



Volunteer Policy

Policy statement

Volunteers at our setting bring with them a range of skill and experience that can enhance the learning opportunities of children. We welcome and encourage volunteers from the local community. A volunteer is an unpaid adult who provides support to our setting.

Our volunteers may include:

- Parents of children
- Students on university placements or work experience
- Ex members of staff
- Local residents

The types of activities that volunteers are engaged in might include:

- Reading stories to children/hearing children read
- Working with small groups of children
- Undertaking arts and crafts with children
- Gardening / Outdoor play
- Supporting staff
- ICT
- Individually arranged projects
- Accompanying school visits

Becoming a volunteer

Anyone wishing to become a volunteer, either for a one off event or on a more regular basis should approach the setting owner (Michelle Josephs). Volunteers should complete the Volunteer Information Sheet with their emergency contact details and allergies. Before starting to help in setting, volunteers should complete the Volunteer Agreement (Appendix 1), which sets out the setting's expectations of volunteers and ask volunteers to confirm they have received a copy of the policy.

Before starting, and to ensure the safety of our children at all times, all volunteers will be required to completed a DBS check. This can be completed online and the office will provide the necessary information. We are unable to have any volunteer in the setting with the children unless they have been cleared by the DBS and show their certificate to the owner. Details of this certificate will be recorded.

Confidentiality

Volunteers in the setting are bound by our Confidential Policy. All staff members, voluntary helpers and visitors should be aware that information relating to individual children or members of staff is totally confidential. Whilst in the setting, volunteers may hear conversations which are of a confidential nature. These cover aspects such as children's development progress, behaviour issues, or home circumstances. All information relating to individual children and staff is totally confidential and volunteers must respect this. Any concerns that volunteers have about the children they with / come into contact with should be shared with the site manager and NOT with the parents of the child or any persons outside the setting. These comments, particularly if taken out of context, can cause distress to the parents of the child if not heard directly from the setting.

A situation may arise in setting, where the duty to the child is greater than that to the parent. If a child discloses something, this information should be shared promptly with the manager or owner. Volunteers who are concerned about anything another adult in the setting does or says should raise the matter with the manager or owner.

Supervision

All volunteers work under the supervision of the staff/manager to which they are assigned. Volunteers will never be left unsupervised with the children. Volunteers should feel confident to carry out the task they have been assigned and should seek further advice / guidance from the manager in the event of a query or problem regarding a child's behaviour or understanding of a task.

Health and Safety

The setting has a health and safety policy which is available on request. Managers should ensure that volunteers are clear about emergency procedures (e.g. fire evacuation) and about any safety aspects associated with a particular task (e.g. using cookery equipment). If a volunteer attends an off site visit, their emergency contact details will be requested. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the manager or owner.

Complaints Procedure

Any complaints made about a volunteer or by a volunteer will be referred to the setting owner for investigation.

The owner has the right to take the following actions:

- Speak with the volunteer about a breach in the volunteer agreement.
- Offer an alternative placement for a volunteer.
- Inform the volunteer that they are no longer required to help in the setting.

The policy will be reviewed every year or in the light of new guidance from either the DfE or the Local Authority.

Created – July 2020

Reviewed 23rd August 2021

Reviewed 3rd February 2022

Reviewed 13th June 2022

Reviewed 27th April 2023

Reviewed 2nd January 2024

Reviewed 13th January 2025

Reviewed 8th January 2026