as possible.

- **Injury:** If you suffer an injury of any kind, please ensure that you report it to the school office as you may be required to complete a form.
- **No Smoking:** The school operates a non-smoking policy and no one is allowed to smoke on the premises, including in the playground or car park. This restriction also applies to 'E' cigarettes (vaping).

2. Physical Intervention and searching pupils: The school has a detailed policy regarding the use of physical restraint, the key points of which are given below:

- In all our dealings with children we seek to minimise the need for physical intervention by adopting good working practices which reflect our ethos however, there may be times when it is unavoidable.
- All adults may use reasonable force to intervene in emergency situations or defend themselves in circumstances where they have a genuine fear of being injured – this is known as 'unplanned' intervention.
- Only staff who have been specifically authorised and trained may engage in 'planned physical intervention'.
- 'Reasonable force' means using no more force than is needed in the circumstances.
- Schools can use reasonable force to:
 - prevent pupils from hurting themselves or others, from damaging property or from causing disorder
 - prevent a pupil behaving in a way that disrupts a school event or a school trip or visit
 - prevent a pupil leaving the classroom where allowing the pupil to leave would risk their safety or lead to behaviour that disrupts the behaviour of others
 - prevent a pupil from attacking a member of staff or another pupil, or to stop a fight in the playground and,
 - restrain a pupil at risk of harming themselves through physical outbursts.
- It is always unlawful to use force as a punishment.
- Physical intervention can take several forms. It might involve:
 - physically interposing between persons
 - blocking someone's path
 - holding or guiding
 - breakaway skills
 - (in extreme circumstances) using approved techniques for physical restraint
- There are procedures to be followed for reporting incidences of restraint and if you are involved, you need to ensure that these are followed.

CODE OF CONDUCT ACKNOWLEDGEMENT FORM FOR VISITORS AND OTHER ADULTS:

Name:

Job Title:

Please tick the boxes below as appropriate:

I confirm that I have received and read a copy of the school's 'Code of Conduct for Volunteers, Visitors and other Adults Working in this school' (2018)'	
I confirm that I have received and read a copy of the school's latest Child Protection Policy (September 2018) and have raised any queries that I might have with the either the Head Teacher of the Designated Safeguarding Lead (or their Deputies) for clarification.	
I confirm that I know how to access the school's policies that I am required to have a knowledge and understanding of.	

Signed:

Date: